

Incident Analysis Report

Title: Survey trending report loading failure

Incident ID	12008
Start Time	2024-05-20 10:10
End Time	2024-05-20 13:05
Incident Description	Some users report they can't use AI comment summary service, always show empty results. From GCP log we can see massive 500 errors with API calls to GCP vertex service.
Impact service	AI comment analysis service
Root Cause Analysis	There is code change in new release, have not consider comments may include special chars like “{}”, which eventually caused repeat AI summary API call failure. After fix this issue, the AI comment service fully recovered.
Support Engineer	Alan Gu