

Post-Incident Report HENNGE Email DLP Email Delay Issue

■ Incident

On Wednesday, April 21, 2021, a problem occurred in the HENNGE Email DLP service, which caused a significant delay in the delivery of some of the emails sent by users in your company. There was no downtime, such as lost emails or missing log data as a result of this incident.

■ Date and time of occurrence (Written in JST (Japan Standard Time) in this report)

Wed, April 21, 2021 from 0:07pm to 0:11pm

■ Affected area

Less than 10% of all emails that were sent during the time period mentioned above.

* In case the affected emails are sent to multiple recipients, it may be possible to have been successfully sent to a part of them.

■ Cause

This issue occurred when the automatic scaling process provided for the purpose of handling excessive email inflow had been executed for the back-end servers that perform some email filtering in the HENNGE Email DLP service. An unexpected error that required escalation to the infrastructure engineer team occurred inside the service, which caused the backend servers in HENNGE Email DLP to become temporarily unstable. Due to this unstable state, the internal processing instructions (queue) for some of the mails during the time period mentioned above were lost, and the emails continued to stay on the server, resulting in a significant delay.

■ Timeline of the incident and our response

The following is a timeline from the occurrence of the issue to the present.

Wed, April 21 0:00pm	Executed the automatic instance scaling process for back-end servers.
Wed, April 21 0:07pm	Detected 404 errors from back-end servers. Started investigation.
Wed, April 21 0:11pm	Confirmed that the back-end servers had returned to normal operation based on the response code from the monitoring service. Began investigating the affected area of this issue.
Wed, April 21 1:30pm	Completed to investigate the affected tenants. Started investigating emails stayed in the servers and preparing for the script to extract the email list.
Wed, April 21 2:41pm	Updated the situation on the status dashboard.
Wed, April 21 4:10pm	Finalized the policy to handle the emails stayed. Started preparing for email notification for affected customers.

Wed, April 21 6:00pm	Completed the initial email notification to the affected customers. (Customers with unknown contact information will be notified sequentially as soon as it can be confirmed)
Wed, April 21 6:11pm	Updated the situation on the status dashboard.
Thu, April 22 6:00pm	Completed to extract the list of affected emails. Considered how to resend stayed emails and started the implementation.
Fri, April 23 6:00pm	Fixed a bug in the automatic scaling process of the service as a permanent measure.

■ Temporary measures

The following measures have been taken since the issue occurred.

1. Notified HENNGE One users of the issue on the status dashboard
2. Contacted affected users individually via emails and phone calls
3. Escalation to the AWS infrastructure team
4. Implementation of resend processing function for some emails stayed in the server

■ Permanent measures

Based on technical advice from AWS, where HENNGE Email DLP is running, the problem with the automatic scaling process in the service has been fixed as of April 23 (Friday). There is no possibility of recurrence of this issue in the future.