

Root Cause Analysis (RCA)

Report :

Summary of Incident Description:

On Monday, Aug 14, 2017 the Odoo server has become unreachable and UI didn't get started. It's because CRM upgrade issue occurred one of the seed data in the CRM module was deleted which prevented the upgrade from happening because of this missing data. This maintenance was scheduled to complete in 2-3hours but ended up for one-day. As a result, we have been provided with new machine with credentials. We have made all changes on that new machine and was handed over to the client.

Root Cause:

The root cause of this issue is because of we have forgot to move the quotation changes to the new machine that are handed over to the client. This Quotation includes around 4-5 changes to be done on the report.

Corrective Actions:

To prevent the re-occurrence of this issue, we have planned to create a custom Modules that includes all our changes that are done on code level.

Date	Requirment	Delivered	Developers	Tested by	Approved
Aug 23, 2017	New server Machine Acquired.		Alfred Botchway	Shanthy, Ashwin, Tamil	Alfred Botchway
Aug 30, 2017	New production machine got ready and handed over to Client	Installed Odoo freshly on Production machine and all custom Modules.	Tamil, Ashwin	Shanthy	Alfred Botchway
Aug 31, 2017	Fixed the upgrade issue on Production machine	CRM upgrade issue occurred becoz one of the seed data in the CRM module was deleted which prevented the upgrade from happening because of this missing data.	Tamil, Ashwin	Shanthy	Alfred Botchway