

Postmortem

Postmortem IR-16: 9-30-21 DB spikes on backend causing performance issues

Created by on Oct 11, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Oct 11, 2021 09:00 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-16

You can generate a postmortem [from any resolved incident](#) with these fields pre-filled, along with incident metadata and timeline.

What Happened?

Impact on Customers

Users unable to complete actions in system

Why Did it Happen?

Root Cause

OCR causing a DB spike

Timeline

Sep 30, 2021 at 12:00 pm

enash@efilecabinet.com

DB spikes caught by monitoring, informed teams

Sep 30, 2021 at 12:02 pm

enash@efilecabinet.com

Resolution in place

Sep 30, 2021 at 12:03 pm

enash@efilecabinet.com

Determined to be an issue with OCR

Oct 11, 2021 at 3:00 pm

Incident set to resolved by enash@efilecabinet.com

Oct 11, 2021 at 9:04 pm

Task created by enash@efilecabinet.com

Get OCR fix in place with next release to allow for more connections to go at once without causing DB spikes

How do we prevent it in the future?

Action Items

- Get OCR fix in place with next release to allow for more connections to go at once without causing DB spikes

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