

Users reported slowness in create WO flow which was taking more than a minute to complete.

Incident Description:

Duplo services were running slow for all builds made on or after April 01 2024.

Users reported slowness in create WO flow which was taking more than a minute to complete.

How was the incident detected?

Users reported slowness in creating WO flow which took more than a minute to complete.

What were the symptoms?

Create WO was slow to complete in the third step.

What was the customer or business impact?

Users are not able to use the system due to slowness.

How was the issue resolved?

The build was deployed using Amazon Base image "Latest" tag, which was released on April 01 2024. This image had a higher size 438MB than previous (248MB) and was slow in response. We rebuilt using the previous base image, and Duplo started working properly.

5-Whys & Root-Cause

Problem Statement: Users reported slowness in create WO flow which was taking more than a minute to complete.

Why did user face this issue?

The build was using Amazon Base image "Latest" tag, which was released on April 01 2024. This image had a higher memory 438MB than previous (248MB) and was slow in response.

Why did we not face this issue before ? .

The older base images didnt have any performance issues.

Why network calls were going slow ?

Amazon base images were created weekly and released for projects to use. The exact reason for the slowness is yet to be identified.

Profiling to be done. AI [@Yaramada, Surya](#)

1. Weekly Cadence - github actions will trigger the build and push to ECR with the latest tag

Why was the Base Image changes not Tested?

Amazon container base images are build and released on weekly basis by automation. There is no standard testing procedure before releasing the Base Images.

Why Apps need to adopt the base images to the latest version?

Most of the releases are OS security fixes or vulnerabilities. PAC-SEC team mandates to move to latest to avoid any vulnerabilities affecting the system.

Overall learnings and recommendations

- Amazon Base Images are security hardened kernel images released weekly, which handles newly found vulnerabilities and patches for OS security.
 - Platform team needs to release these images as per PAC-Sec mandate. Going forward, we are moving to PAC-SEC release cycles and moving out of Amazon releases.
 - Any critical Security Vulnerability in base Images has to be cleaned up in 7 days as per PAC-SEC
 - Performance testing must be included in each release to ensure runtime updates in base image are verified.
 - No release notes from Amazon provided for each release
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Operational Excellence Learnings and recommendations

- Using latest base images is mandatory for security reasons.
- No guarantee of images performing faster or slower than previous versions.
- App team needs to validate for performance on every release.
- Image releases are Going to PAC-SEC for the latest images soon - process change End of JUNE 2024
- Going forward, Security realm does not have a notion of LTS