

Postmortem

Postmortem IR-19: 9-13-21 Rubex users unable to login via SSO

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-19

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

Preventing users from logging into Rubex with SSO on Rubex login screen.

Why Did it Happen?

Root Cause

Licensing issue on SSO vms

Timeline

Sep 13, 2021 at 3:32 pm

enash@efilecabinet.com

SSO login issue reported by Chris Wix

Sep 13, 2021 at 3:33 pm

enash@efilecabinet.com

Investigation started

Sep 14, 2021 at 9:42 am

enash@efilecabinet.com

Determined to be intermittent in some way, trying to narrow it down.

Sep 15, 2021 at 2:52 pm

enash@efilecabinet.com Edited

Issue reported resolved after Brian took down VMs to fix the trial licensing for SSO

Oct 11, 2021 at 3:01 pm

Incident set to resolved by enash@efilecabinet.com

Oct 13, 2021 at 9:59 am

Field updated by enash@efilecabinet.com

Title: 9-13-21 Rubex users unable to login via SSO

Oct 13, 2021 at 10:05 am

Task created by enash@efilecabinet.com

Need to implement permanent licensing fix for SSO

How do we prevent it in the future?

Action Items

- Need to implement permanent licensing fix for SSO

Created by: enash@efilecabinet.com