Postmortem

Postmortem IR-35: Phone Home Worker Issue/Not Updating Rubex DB with Hub Change

Created by on Jul 28

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Jul 28, 2022 09:49 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-35

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

At least 4 accounts were unable to log in during this window, one or two others were unable to see their new/updated keys..
This lasted for 6 hours from 3:55 pm UTC to 9:39 pm UTC.

Why Did it Happen?

Root Cause

There was some logic in the batch worker that was missed with the release on Tuesday that is now corrected in an updated version.

Timeline

Jul 28 2022 at 9:55 am MDT

enash@efilecabinet.com

> First report of user not able to log in despite hub showing correct expiration.

Jul 28 2022 at 10:00 am MDT

enash@efilecabinet.com

> Emily confirmed that the account in question was still showing expired in the Rubex DB.

Jul 28 2022 at 11:02 am MDT

enash@efilecabinet.com

> Began discussion with team about re-deploying batch worker, other options

Jul 28 2022 at 11:05 am MDT

enash@efilecabinet.com

> Accessed BW, stopped worker, re-deployed latest version in AWS.

Jul 28 2022 at 11:53 am MDT

enash@efilecabinet.com

> After giving it time to try to process, confirmed that changes were not writing

Jul 28 2022 at 12:24 pm MDT

enash@efilecabinet.com

> Began discussion with Quinn and Royce about current issue and possible options.

Jul 28 2022 at 12:40 pm MDT

enash@efilecabinet.com

> Split up batch worker to have phonehomeworker run on separate thread.

Jul 28 2022 at 1:23 pm MDT

enash@efilecabinet.com

> War room called

Jul 28 2022 at 2:00 pm MDT

enash@efilecabinet.com

> Deleted user session access tokens

Jul 28 2022 at 2:30 pm MDT

enash@efilecabinet.com

> Found orphaned tokens and deleted those as well

Jul 28 2022 at 2:40 pm MDT

enash@efilecabinet.com

> encountered new error about duplicate account ids

Jul 28 2022 at 3:00 pm MDT

enash@efilecabinet.com

> Began work on new batch worker

Jul 28 2022 at 3:49 pm MDT

Incident set to stable by enash@efilecabinet.com

Jul 28 2022 at 4:00 pm MDT

enash@efilecabinet.com

> Tested updated batch worker version against prod on visualstudio (just phonehomeworker) and confirmed success.

Jul 28 2022 at 4:15 pm MDT

enash@efilecabinet.com

> Emily and Brian walked through workaround with BW where needed

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Jul 28 2022 at 4:29 pm MDT

Attribute updated by enash@efilecabinet.com

Summary: Updates to customer accounts in the hub were not writing to the Rubex DB. There was an action that the PhoneHomeWorker was trying to complete but was unable to due to some unintended logic for disabled or purged accounts and access tokens.

Jul 28 2022 at 4:30 pm MDT

Impact addedby enash@efilecabinet.com

Scope: At least 4 accounts were unable to log in during this window, one or two others were unable to see their new/updated keys.
Ended at: Jul 28, 3:39 pm
Started at: Jul 28, 9:55 am
Type: Customer

Jul 28 2022 at 4:31 pm MDT

Attribute updated by enash@efilecabinet.com

Root Cause: There was some logic in the batch worker that was missed with the release on Tuesday that is now corrected in an updated version.

Jul 28 2022 at 4:31 pm MDT

Task created by enash@efilecabinet.com
Get new Batch Worker deployed on 8/2/22

Jul 28 2022 at 4:32 pm MDT

Task created by enash@efilecabinet.com
Development works on checklist item to make sure this logic is not missed again.

Jul 28 2022 at 4:32 pm MDT

Incident set to resolved by enash@efilecabinet.com

How do we prevent it in the future?

Action Items

- Get new Batch Worker deployed on 8/2/22

Created by: enash@efilecabinet.com

- Development works on checklist item to make sure this logic is not missed again.

Created by: enash@efilecabinet.com