

Postmortem

Postmortem IR-8: SSO giving 500 errors and not allowing login

Created by on Oct 7, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Oct 07, 2021 02:25 pm UTC
Commander	Rachel Coleman
Incident Overview	IR-8

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 with SSO not able to login.
This lasted for 19 hours, beginning at Oct 6, 2021 2:35 pm .

Why Did it Happen?

Root Cause

Code change in the latest release

Timeline

Oct 6, 2021 at 2:34 pm

Rachel Coleman Edited

Current release made a change to take ComponentSpace from a trial to licensed

Oct 6, 2021 at 4:39 pm

Rachel Coleman

Customers using Azure AD SSO started complaining of 500 errors when trying to login

Oct 6, 2021 at 4:59 pm

enash@efilecabinet.com

Brian updated B slot to match production in preparation for an A/B swap to address age of servers

Oct 6, 2021 at 5:17 pm

Rachel Coleman Edited

SecDevOps made an A/B swap that we thought would fix the issue

brice@efilecabinet.com Edited At this point we didn't realize that there were changes to the SAML code or to the ComponentSpace library license, so we were operating under the impression that the SAML issue was related to the license library trial being freshly expired on some of the app servers because those were the same symptoms/fixes that we've been doing for the past 3 weeks.

Oct 7, 2021 at 7:14 am

Rachel Coleman

Support notified us that users were still having SSO issues

Oct 7, 2021 at 7:17 am

Rachel Coleman

Brian started investigating the SSO errors

Oct 7, 2021 at 7:30 am

Rachel Coleman

Brian started the process of deleting the trial file and cycling IIS

Oct 7, 2021 at 8:09 am

Rachel Coleman Edited

War room was called

Oct 7, 2021 at 8:13 am

Rachel Coleman

Dev confirmed that in the latest release there was a code change to ComponentSpace

Oct 7, 2021 at 8:25 am

Rachel Coleman

Brian rolled back B so we could confirm that it was the release that caused the issue

Oct 7, 2021 at 8:29 am

Customer impact updated by Rachel Coleman

Scope: Customers with SSO not able to login

Started at: 10/06/2021 2:35 pm

Oct 7, 2021 at 8:30 am

Fields updated by Rachel Coleman

Root Cause: Code change in the latest release

Detection Method: Customer

brice@efilecabinet.com A workaround was shared internally that could allow customers to get in via SSO if they used a button or direct access link in the IdP. It was noted that this probably would work for the State of Utah which at

least previously was setup with ADFS and not AzureAD. This work around was internally confirmed to work with Google Workspaces and AzureAD.

Oct 7, 2021 at 8:45 am

Rachel Coleman

Dev notified us that they had a fix and they had started building the change out so we can push it to staging

Oct 7, 2021 at 9:12 am

Rachel Coleman

QA started testing the change

Oct 7, 2021 at 9:19 am

Rachel Coleman Edited

QA approved the change and we started building to beta

Oct 7, 2021 at 9:22 am

Video call started by Rachel Coleman

<https://meet.google.com/nxe-btrr-eix> Chat started <https://efilecabinet.slack.com/archives/C02C9EJHM53>

Oct 7, 2021 at 9:38 am

Rachel Coleman

Change was pushed to B slot

Oct 7, 2021 at 9:40 am

Rachel Coleman

Brian removed enhanced logging from B to prepare for swap

Oct 7, 2021 at 9:42 am

Rachel Coleman Edited

Brian made the A/B swap

Oct 7, 2021 at 9:44 am

Rachel Coleman

Brian confirmed that we should start seeing the issue resolved

Oct 7, 2021 at 9:58 am

Rachel Coleman

We received confirmation from support that the issue is resolved

Oct 7, 2021 at 9:58 am

Incident set to resolved by Rachel Coleman

Customer impact updated

Ended at: 10/07/2021 9:58 am

Oct 7, 2021 at 10:21 am

Task created by enash@efilecabinet.com

Bryce will make sure QA has SAML/SSO added to their list of tests

Oct 7, 2021 at 10:22 am

Task created by enash@efilecabinet.com

Brian will walk Michael and Randy through how to set up SSO/SAML and make sure they have the access needed to provision that setup in future testing against staging and production.

Oct 7, 2021 at 10:36 am

Task created by enash@efilecabinet.com

Release team will identify improvements for getting full list of items included in a release and its affects as part of the release retro on 10/11/21

How do we prevent it in the future?

Action Items

- Bryce will make sure QA has SAML/SSO added to their list of tests

Created by: enash@efilecabinet.com

- Brian will walk Michael and Randy through how to set up SSO/SAML and make sure they have the access needed to provision that setup in future testing against staging and production.

Created by: enash@efilecabinet.com

- Release team will identify improvements for getting full list of items included in a release and its affects as part of the release retro on 10/11/21

Created by: enash@efilecabinet.com