August 23, Tue   **QuickLaunch IDP8 - Investigating Service Disruption Alarms**

Resolved in 16 hours

Affected Service: Single Sign-On & Identity Provider   Password Manager with MFA

Multifactor Authentication

1:41, Aug 23 EDT

Resolved

Please be advised that QuickLaunch services are back up and running to full capacity as of Monday Aug 22nd, 11:50 PM EST. Login services and all other modules should be functional for all clients and users. Support engineers are doing a comprehensive testing on all the services that affected AWS eLBR, database and docker services performance as we provide this update.

Quicklaunch runs Quick Launch-Identity as authentication and authorization service in AWS and relies on docker swarm overlay network in conjunction with AWS internal DNS resolver for internal service discovery of microservices. We found an anomaly in docker network which was causing the service discovery to fail intermittently causing our password manager APIs to turn sluggish creating performance degradation to the point where services were unavailable.

After multiple attempts to make both the networks play well together, team decided to do away with dockerized version of password manager to a more conventional horizontally scalable EC2 instance based service which fixed the service discovery issue and thereby the intermittent anomaly that was experienced during this period.

We know how critical this service is to our clients, their applications and end users, and their businesses. We will do everything we can to learn from this event and use it to improve our availability.

We appreciate your patience while we worked through identifying, resolving and making the Identity services available again for all users.

Thanks-QuickLaunch Support

21:23, Aug 22 EDT

Fixing

9:15 PM EST - Engineers have begun troubleshooting the service calls that are being made between the eLBR, docker and databases during login and post-login process by introducing caching mechanism to impacted services (getAllMobileCarrier, getMultiFactorAuthenticationSettings, getVerificationSettingsForTenant) that seem to be causing the inability for logins to complete or to be delayed .

Caching parameters are being revised to 10 minutes and testing is being done to see if this will address the
unavailability of post-login services.

Next update to be provided around 10:15 PM EST.

19:51, Aug 22 EDT

Fixing

7:30 PM EST - Some of the API's responsible for rendering post-login are having performance delays for certain customers and users. Support engineers continue to work on the issues that are affecting AWS eLBR, database and docker services performance.

Next update around 8:45 PM EST

Thanks-QuickLaunch Support

18:44, Aug 22 EDT

Fixing

Dear QuickLaunch Customers,

Please be apprised on further constructive progress .

6:00pm ET - Login services were restored for all customers. Some users are reporting post-login performance delays which are being investigated. Support engineers are continuing to review and monitor performance between the AWS eLBR, database and docker services.

Next update by 7:15 PM EST.

Thanks-QuickLaunch Support

17:42, Aug 22 EDT

Fixing

Dear QuickLaunch Customers,

Further to our last update, We are beginning to isolate each docker service, database and eLBR to identify what is causing the slow queries which are in turn making the services intermittently available or creating performance degradation to the point where services are unavailable.

The secondary infrastructure is brought up and now we are starting to isolate services.

As of now we don't have an update for resolution. We have all-hands-on deck for this unprecedented issue.

We shall provide the next update around 6:15 PM EST.

Thanks-QuickLaunch Support

17:12, Aug 22 EDT

Fixing

Dear QuickLaunch Customers,

Quicklaunch would like to provide some additional information about the service degradation that we are experiencing as we provide this update. We understand the impact of the issues are critical and unprecedented and all QuickLaunch engineers and our senior support staff are working to get identity (authorization and authentication) services to 100% availability for all users.

Enclosed below is a summary of what issues we are experiencing with our identity services and what actions have been taken thus far.

Overview: QuickLaunch runs Quick Launch-Identity as authentication and authorization service in AWS.

9:30 AM EST - QuickLaunch received alerts from our Network Operation Center team and reports from clients that users are unable to authenticate intermittently.

9:35 AM EST - QuickLaunch started troubleshooting each of the identity services and identified that users were intermittently able to login while some attempts were failing.

1:45 PM EST - QuickLaunch identity services restored resulting in intermittently successful logins.

3:22 PM EST - Although 60% of users were successfully logging into services, QuickLaunch made the decision to run a full service restart of identity services as the docker network within the multi tenant AWS environment had been acting up and not serving downstream responses consistently through certain nodes hosted in AWS.

3:40 PM EST - QuickLaunch initiated bringing up a secondary Identity environment.

We will work on sending updates every 30 minutes as services restart. We anticipate this taking another 30-60 minutes.

At this time QuickLaunch doesn't have a specific root cause but is working with AWS to identify potential causes as we observed slow query logs that currently seem to be related to docker network, eLBR and the database services. As services are restarted, the root cause will be further investigated and shall be informed as part of the RCA once confirmed along with a immediate resolution plan. We will send another update at 5:15 PM ET.

We know how critical this service is to our clients, their applications and end users, and their businesses. We will do everything we can to learn from this event and use it to improve our availability even further.

Thank you for your patience at this time as we work through identifying, resolving and making the Identity services 100% available for all users.

Thanks-QuickLaunch Support

13:40, Aug 22 EDT

Investigating

Please be advised that we are still experiencing issues and we are still working on it.
We shall keep you posted with further proceedings periodically followed by a detailed RCA.

Thanks-QuickLaunch Support

11:56, Aug 22 EDT

Investigating

Please be advised that we are continuing to address the problem on a warfront. We have identified the problem to be with our Identity system currently undergoing an extremely heavy user load. Our executive and Incident management teams are working very closely to resolve this problem asap. We shall keep you posted with further proceedings periodically followed by a detailed RCA.

We appreciate your patience and support all this while.

Thanks-QuickLaunch Support

10:57, Aug 22 EDT

Investigating

We sincerely apologize for the service outage that you might be facing right now. We're doing everything in our power to get things up and running as quickly as possible.

We're working around the clock to make sure you are able to access your account, sending out emails with updates on what we're doing to restore functionality, and answering any questions you may have. We want you to know that your patience has not gone unnoticed.

Our team is committed to making sure we provide the best possible service, and we take every opportunity to improve how things work behind-the-scenes. We are also reviewing our policies for better communication on ongoing issues.

09:36, Aug 22 EDT

Investigating

We're currently investigating reports of service disruption alarms on QuickLaunch IDP 8 services. Portal logins for institutions running on QuickLaunch 8 may be unavailable temporarily. Our team is investigating and shall post another update in 30 minutes.