

Postmortem

Postmortem IR-15: 9-21-21 Service Unavailable notifications and login slowness

Created by on Oct 11, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Oct 11, 2021 08:57 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-15

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

Service unavailable notifications and login slowness preventing access.

Why Did it Happen?

Root Cause

Auto scaling of new servers.

Timeline

Sep 21, 2021 at 9:51 am

enash@efilecabinet.com

Service unavailable notifications and login slowness reported by support

Sep 21, 2021 at 9:55 am

enash@efilecabinet.com

Investigation began

Sep 21, 2021 at 9:57 am

enash@efilecabinet.com

Determined to be caused by a scaling event caused by new servers being added and scaling on their own

Sep 21, 2021 at 10:08 am

enash@efilecabinet.com

Confirmed resolution and communicated to teams

Oct 11, 2021 at 2:57 pm

Incident set to resolved by enash@efilecabinet.com

Oct 11, 2021 at 8:37 pm

Task created by enash@efilecabinet.com

Determine why monitoring didn't catch the scaling change before support

Task created Determine best way for new servers to get added without auto scaling

How do we prevent it in the future?

Action Items

- Determine why monitoring didn't catch the scaling change before support

Created by: enash@efilecabinet.com

- Determine best way for new servers to get added without auto scaling

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