

Postmortem

Postmortem IR-25: Certificate expiration for *.efilecabinet.net

Created by Rachel Coleman on Nov 16, 2021

FOR INTERNAL USE ONLY

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Nov 16, 2021 09:30 pm UTC
Incident Overview	IR-25
<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 were not able to login to Rubex.
This lasted for 54 minutes, beginning at 1:26 pm .

Why Did it Happen?

Root Cause

Azure *.efilecabinet.net TLS cert needed verification

Timeline

Nov 16, 2021 at 1:38 pm MST

GovCloud login and upload alerted:

https://app.datadoghq.com/synthetics/details/6zv-wga-5pe?to_ts=1637097852000&from_ts=1637096052000

Nov 16, 2021 at 1:45 pm MST

https://app.datadoghq.com/synthetics/details/eck-jfx-ixp?to_ts=1637095699000&from_ts=1637093899000

Nov 16, 2021 at 1:45 pm MST

Rachel alerted support that we were seeing issues in UK and GovCloud Rubex

Nov 16, 2021 at 1:47 pm MST

UK login and send an email alerted:

https://app.datadoghq.com/synthetics/details/dui-89h-atq?to_ts=1637095571000&from_ts=1637093771000

Nov 16, 2021 at 1:54 pm MST

Trevor found that the hub TLS cert had just expired

Nov 16, 2021 at 2:04 pm MST

Rachel alerted support that we were seeing issues in all Rubex environments

Nov 16, 2021 at 2:20 pm MST

Rachel validated the domain and Azure issued the certificate

Nov 16, 2021 at 2:21 pm MST

We started seeing recovery of Rubex

Nov 16, 2021 at 2:31 pm MST

Attribute updated by mcressall@efilecabinet.com

Root Cause: Azure .efilecabinet.net cert needed verification

Nov 16, 2021 at 2:32 pm MST

Customer impact updated by Rachel Coleman

Scope: Customers were not able to login to Rubex

Started at: 11/16/2021 1:26 pm

Ended at: 11/16/2021 2:20 pm

Nov 16, 2021 at 2:33 pm MST

Attributes updated by Rachel Coleman

Root Cause: Azure *.efilecabinet.net cert needed verification

Summary: Customers were not able to login to Rubex because of an expired cert on hub.efilecabinet.net

Detection Method: Monitor

Nov 16, 2021 at 2:35 pm MST

Attributes updated by Rachel Coleman

Root Cause: Azure *.efilecabinet.net TLS cert needed verification

Summary: Customers were not able to login to Rubex because of an expired TLS cert on hub.efilecabinet.net

Nov 16, 2021 at 2:40 pm MST

Task updated by mcrellall@efilecabinet.com

Inventory of all production certificates

Due date: 11/16/2021

Nov 16, 2021 at 2:42 pm MST

Task updated by mcrellall@efilecabinet.com

Inventory of all production certificates

Nov 16, 2021 at 2:43 pm MST

Task updated by mcrellall@efilecabinet.com

Calendar of all certificates shared with Ops, Eric, Dev Manager that contains all production certificate renewals

Due date: 11/16/2021

Nov 16, 2021 at 2:44 pm MST

Task updated by mccressall@efilecabinet.com

Calendar of all certificates shared with Ops, Eric, Dev Manager that contains all production certificate renewals

Assignees: ,

Task created Monitoring enabled for all SSL production SSL certificates both Azure and AWS.

Nov 16, 2021 at 2:44 pm MST

Incident set to resolved by Rachel Coleman

Nov 16, 2021 at 2:51 pm MST

Chat started by mccressall@efilecabinet.com

<https://efilecabinet.slack.com/archives/C02C9EJHM53>

Nov 16, 2021 at 2:58 pm MST

Task updated by mccressall@efilecabinet.com

Monitoring enabled for all SSL production SSL certificates both Azure and AWS.

Assignees: Rachel Coleman

Due date: 11/18/2021

Nov 16, 2021 at 3:01 pm MST

Task created by mccressall@efilecabinet.com

Check with Dev to see why the ULA was re enabled

How do we prevent it in the future?

Action Items

- Inventory of all production certificates
- Calendar of all certificates shared with Ops, Eric, Dev Manager that contains all production certificate renewals
- Monitoring enabled for all SSL production SSL certificates both Azure and AWS.
- Check with Dev to see why the ULA was re enabled