

Ongoing Incidents

● August 24, Wed **QuickLaunch IDP8 - Investigating Service Disruption Alarms**

Lasted for 3 days

Affected Service: Password Manager with MFA Adaptive Multi-Factor Authentication

6:10, Aug 27 EDT

Resolved

QuickLaunch Services Major Update - All Services Operational - Saturday, August 27 - 5:00 AM ET

The activity planned for 4 AM ET, August 27, 2022 has been completed. Please be advised that all QuickLaunch services including PWMS, AMFA, FTU and Custom Design & Branding are back up and running as of 5 AM ET, August 27, 2022. The systems are under observation. The QuickLaunch team will continue to monitor all systems 24X7 and provide updates during the course of the day.

Status Updates: Please go to save this page for real-time updates.
<https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support

18:28, Aug 25 EDT

Monitoring

QuickLaunch Services - Monitoring Update - Thursday, August 25th - 6:45 PM ET

QuickLaunch Login services continue to be available without any alerts, interruptions or newly reported incidents. QuickLaunch support engineers are monitoring the services 24x7.

The event summary, full restoration plan is in development and planned for release tomorrow, August 26th, 2022.

Bookmark this page for status updates. <https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support

18:23, Aug 24 EDT

Monitoring

QuickLaunch Single Sign-On thick client authentication patch released - Wednesday, Aug 24th - 6:00 PM ET

QuickLaunch has deployed a patch to restore thick client authentication of desktop apps on Aug 24th at 5:15 PM ET. This patch addresses blank page problem throwing script error while accessing thick client apps such as Microsoft Office 365 desktop apps (Teams, Outlook etc.) and few VPN clients.

Status Updates: We have received feedback that customers are not getting updates. Bookmark this page for status updates. <https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support

16:09, Aug 24 EDT

Monitoring

QuickLaunch Services - Monitoring Update - Wednesday, Aug 24th - 2:45 PM ET

QuickLaunch Login services continue to be available without any alerts, interruptions or reported incidents. QuickLaunch support engineers are monitoring the services 24x7.

Some customers and users are reporting blank page on login for new users which is not caused by service interruption. Its due to the patch (8.12.4) that was released 8/23/22 at 3:45 PM ET. This issue has been reported to QuickLaunch support. A patch is being developed to address the notification process for First Time Users (FTU). Will update once patch is developed with ETA for release.

Status Updates: We have received feedback that customers are not getting updates. Bookmark this page for status updates. <https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support

9:30, Aug 24 EDT

Monitoring

8:45 AM ET

QuickLaunch Services - Monitoring Update - Wednesday, Aug 24th - 8:45AM ET

Please be advised that QuickLaunch Login services continue to be available without any alerts, interruptions or reported incidents. QuickLaunch support engineers are monitoring the services 24x7.

QuickLaunch architects are still working on a plan for restoring Password, AMFA and Custom CSS services. The plan will be shared once Proof Of Concept (POC) is tested properly by QuickLaunch engineers. Revised ETA to be provided soon.

Status Updates: We have received feedback that customers are not getting updates. Bookmark this page for status updates. <https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support

5:58, Aug 23 EDT

Investigating

5:45 PM ET

Solution #3 - Denial of Service Patch Released for Restoring Login Services Update:

QuickLaunch Login services continue to be available without interruption or reported incidents. QuickLaunch support engineers are monitoring services 24x7.

QuickLaunch architects are still working on a plan for restoring Password, AMFA and Custom CSS services. ETA is 8/24. The plan will be shared once it has been prepared.

Status Updates: We have received feedback that customers are not getting updates. Bookmark this page for status updates. <https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support

4:47, Aug 23 EDT

Monitoring

4:45 PM ET

Solution #3 - Denial of Service Patch Released for Restoring Login Services - Update: -

QuickLaunch has reported that in the last hour of the patch being released into production, login services continue to available without service interruption. Customers are being contacted to confirm availability and to record any custom configuration issues.

QuickLaunch support engineers are now monitoring Login Services logs.

QuickLaunch architects are working on a solution for restoring Password Management Services, AMFA Services and Custom CSS Services. Once this plan is outlined, it will be posted as an update.

Status Updates: We have received feedback that customers are not getting updates. Bookmark this page for status updates. <https://quicklaunch.io/outage-status/>

Thanks-QuickLaunch Support