Ticket ID: 23822807670

Ticket Name: Notifications for Leucine

Submitted On: 22 May 2025

Status: Solved

Priority: High

Ticket Type: Product Issue

Client: Valent

Product: MES

Description: There appears to be an issue with email notifications from Leucine, as none have been received since Monday. Tasks from Tuesday and Wednesday are visible, indicating a possible email delivery failure.

Root Cause: The issue occurred because Multi-Factor Authentication (MFA) was not enabled on the AWS account. As a result, certain security policies restricted access to key services responsible for sending out email notifications. This led to the failure in delivering Leucine task-related emails starting from Monday.

Corrective Action: MFA has now been enabled on the affected AWS account to immediately restore access to the necessary services and resume email notification delivery.

Preventive Action: A review of all critical AWS accounts will be conducted to ensure MFA is enabled across the board. Additionally, a monitoring mechanism will be implemented to alert the team if MFA is disabled or misconfigured in the future, ensuring uninterrupted email service functionality.