Dear Customer,

On October 10th, 2021 ABBYY FlexiCapture Cloud (USA) had been experiencing a [REST API](#) operation slow-down or/and a service interruption. 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:

Cloud instance

- United States

Incident timeframe

- October 10th, 2021
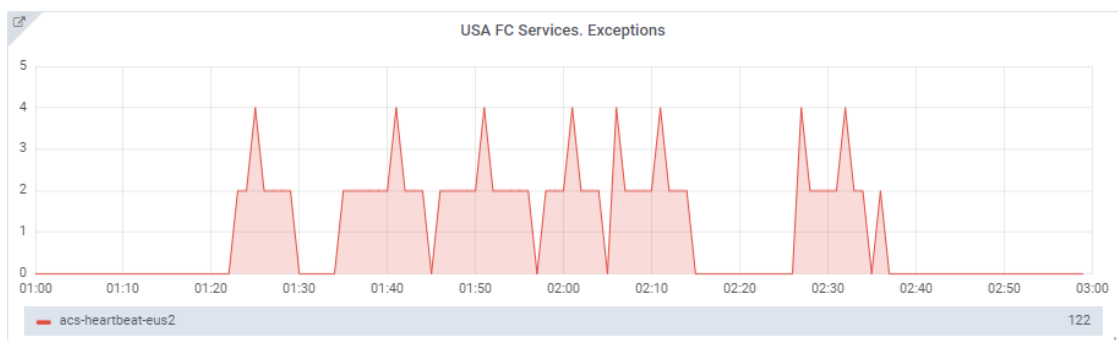 - 1:22 am – 2:37 am EDT

Incident status

- Fully mitigated

Customer impact

- Slowness of the [REST API](#) service operation

Incident history

- On October 10th, 2021 at 1:23 am the service health monitoring system started reporting failing heartbeats of the REST API services in the cluster.

- The team started investigations and taking standard measures for a service operation recovery according to the internal green books.

- At 1:40 the team went to a next level of the incident analysis and switched to breaking down the services functionality into independent operational parts to identify the root cause.
- At 2:20 the faulting service was localized as a sporadically failing Azure Function responsible for the data file storage.
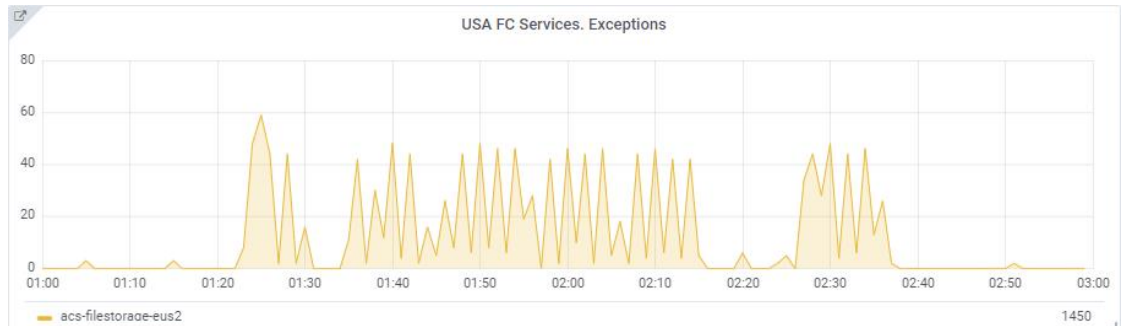
- After restarting the Azure Function, the service returned to normal operation at 2:37 the incident was fully mitigated.

Root cause

- Failure of an Azure Function managing the data file storage of the service.

Mitigation measures

- Restart of the Azure Function managing the data file storage of the service.
- Extension to the internal green book instructions for quick localization and immediate mitigation measures in case the Azure Function starts failing in the future again.

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