Postmortem

Postmortem IR-13: 9-14-21 Internal Server Errors on login/rename

Created by on Oct 11, 2021

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Oct 11, 2021 08:56 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-13

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 on login and rename.

Why Did it Happen?

Root Cause

Undetermined, resolved with release.

Timeline

Sep 14, 2021 at 4:58 pm

enash@efilecabinet.com

> Support reported internal server errors

Sep 14, 2021 at 5:00 pm

enash@efilecabinet.com

> Investigation began

Sep 14, 2021 at 7:00 pm

enash@efilecabinet.com

> Issue overall resolved following completion of release

Oct 11, 2021 at 2:56 pm

Incident set to resolved by enash@efilecabinet.com

Oct 11, 2021 at 8:58 pm

Task created by enash@efilecabinet.com
Determine root cause of issue

How do we prevent it in the future?

Action Items

- Determine root cause of issue

Created by: enash@efilecabinet.com