Postmortem

Postmortem IR-11: 9-7-21 Internal Server Errors preventing access/performance

Created by on Oct 11, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Oct 11, 2021 08:55 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-11

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

Internal server errors

Why Did it Happen?

Root Cause

RDS failover

Timeline

Sep 7, 2021 at 11:20 am

enash@efilecabinet.com

> Internal server errors reported by Curtis in itteamsupportcollaboration channel

Sep 7, 2021 at 11:20 am

enash@efilecabinet.com

> Investigation began

Sep 7, 2021 at 11:35 am

enash@efilecabinet.com

> Determined to be a failover event.

Sep 7, 2021 at 11:39 am

enash@efilecabinet.com

> Brian cycled IIS servers on beanstalk instances

Sep 7, 2021 at 11:41 am

enash@efilecabinet.com

> Resolution reached, communicated to teams

Oct 11, 2021 at 2:55 pm

Incident set to resolved by enash@efilecabinet.com

Oct 11, 2021 at 8:30 pm

Task created by enash@efilecabinet.com
Working with AWS support to determine cause of failover
Task created Improve monitoring to catch it even sooner

Oct 11, 2021 at 8:30 pm

Field updated by enash@efilecabinet.com

Root Cause: RDS failover

How do we prevent it in the future?

Action Items

- Working with AWS support to determine cause of failover

Created by: enash@efilecabinet.com

- Improve monitoring to catch it even sooner

Created by: enash@efilecabinet.com