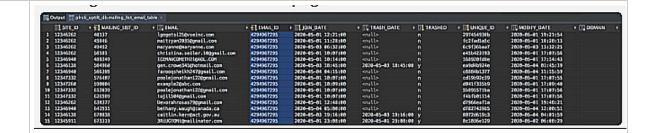
CA RWA2 #1

Product	Campaign Manager (CAM/EmailLabs)
Executive Summary (external)	Problem statement summary: 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.
Problem Statement (Internal/technical)	Problem statement: • What: 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 • When: • 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) • symptom1: cannot add new members in UI • 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: • Question: Why did the users report that the API was returning the "email already exists" response? • Reason: Because the internal component fails to insert the new record at the MySQL database table. • Evidence: mislble [develore] * curl - X POST 'https://www.elabso.com/API/mailing_list.html?type=record&activity=add&input-X3CDATASETX3EXXASCO.TAXSOTTASEXXASCO.TAXSOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOTTASEXXASCOT



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:

Fix plan

technical-fix:

fix-description: [Insert fix here]