Postmortem

Postmortem IR-18: 8-30-21 403 errors for some users

Created by on Oct 13, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Oct 11, 2021 09:01 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-18

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

Some customers get 403 error

Why Did it Happen?

Root Cause

Scaling event

Timeline

Aug 30, 2021 at 9:11 am

enash@efilecabinet.com

> 403 errors for some users reported by Curtis

Aug 30, 2021 at 9:13 am

enash@efilecabinet.com

> Investigation began

Aug 30, 2021 at 9:35 am

enash@efilecabinet.com

> Determined to be a scaling event

Aug 30, 2021 at 9:49 am

enash@efilecabinet.com

> Scaling of web app servers was temporarily adjusted to better manage the load.

Oct 11, 2021 at 3:01 pm

Incident set to resolved by enash@efilecabinet.com

Oct 13, 2021 at 10:10 am

Task created by enash@efilecabinet.com
Need to find a permanent solution to the scaling issues causing 403 errors.

How do we prevent it in the future?

Action Items

- Need to find a permanent solution to the scaling issues causing 403 errors.

Created by: enash@efilecabinet.com