

Postmortem

Postmortem IR-10: 8-25-21 Performance Issues/Internal Server Errors preventing

Created by on Oct 11, 2021

FOR INTERNAL USE ONLY

| INCIDENT PROPERTIES | |
|--|---------------------------|
| Status | resolved |
| Severity | SEV-1 |
| Started | Oct 11, 2021 08:53 pm UTC |
| Incident Overview | IR-10 |
| <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

Users getting internal server errors, unable to perform tasks in program.

Why Did it Happen?

Root Cause

RDS Failover

Timeline

Aug 25, 2021 12:32 pm

enash@efilecabinet.com Issues with performance/internal server errors reported

12:56 pm

enash@efilecabinet.com Investigation began

1:00 pm

enash@efilecabinet.com Determined to be a failover, adjusted to recover

1:09 pm

enash@efilecabinet.com Informed via itteamsupportcollaboration channel that issue should be primarily resolved.

5:26 pm

enash@efilecabinet.com Reader size increased to 8xlarge

Oct 11, 2021 2:53 pm

Incident declared ACTIVE by enash@efilecabinet.com IR-10: Performance Issues/Internal Server Errors preventing access and performance Severity SEV-1 Commander enash@efilecabinet.com 2:53 pm

Incident set to RESOLVED by enash@efilecabinet.com 2:54 pm

Field updated by enash@efilecabinet.com Title 8-25-21 Performance Issues/Internal Server Errors preventing access and performance 8:20 pm

Task created by enash@efilecabinet.com Increase monitoring for failovers to catch them beforehand 8:21 pm

Task created by enash@efilecabinet.com Increase size of reader 8:21 pm

Field updated by enash@efilecabinet.com Postmortem Postmortem IR-10

How do we prevent it in the future?

Action Items

- Increase monitoring for failovers to catch them beforehand

Created by: enash@efilecabinet.com

- Increase size of reader

Created by: enash@efilecabinet.com