

CA RWA2 #1

Product	Campaign Manager (CAM/EmailLabs)
Executive Summary (external)	Problem statement summary: <i>The users reported API was returning the "email already exists" causing unavailability to upload emails for actual and new mailing lists and blocking them from sending messages to new emails into their mailing lists. This issue was reported 30/Apr/2020 4:54pm and the outage started 04/May/2020 2:48pm and ended at 04/May/2020 4:31pm.</i>
Problem Statement (Internal/technical)	Problem statement: <ul style="list-style-type: none">• What: <i>The users reported API was returning the "email already exists" causing unavailability to upload emails for actual and new mailing lists blocking them from sending messages to new emails into their mailing lists and blocking them from sending messages to new emails into their mailing lists</i>• When:<ul style="list-style-type: none">○ Outage Started: 04/May/20 2:48 PM○ Outage Detected: 04/May/20 2:48 PM○ Outage Ended: 04/May/20 4:31 PM Top 3 Symptoms: List the top symptoms that uniquely identify this outage (minimum one symptom) <ul style="list-style-type: none">• symptom1: cannot add new members in UI• symptom2: cannot add new members in API• symptom3: cannot upload new members in UI• symptom4: cannot upload new members in API
Root cause analysis (internal)	Apply the why-why methodology. Start with the topmost visible failure and keep going deeper. A minimum of 3 why-why levels must be done. Why 1: <ul style="list-style-type: none">• Question: <i>Why did the users report that the API was returning the "email already exists" response?</i>• Reason: <i>Because the internal component fails to insert the new record at the MySQL database table.</i>• Evidence: Why 2: <ul style="list-style-type: none">• Question: <i>Why did the internal component fail to insert the new record at the database table?</i>• Reason: <i>because the mailing_list_email_table.EMAIL_ID auto_increment stopped at 4,294,967,295.</i>• Evidence: <i>Disabling the constraint</i>

	SITE_ID	MAILING_LIST_ID	EMAIL	EMAIL_ID	JOIN_DATE	TRASH_DATE	TRASHED	UNIQUE_ID	MODIFY_DATE	DOMAIN
1	12345678	48137	lpqpfsl2@vsnl.com	4294967295	2020-05-01 12:21:00		n	291454936b	2020-05-01 19:21:54	
2	12345678	48166	maltyyeh33@gmail.com	4294967295	2020-05-01 11:32:00		n	fc2feda4c	2020-05-01 18:10:13	
3	12345678	48162	maltyyeh@vsnl.com	4294967295	2020-05-03 06:32:00		n	6c8736aa7	2020-05-03 13:12:25	
4	12345678	54353	christina.belter.16@gmail.com	4294967295	2020-05-01 10:07:00		n	e45b423193	2020-05-01 17:07:58	
5	12345678	48349	IC2HMKQK6TH2IGAGL.COM	4294967295	2020-05-01 10:14:00		n	364930f0d0e	2020-05-01 17:14:43	
6	12345678	564360	gen.crow3@hotmail.com	4294967295	2020-05-03 10:43:00	2020-05-03 19:45:00	y	enidib924e	2020-05-04 01:45:19	
7	12345678	543100	farooqbelal20@gmail.com	4294967295	2020-05-04 04:13:00		n	cd09a03377	2020-05-04 11:15:59	
8	12347332	576487	poolejonathan12@gmail.com	4294967295	2020-05-01 10:07:00		n	cd1999c319	2020-05-01 17:07:55	
9	12347260	538084	erangle2@abc.com	4294967295	2020-05-01 10:09:00		n	e041f335a9	2020-05-01 17:09:48	
10	12347332	132829	poolejonathan12@gmail.com	4294967295	2020-05-01 10:07:00		n	31a93571ba	2020-05-01 17:07:58	
11	12347332	636380	laj1154@gmail.com	4294967295	2020-05-01 10:07:00		n	14b1801114	2020-05-01 17:07:54	
12	12345678	638377	Devorahrois7@gmail.com	4294967295	2020-05-01 12:48:00		n	d7964ea71a	2020-05-01 19:48:21	
13	12345678	642933	belhany.kough@canada.ca	4294967295	2020-05-04 05:06:00		n	d782743915	2020-05-04 12:06:51	
14	12345678	678033	caitlin.herr@act.gov.au	4294967295	2020-05-03 19:16:00	2020-05-03 19:16:00	y	8072a619c3	2020-05-04 04:01:59	
15	12345911	673329	3RUUGTOH1@mailinator.com	4294967295	2020-05-01 23:01:00	2020-05-01 23:01:00	y	8c1036e129	2020-05-02 06:06:29	

All EMAIL_ID with 4,294,967,295

Why 3:

- Question: Why did the mailing_list_email_table.EMAIL_ID auto_increment stop at 4,294,967,295?
- Reason / Root-cause: [Insert reason / root cause here]
- Evidence:

mailing_list_email_table
SITE_ID int unsigned
MAILING_LIST_ID int unsigned
EMAIL varchar(50)
EMAIL_ID int unsigned (auto increment)
JOIN_DATE timestamp
TRASH_DATE timestamp
TRASHED enum('y','n')
UNIQUE_ID char(10)
MODIFY_DATE timestamp
DOMAIN varchar(255)
mailing_list_email_table_pk (EMAIL_ID)
mailing_list_email_table_pk (EMAIL_ID) UNIQUE

Fix plan

- technical-fix:
- fix-description: [Insert fix here]