

## Discontinuity of the Disposable Digital Certificates Service

<b>Started</b>	09.07.2024 12:02
<b>Closed</b>	09.07.2024 13:30
<b>Services affected</b>	Issuance and usage of Disposable Digital Certificates
<b>Description</b>	<p>The discontinuity of the service started at approximately 12:02, users began reporting an intermittent service at times within third-party application integrated with the backend CA services for the issuance and usage of disposable certificates.</p> <p>Some minutes earlier our application monitoring systems detected an increase of resource usage on a cluster's node going to 100% RAM and our balancer started to detect application errors.</p> <p>Our engineering team was already on the issue when the first reports started arriving.</p> <p>The incident was closed at 13:30 after that the configuration of the Disposable application on the first node was updated by increasing the memory usage.</p>
<b>Root cause</b>	<p>The investigation revealed that the one Service on a machine of the two nodes composing the cluster was not properly configured in terms of sizing of the memory usage.</p> <p>This caused the saturation of the RAM resources for the application on one node. Unfortunately, by excluding the node from the cluster to apply the change in the configuration during a period of the day with high traffic, all the service also started going to the limit in terms of memory resources.</p> <p>The sizing of the memory used by the Application on the first node was increased, the Application was restarted.</p>



	<p>Then the sizing of the memory used by the Application on the second node was increased too and was necessary to restart the Application also on it. In fact due to the high traffic managed by the full system the RAM dimension wasn't enough to work with a single node.</p> <p>After this operation the system started again to work properly. We continued monitoring the system to ensure that the incident was fully resolved.</p>
<b>Personal data impacted (privacy)</b>	No impacts
<b>Remediation action</b>	<p>To better dimension the RAM usage of each Application node we increase the periodicity of stress tests.</p> <p>We will increase also the periodicity of stress tests on hw resources on each node.</p>