



Root Cause Analysis (RCA) Report

Summary of Incident Description

On Aug 09, 2016, at approximately 3:45 am PST, new Graymail signature updates were published and automatically all Email Security gateways (On-premises Physical appliances, Virtual appliances and Cloud Email Security instances) received the updates. Due to a bug in this update, many of the customers who had enabled “Graymail Detection” started experiencing latency in email delivery and work queue build up. Customers who had not enabled “Graymail Detection” were not impacted

Impact

Customers who had enabled “Graymail Detection” experienced work queue build up on their Email security gateway with delay in email delivery.

Timeline

Aug 09 03:45 GMT-7: New Graymail signature updates were published
Aug 09 04:00 GMT-7: Work queue build up observed on Email Security gateways with gradual increase in Email delivery latency
Aug 09 05:00 GMT-7: Team analyzing the issue and escalated
Aug 09 07:00 GMT-7: Graymail scanning was identified as the root cause and a workaround to disable Graymail Detection was published
Aug 09 08:00 GMT-7: Specific Graymail signature update which resulted in this issue was identified
Aug 09 09:00 GMT-7: Problematic Graymail signature update was rolled back
Aug 09 10:00 GMT-7: Emails in work queue started going down with reduction in Email delivery latency

Root Cause

- Due to packaging issue, partial signature update was published, which resulted in Graymail scan time out (60 seconds). Email scanning continued only after timeout, resulting in Work queue build up and increased Email delivery latency

Corrective Actions

- Signature testing will also include testing packaging and publishing process
- This change is made with immediate effect to avoid recurrence of such issues

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