Postmortem

Postmortem IR-20: 9-27-21 WF instances failing to start/run automatically

Created by on Oct 13, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Oct 11, 2021 09:03 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-20

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

Customers unable to get WFs to start automatically..

Why Did it Happen?

Root Cause

Bad WF job causing batch worker to get stuck.

Timeline

Sep 27, 2021 at 10:09 am

enash@efilecabinet.com

> Issue with WF instances failing to kick off reported by Curtis

Sep 27, 2021 at 10:09 am

enash@efilecabinet.com

> Investigating began by Ops/Dev

Sep 27, 2021 at 4:35 pm

enash@efilecabinet.com

> Discovered that issue was related to faulty WF jobs in in the workflowjobsqueue failing to process, additional investigation began to discover why.

Sep 28, 2021 at 9:11 am

enash@efilecabinet.com

> The affected row was deleted (from personal Rubex account, confirmed with David Gaisford that it was okay)

Sep 28, 2021 at 1:01 pm

enash@efilecabinet.com Edited

> After waiting some time, confirmed that things were processing following deletion of bad row and batch worker adjustment (processing affected WF jobs in a separate thread).

Oct 11, 2021 at 3:03 pm

Incident set to resolved by enash@efilecabinet.com

Oct 13, 2021 at 9:52 am

Task created by enash@efilecabinet.com
Confirm if there is a way to process the affected jobs without stalling the batch worker and put a permanent fix in

place.

How do we prevent it in the future?

Action Items

- Confirm if there is a way to process the affected jobs without stalling the batch worker and put a permanent fix in place.

Created by: enash@efilecabinet.com