

Postmortem

Postmortem IR-23: Previewer showing errors and not loading pages

Created by Rachel Coleman on Nov 16, 2021

FOR INTERNAL USE ONLY

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Nov 12, 2021 05:20 pm UTC
Incident Overview	IR-23
<i>You can generate a postmortem from any resolved incident with these fields pre-filled, along with incident metadata and timeline.</i>	

What Happened?

Impact on Customers

Customers cannot preview their documents, there is an error shown, or the pages take a long time to load.. This lasted for 4 days, beginning at Nov 11, 2021 3:22 pm .

Why Did it Happen?

Root Cause

The root cause was a configuration in the load balancer that caused the servers to round robin and send previewer information to two different servers. This cause the issues with previewer not loading.

Timeline

Nov 11, 2021 at 3:22 pm MST

Support notified us that previewer was down

Nov 11, 2021 at 3:23 pm MST

Rachel acknowledged the issue and requested that Shon look into it

Nov 11, 2021 at 3:50 pm MST

Shon reported that the previewer was fixed but support indicated that the form fill and workflows were not working properly

Nov 11, 2021 at 4:49 pm MST

Support indicated that the issues with previewer were still present

Nov 11, 2021 at 4:55 pm MST

Rachel checked with Shon to see what steps he had taken to fix the issue

Nov 11, 2021 at 5:17 pm MST

Shon told support that the errors should be resolved, and if they were not, to clear their cache and cookies

Nov 12, 2021 at 7:45 am MST

Support reported to us the next morning that they were still seeing issues with previewer

Nov 12, 2021 at 7:55 am MST

Rachel acknowledge the problem and escalated to Brian

Nov 12, 2021 at 8:35 am MST

Brian requested more information and started investigating the issue

Nov 12, 2021 at 9:15 am MST

Brian told support that he believed he had resolved the issues and requested that they test to verify

Nov 12, 2021 at 9:34 am MST

Brian discovered that one of the servers may be the issue while the other is fine

Nov 12, 2021 at 9:35 am MST

Support indicated that they were still see the issues as before

Nov 12, 2021 at 10:00 am MST

Brian started testing to confirm that one of the servers was bad

Nov 12, 2021 at 10:21 am MST

Detection Method: Customer

Nov 12, 2021 at 10:24 am MST

Severity updated to SEV-2

Nov 12, 2021 at 10:25 am MST

Brian discovered in the IIS logs that when the preview fails it's giving a 500 error

Nov 12, 2021 at 10:25 am MST

Scope: Customers cannot preview their documents, there is an error shown, or the pages take a long time to load.

Started at: 11/11/2021 3:22 pm

Nov 12, 2021 at 10:39 am MST

Brian suggests that we clone the working server and replace the broken server with the clone to resolve the issue

Nov 15, 2021 at 7:08 am MST

Brian added the cloned instance to the load balancer

Nov 15, 2021 at 7:28 am MST

Support confirmed that they started seeing previewer issues again

Nov 15, 2021 at 7:43 am MST

Brian pulled the additional server from the load balancer

Nov 15, 2021 at 12:48 pm MST

Brian discovered that the root cause was a configuration in the load balancer that caused the servers to round robin and send previewer information to two different servers. This cause the issues with previewer not loading.

Nov 15, 2021 at 3:30 pm MST

Brian pushed the second server to the load balancer and made the changes to the load balancer to fix the root cause.

Nov 15, 2021 at 5:22 pm MST

Rachel Coleman

I verified that the previewer was working as expected.

Nov 16, 2021 at 12:55 pm MST

Customer impact updated

Ended at: 11/15/2021 3:30 pm

Nov 16, 2021 at 1:40 pm MST

Postmortem: [Postmortem IR-23](#) [Postmortem IR-23](#)

Nov 16, 2021 at 1:41 pm MST

Root Cause: The root cause was a configuration in the load balancer that caused the servers to round robin and send previewer information to two different servers. This cause the issues with previewer not loading.

Nov 16, 2021 at 1:52 pm MST

Postmortem: Removed

How do we prevent it in the future?

Action Items

Make sure that we configure the load balancer correctly Set up monitors in Datadog to monitor the previewer