

FIX CUSTOMER BUGS IN HOURS, NOT WEEKS

Accelerate RCA in complex networking software with AI

Customer Escalations Are Expensive

Software engineers working on complex networking systems routinely face defects that only appear in customer environments. These issues are notoriously difficult to reproduce, yet resolving them quickly is essential to avoid prolonged customer escalations.

Traditional Root Cause Analysis Is Slow

Networking companies have historically relied on slow and painful debugging workflows to resolve customer issues:

1. Receive a customer report
2. Set up a lab environment to replicate the customer's network
3. Attempt to reproduce the problem – when lab access is available
4. Add diagnostic logs and instrument functions, then recompile
5. Investigate and debug the issue

Repeat steps 3-5 until enough clues are gathered to identify the root cause

For complex fielded-defects, this process can take days or weeks – or don't get resolved at all!

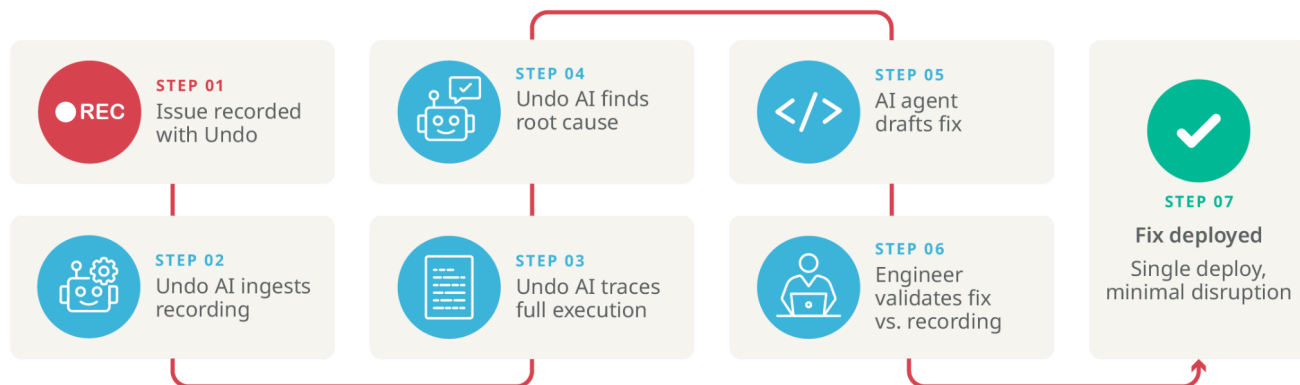
Why Investigations Take So Long

- **Limited access to lab environment:** Engineers often wait 2 - 4 weeks for access to specialised networking hardware, with only a short window available for investigation.
- **Slow investigation cycles:** Recompiling with extra logging takes 4–5 hours per attempt, while GDB is notoriously painful (stepping too far means restarting from the beginning)
- **Complex software systems:** Modern NOS platforms span millions of lines of code across numerous interacting components, making it difficult for any one engineer to understand the full execution path.
- **AI has to guess:** Coding agents can analyze source code and logs, but without visibility into what actually happened at runtime, they frequently generate plausible – but incorrect – root cause hypotheses.

100x Faster RCA with Runtime Context for AI Agents

Engineering teams at Cisco, Juniper Networks and Palo Alto Networks use Undo AI to give AI agents **runtime context** i.e. full visibility into program execution – enabling dramatically faster and more reliable root cause analysis. This runtime context is provided in the form of a program execution **recording**.

Here's what their **automated RCA workflow** now looks like:



Customer Success Stories

Palo Alto Networks

Learn how a Palo Alto Networks engineer resolved a long-standing field defect in just 15 minutes using Undo AI – **100x faster than traditional investigation methods**.

[Read the full story](#)

Cisco

"My team has been using Undo for over three years now. With Undo, there's no *if, maybe, or I suspect*. Every defect where the tool can be used, it is the first thing we do. **We get an Undo recording in the morning, and by noon we have the root cause**. No more iterative runs, no multiple debug images/builds, no testbed contention, it saves tons of engineering effort."

Gyanesh Singh, Director of Engineering, Cisco



"Happy to jump on a quick call to explore how we can also help your team automate root cause analysis with AI - in CI or production."

Chirag Goyal, General Manager at Undo

BOOK A DEMO