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Postmortem

Postmortem IR-24: account.efilecabinet.net not loading

Created by **Rachel Coleman** on Nov 16, 2021

FOR INTERNAL USE ONLY

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Nov 16, 2021 07:54 pm UTC
Incident Overview	IR-24
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

Rubex not loading, customers cannot access the app.
This lasted for 10 minutes, beginning at 12:47 pm .

Why Did it Happen?

Root Cause

The app could not connect to the database caused by using its connections

Timeline

Nov 16, 2021 at 12:47 pm MST

Datadog alerted that account.efilecabinet.net was timing out and it could not reach it

Nov 16, 2021 at 12:47 pm MST

https://app.datadoghq.com/synthetics/details/vxc-va6-rn6?from_ts=1637092139988&live=1h&to_ts=1637092678061

Nov 16, 2021 at 12:54 pm MST

Customer impact updated by Rachel Coleman

Scope: Rubex not loading, customers cannot access the app
Started at: 11/16/2021 12:54 pm **Attribute updated**
Detection Method: Monitor

Nov 16, 2021 at 12:57 pm MST

War room called

Nov 16, 2021 at 12:57 pm MST

Datadog alerted that account.efilecabinet.net was back up

Nov 16, 2021 at 12:58 pm MST

Incident set to stable by Rachel Coleman

Nov 16, 2021 at 01:04 pm MST

Brian found that we suddenly went down to 1 healthy host at 12:50

Nov 16, 2021 at 1:07 pm MST

Customer impact updated by Rachel Coleman

Ended at: 11/16/2021 12:57 pm

Nov 16, 2021 at 1:08 pm MST

Customer impact updated by Rachel Coleman

Started at: 11/16/2021 12:47 pm

Nov 16, 2021 at 1:10 pm MST

Rachel found that the error was caused by the app not being able to connect to the DB

⚠️

Nov 16, 2021 at 1:30 pm MST

Brian mentioned that this had happened before and IIS needed to be cycled and OCR restarted

Nov 16, 2021 at 1:59 pm MST

OCR was restarted

Nov 16, 2021 at 2:49 pm MST

Incident set to resolved by Rachel Coleman

Nov 16, 2021 at 2:50 pm MST

Attribute updated by Rachel Coleman

Root Cause: The app could not connect to the database caused by using its connections

How do we prevent it in the future?

Action Items

Talk to dev about actions we could take to fix this issue