root cause analysis report

Last Update: 17 June 2022

# **INCIDENT SUMMARY**

**Incident Classification:** Partial Outage

**Incident ID:** INC-13259

**Incident Time:** North America Instances: 09th June 8:10 AM – 11:39 AM ET

# **IMPACTED SERVICES**

|  |  |  |
| --- | --- | --- |
| **Product** | **Partial Outage** | **Degraded Performance** |
| CrowdCompass – Email | 8:10 AM - 9:21 AM ET | 9:21 AM -11:39 AM ET |
| CrowdCompass – Mobile/Web Client 🡪 OEG Login | 8:10 AM – 9:21 AM ET |  |

# **DESCRIPTION**

During  the  incident,  attendees would  have  been  unable  to  login  to  the OEG client both on Web and Mobile Application because they were not receiving the Verification code via email or there was a significant delay in the email delivery.

# **Root Cause**

This was due to the outage happen at the Vendor whom we are using for our email delivery in CrowdCompass and due to that attendees are either not getting or there is a delay in the verification code email delivery and the verification page on OEG fails to load.

# **MITIGATION PLAN**

Cvent takes any service disruption to our customers very seriously. To prevent future service disruption of this kind, we have taken or will take the following steps:

1. We are improving our application exception handling so that the verification page can load properly so that attendee can use an alternative way (SMS) to login in case email service went down.
2. Improve our testing and QA processes to identify impact in development environments.
3. We have asked for the RCA from the email vendor about the Outage issue happen at their end.