Postmortem

Postmortem IR-14: 9-15-21 403 Error when accessing account.efilecabinet.net

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-14

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

403 errors for all customers

Why Did it Happen?

Root Cause

Threw error on VM closure upon trying to resolve SSO issue

Timeline

Sep 15, 2021 at 2:25 pm

enash@efilecabinet.com Edited

> 403 Errors reported

Sep 15, 2021 at 2:27 pm

enash@efilecabinet.com

> 403 errors resolved

Sep 15, 2021 at 2:31 pm

enash@efilecabinet.com

> Determined to have occurred when Brian was spinning up new VM to resolve previously reported SSO issues.

Oct 11, 2021 at 2:56 pm

Incident set to resolved by enash@efilecabinet.com

Oct 11, 2021 at 2:57 pm

Field updated by enash@efilecabinet.com

Title: 9-15-21 403 Error when accessing account.efilecabinet.net

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Oct 11, 2021 at 8:44 pm

Task created by enash@efilecabinet.com
Work with dev to find permanent solution for SSO issue

Oct 11, 2021 at 8:45 pm

Task created by enash@efilecabinet.com
Work to run temporary SSO resolution in interim without errors being thrown

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Oct 11, 2021 at 8:45 pm

Field updated by enash@efilecabinet.com

Root Cause: Threw error on VM closure upon trying to resolve SSO issue

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How do we prevent it in the future?

Action Items

- Work with dev to find permanent solution for SSO issue

Created by: enash@efilecabinet.com

- Work to run temporary SSO resolution in interim without errors being thrown

Created by: enash@efilecabinet.com