

Postmortem

Postmortem IR-22: SecureDrawer Notification Emails Not Going Out

Created by on Nov 10, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Nov 10, 2021 03:36 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-22

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

SD users not receiving status notification emails.

Why Did it Happen?

Root Cause

Possibly pending updates on the SD batch worker

Timeline

Nov 9, 2021 at 9:27 am MST

enash@efilecabinet.com

Issue with SD notifications first reported by Curtis

Nov 9, 2021 at 9:29 am MST

enash@efilecabinet.com

Investigation began

Nov 9, 2021 at 9:31 am MST

enash@efilecabinet.com

Brian kicked batch worker and Emily tested PW reset (since all email types go through the batch worker) and that went through successfully. Indicated as such to itteamsupportcollaborationchannel and asked for additional info as to the types of notifications not coming through still, if any. (No response was provided).

Nov 9, 2021 at 12:47 pm MST

enash@efilecabinet.com

Second report from Josh Egbert

Nov 9, 2021 at 12:47 pm MST

enash@efilecabinet.com

Second investigation began

Nov 9, 2021 at 12:51 pm MST

enash@efilecabinet.com

Brian kicked batch worker a second time and PW reset was tested again and verified to be working again. Asked once more for some additional clarification on notification emails still not going through, if any (no response was provided).

Nov 9, 2021 at 12:54 pm MST

enash@efilecabinet.com

Brian provided information about how the SD batch worker batches notifications

Nov 9, 2021 at 3:32 pm MST

enash@efilecabinet.com

McKay checked in to ask if we ever confirmed things were resolved.

Nov 9, 2021 at 3:35 pm MST

enash@efilecabinet.com

Emily indicated that, as far as we'd been able to grasp at the time, things should be working.

Nov 9, 2021 at 4:38 pm MST

enash@efilecabinet.com

Nate Burton reported that issues were still present with SD notifications

Nov 9, 2021 at 4:47 pm MST

enash@efilecabinet.com

After finally getting some clarification from Nate, Rachel was able to do further testing

Nov 9, 2021 at 4:50 pm MST

enash@efilecabinet.com

Issue was finally confirmed to be able to be replicated, additional investigation continued.

Nov 9, 2021 at 5:05 pm MST

enash@efilecabinet.com

One more report came in from Curtis indicating the issue is still present, Emily indicated it was still being actively looked at.

Nov 9, 2021 at 10:00 pm MST

enash@efilecabinet.com

After releases, Emily and Brian dove into further emailqueue and notifications investigations in the SD database to narrow down issue, and determined it (at least generally) appeared to be related to the notifications not shooting to email queue

Nov 10, 2021 at 7:02 am MST

enash@efilecabinet.com

Emily indicated to team that issue is still being worked on/investigated.

Nov 10, 2021 at 8:22 am MST

enash@efilecabinet.com

Curtis reported issue still present and customers are threatening cancellation

Nov 10, 2021 at 8:23 am MST

enash@efilecabinet.com

Emily indicated issue was still being investigated.

Nov 10, 2021 at 8:35 am MST

enash@efilecabinet.com

After additional discussion with Brian/Emily, unofficial war room called.

Nov 10, 2021 at 8:45 am MST

enash@efilecabinet.com

Brian updated the oldest value in notifications table requiring email to see if it would roll through.

Nov 10, 2021 at 9:04 am MST

enash@efilecabinet.com Edited

Brian ran query on 214 oldest ids in notifications table that require email to not requiring as a troubleshooting step

Nov 10, 2021 at 9:05 am MST

enash@efilecabinet.com

Brian restarted batch worker

Nov 10, 2021 at 9:11 am MST

enash@efilecabinet.com

Brian restarted the batch worker again

Nov 10, 2021 at 9:16 am MST

enash@efilecabinet.com

Brian adjusted next oldest 1000 items in queue to not require email

Nov 10, 2021 at 9:16 am MST

enash@efilecabinet.com

Brian cycled the batch worker

Nov 10, 2021 at 9:26 am MST

enash@efilecabinet.com

Brian stopped the DataDog agent on SD batch worker and kicked the batch worker

Nov 10, 2021 at 9:31 am MST

enash@efilecabinet.com Edited

Brian is checking the config string on the batch worker to see if it has an incorrect value on batch time in minutes.

Nov 10, 2021 at 9:37 am MST

enash@efilecabinet.com Edited

Brian uninstalled DataDog and restarted the whole batch worker console

Nov 10, 2021 at 9:45 am MST

enash@efilecabinet.com

Brian was unable to get into Batch worker after reboot so he we into azure console to check VM status there and following that was able to log in

Nov 10, 2021 at 10:00 am MST

enash@efilecabinet.com Edited

Brian cleared out the queue in the batch worker a bit and then cycled the batch worker, numbers in queue appear to be going down

Nov 10, 2021 at 10:01 am MST

Field updated by enash@efilecabinet.com

Root Cause: Potentially DataDog, possibly pending updates

Nov 10, 2021 at 10:04 am MST

enash@efilecabinet.com

Brian continued to go back to all the other file groups he set "requires email" to 0 and adjusted them to set that setting to 1 again

Nov 10, 2021 at 10:08 am MST

enash@efilecabinet.com

Brian set last group of 1000 and 200 back to requiring email

Nov 10, 2021 at 10:25 am MST

enash@efilecabinet.com

Notifications went down to items from today, email queue was on its way down as well

Nov 10, 2021 at 11:28 am MST

enash@efilecabinet.com Edited

DataDog was reinstalled to see if it was the cause of the issue. Emily still had issues but it turned out to be limited to her account. More research will be needed there but overall things appear to be working again

Nov 10, 2021 at 2:07 pm MST

Field updated by enash@efilecabinet.com

Root Cause: Possibly pending updates on the SD batch worker

Nov 10, 2021 at 2:07 pm MST

Task created by enash@efilecabinet.com

SOC is setting up improved monitoring to catch this issue.

Task created Emily's account issue will be investigated.

Nov 10, 2021 at 2:08 pm MST

Incident set to resolved by enash@efilecabinet.com

How do we prevent it in the future?

Action Items

- SOC is setting up improved monitoring to catch this issue.

Created by: enash@efilecabinet.com

- Emily's account issue will be investigated.

Created by: enash@efilecabinet.com