Dear Customer,

On October 25th, 2021 ABBYY FlexiCapture Cloud (Europe) had been experiencing a document processing and verification slow-down. We are glad to inform you that the issues have been fully resolved. The service is fully functioning now. Please review the following incident root cause analysis (RCA) information:

<u>**Cloud instance**</u>

- Europe

<u>**Incident timeframe**</u>

- October 25th, 2021
    - 07:30 – 10:24 CEST

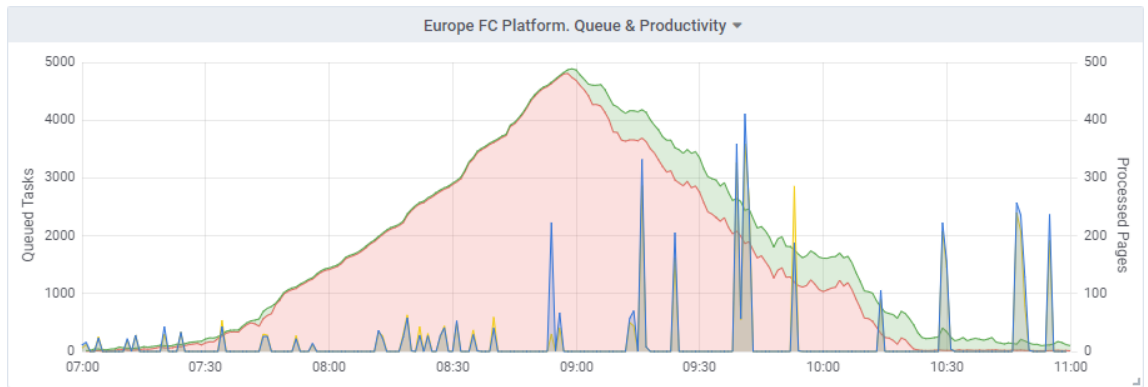<u>**Incident status**</u>

- Fully mitigated

<u>**Customer impact**</u>

- Slowness of the service APIs, document processing and Web Stations

<u>**Incident history**</u>

- On October 25th, 2021 at 7:30 the cloud team received a warning from the service health monitoring system about a growing queue of pending document processing tasks.
- Although a growing processing tasks queue may be caused by a rapidly increasing workload of the service in normal operation mode, the team started analyzing the situation to confirm the root cause.
- The team discovered issues with the underlying Microsoft Azure infrastructure. The scale set used for automatic service scaling couldn't spin up new virtual nodes required for timely processing of the incoming workload.
- After no reconfiguration of the scale set helped the team made a decision to recreate the scale set.
- At 08:58 the service started scaling with respect to the tasks queue and the number of pending tasks started decreasing.
- At 10:24 the pending tasks queue had been processed completely and the incident was mitigated.

Europe FC Platform. Queue & Productivity ▾

Root cause

- Issues with the underlying Microsoft Azure infrastructure preventing scale sets from automatic scaling by creating new virtual nodes.

Mitigation measures

- Recreation of the scale set used for automatic scaling of the service.
- Extension to the internal green book instructions for quick localization and immediate team actions in case Azure scale sets have issues with creating new virtual nodes in the future.

We apologize for any inconveniences and most of all, for potential impact on your business. We are committed to preventing the issue in the future and will continue working on improving the infrastructure and our monitoring solutions.

Thank you for using ABBYY FlexiCapture Cloud!

If you have any questions or feedback, please feel free to contact our support team via email at: support@abbyy.com.

Yours faithfully,
ABBYY FlexiCapture Cloud Team