

Postmortem

Postmortem IR-9: Workflows receiving internal errors

Created by on Oct 8, 2021

FOR INTERNAL USE ONLY

| INCIDENT PROPERTIES | |
|--|---------------------------|
| Status | resolved |
| Severity | SEV-2 |
| Started | Oct 08, 2021 04:41 pm UTC |
| Incident Overview | IR-9 |
| <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 use workflows as intended.
This lasted for 4 hours, beginning at 10:41 am .

Why Did it Happen?

Root Cause

None

Timeline

Oct 8, 2021 at 8:29 am

enash@efilecabinet.com

Initial report put in for customer WF issue by Curtis Nash

Oct 8, 2021 at 8:56 am

enash@efilecabinet.com

Curtis Nash requests a check on the health/services of the batch worker due to the WF issue still being present

Oct 8, 2021 at 9:26 am

enash@efilecabinet.com

SOC NOC response from Rachel requesting results after previous tests appeared to go through on other accounts

Oct 8, 2021 at 10:07 am

enash@efilecabinet.com

Curtis confirmed error still present

Oct 8, 2021 at 10:36 am

enash@efilecabinet.com Edited

Marc confirmed ability to replicate

Oct 8, 2021 at 10:37 am

enash@efilecabinet.com

Shon confirmed WF throwing internal server error in US Prod

Oct 8, 2021 at 10:40 am

enash@efilecabinet.com

War room called

Oct 8, 2021 at 11:18 am

Field updated by Rachel Coleman

Detection Method: Customer

Oct 8, 2021 at 11:30 am

enash@efilecabinet.com

Emily was able to replicate issue using Marc's WF, began proceeding with additional replication.

Oct 8, 2021 at 11:57 am

enash@efilecabinet.com

Emily was able to replicate getting an error in a 2 step WF where the second stage's assignee is a group and provided that info to group.

Oct 8, 2021 at 12:00 pm

enash@efilecabinet.com

Emily began investigating example customer WF for similarities

Oct 8, 2021 at 12:19 pm

enash@efilecabinet.com

Emily verified that example WF provided by customer doesn't have same configuration as far as she can tell.

Oct 8, 2021 at 12:26 pm

enash@efilecabinet.com

Development (Trevor) initiated a build pipeline to begin.

Oct 8, 2021 at 12:51 pm

enash@efilecabinet.com

Brian completed deploying to B slot

Oct 8, 2021 at 12:53 pm

enash@efilecabinet.com

Emily and Marc tested against beta to follow and the issue persisted

Oct 8, 2021 at 1:10 pm

enash@efilecabinet.com

Marc tested with changing of the host file and things still weren't resolving properly

Oct 8, 2021 at 1:21 pm

enash@efilecabinet.com

Brian confirmed issue persisted with host change, Royce reviewed the error and determined the error is in a new place than before

Oct 8, 2021 at 1:44 pm

enash@efilecabinet.com

Dev (Trevor and Royce) found what should be the fix, build is pushing to B and should be available in 5 minutes

Oct 8, 2021 at 2:12 pm

enash@efilecabinet.com

Brian began updating US Pubcloud (as in A/b swap)

Oct 8, 2021 at 2:28 pm

Task created by enash@efilecabinet.com

Dev work to locate where the error is and generate a build with a fix

Task created Brian deploys build to B and the team tests the fix

Task created Additional builds created and deployed as needed until fix is available

Task created Add item for discussion in release retro on Monday (10/11/21)

Oct 8, 2021 at 2:29 pm

New release (app server, previewer, batch worker components updated) available on US PubCloud, customers reached out to to let them know.

Oct 8, 2021 at 3:06 pm

Incident set to resolved by Rachel Coleman

Customer impact updated

Ended at: 10/08/2021 3:06 pm

How do we prevent it in the future?

Action Items

- Dev work to locate where the error is and generate a build with a fix

Created by: enash@efilecabinet.com

- Brian deploys build to B and the team tests the fix

Created by: enash@efilecabinet.com

- Additional builds created and deployed as needed until fix is available

Created by: enash@efilecabinet.com

- Add item for discussion in release retro on Monday (10/11/21)

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