Postmortem

# Postmortem IR-21: 504 errors/blank screens when uploading files

Created by on Oct 26, 2021

| INCIDENT PROPERTIES | |
|---|---|
| **Status** | resolved |
| **Severity** | SEV-1 |
| **Started** | Oct 25, 2021 03:33 pm UTC |
| **Commander** | Rachel Coleman |
| **Incident Overview** | IR-21 |

*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 cannot upload files.
This lasted for 1 day, beginning at Oct 25, 2021 8:48 am .

## Why Did it Happen?

### Root Cause

TLS and WAF/ALB issues

# Timeline

**Oct 25, 2021 at 8:48 am**

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Curtis reported that users were unable to upload in browser or app

**Oct 25, 2021 at 9:02 am**

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Determined it may be related to the scaling event that took place, requested some additional testing

**Oct 25, 2021 at 9:11 am**

[enash@efilecabinet.com](mailto:enash@efilecabinet.com) Edited

> Reports that issue is still present coming in

**Oct 25, 2021 at 9:31 am**

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> war room called

**Oct 25, 2021 at 9:40 am**

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Brian adjusted WAF/ALB rules to try to resolve issue

**Oct 25, 2021 at 9:45 am**

**Customer impact updated** by Rachel Coleman

**Started at:** 10/25/2021 8:48 am

**Oct 25, 2021 at 9:50 am**

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Upload issue seemed resolved in customer test but slowness was occurring.

Oct 25, 2021 at 10:00 am

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Brian is doing A/B swap to point users to classic load balancer in beta environment.

Oct 25, 2021 at 10:02 am

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> App server investigation begun

Oct 25, 2021 at 10:14 am

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> App insights "pool has been exhausted" error message discovered by Trevor

Oct 25, 2021 at 10:40 am

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Appears to be related to TLS according to Shon, investigating continuing

Oct 25, 2021 at 11:04 am

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Additional testing after some adjustments being made by Brian and Shon

Oct 25, 2021 at 11:18 am

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

> Rubex appears to be down on at least one server

Oct 25, 2021 at 11:35 am

Rachel Coleman

> we started seeing recovery on rubex

**Oct 25, 2021 at 11:38 am**

Rachel Coleman

> Brian recycled IIS to resolve the errors

**Oct 25, 2021 at 11:50 am**

[enash@efilecabinet.com](enash@efilecabinet.com) Edited

> Shutting off 20 OCR (GDPicture) servers to resolve DB connections issue causing timeout

**Oct 25, 2021 at 12:51 pm**

[enash@efilecabinet.com](enash@efilecabinet.com)

> OCR servers moved down to 4x

**Oct 25, 2021 at 1:01 pm**

[enash@efilecabinet.com](enash@efilecabinet.com)

> GDPicture servers changed to c5.4x large

**Oct 25, 2021 at 1:45 pm**

[enash@efilecabinet.com](enash@efilecabinet.com)

> The 20 GDpicture OCR servers started up with new instance sizes and thread count of 45

**Oct 26, 2021 at 1:42 pm**

**Severity updated to SEV-1** by [enash@efilecabinet.com](enash@efilecabinet.com)
**Incident set to** resolved **Customer impact updated**
**Ended at:** 10/26/2021 1:42 pm

**Oct 26, 2021 at 1:43 pm**

**Task created** by [enash@efilecabinet.com](enash@efilecabinet.com)
Get WAF/ALB issues resolved and back onto Prod/all other environments.

# How do we prevent it in the future?

## Action Items

- Get WAF/ALB issues resolved and back onto Prod/all other environments.

**Created by:** enash@efilecabinet.com