

Root Cause Analysis for (PRB753990)

Start Date: 2017-01-27 14:48 (PST)

End Date: 2017-01-28 11:43 (PST)

Window of possible of impact: 21 hours 43 minutes

Affected Systems: An Internet event affecting ServiceNow datacenters.

Symptoms: Hosted instances experienced a period of unavailability.

Summary description/explanation: On January 27th, at 16:14 (PST), ServiceNow began receiving reports of issues connecting to hosted instances.

Upon investigation, ServiceNow engineers determined that an Internet event beyond ServiceNow datacenters with a 3rd party Domain Name Service (DNS) vendor was causing connectivity issues. No issues were found with the ServiceNow infrastructure. ServiceNow recommended using alternative DNS servers from Level3 and flushing internal DNS server caches to provide temporary relief.

Root Cause of Incident: An Internet event outside of the ServiceNow network may have caused intermittent service or trouble connecting to hosted instances.

Solution Provided: Service was restored and relief was provided without intervention by ServiceNow.

Preventative Measures:

- ServiceNow has opened a case with the DNS vendor.

On behalf of ServiceNow, we apologize for the impact this issue has had on your organization. Our number one priority is your successful use of ServiceNow. We want to provide you with the support you deserve. If you have any further questions or concerns, please re-open a related incident or contact Customer Support.