



Root Cause Analysis

Service Issue:

Reported: October 22, 2024 9:26 AM PDT

Resolved: October 22, 2024 1:34 PM PDT

Symptom:

Users on a subset of sub-accounts could not start/join meetings and instead received 3010 errors.

Root Cause:

Recently, Zoom's Engineering team implemented a security enhancement for the Zoom On-Premise Meeting Connector solution. The new code change caused an empty Zoom Ping server list to be returned to the Zoom Client of the affected sub-accounts, causing the Zoom clients to have start/join meeting failures. The issue happens when the master modifies the shared zones to a sub-account, and all the meetings on the sub-account will be impacted.

Solution:

Zoom's DevOps team disabled the feature after troubleshooting the issue. Zoom's Engineering team created a hotfix and deployed it into production on the same day.

Prevention:

Moving forward, Zoom's Ops team will enhance the joint meeting failure error alarm and pager duty process. In addition, Zoom's Engineering team will improve the code review process and testing coverage to avoid similar issues from happening again.