Postmortem

Postmortem IR-34: Customer Data Purged In Error

Created by on Jun 13

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Jun 13, 2022 02:58 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-34

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

Customer was unable to access their data from the time of the purge (5 PM mountain on 6/9/22) until restoration was complete (6/11/22).
This lasted for 4 days from Jun 9, 2022, 11:00 pm UTC to Jun 13, 2022, 1:44 pm UTC.

Why Did it Happen?

Root Cause

During clean-up of duplicate created accounts (occurred for some users due to an issue in account provisioning/CPQ)

Chat logs: https://docs.google.com/document/d/1rhTeDbrPs1hR_2y6ivebNv8P4veSvoiijRk8Kb2DNJw/edit?usp=sharing

Retro: https://docs.google.com/document/d/18HFq4XiWzDkdT4PhqLGn-E6uEwRP0KlsUxBFxOIgsR0/edit?usp=sharing

Timeline

Jun 10 2022 at 2:00 pm MDT

enash@efilecabinet.com

> Customer reached out to support with a concern that they could not see any of their data, support began investigating.

Jun 10 2022 at 2:05 pm MDT

enash@efilecabinet.com Edited

> Curtis reached out to Emily to help troubleshoot (see if the user was maybe on more than one account and was removed from the account with data, if the account was disabled, etc) - Emily began research

Jun 10 2022 at 2:14 pm MDT

enash@efilecabinet.com

> Emily determined there was a purged account but continued digging.

Jun 10 2022 at 2:40 pm MDT

enash@efilecabinet.com

> Emily determined the purged account was most likely the one with data in it (no access to a backed-up copy of the DB at this time) - called Brian for further troubleshooting.

Jun 10 2022 at 3:05 pm MDT

enash@efilecabinet.com

> Emily/Brian research determined the purged account was the right one - Emily reported issue to Eric/Marc while Brian got on with AWS to work on restoration.

Jun 10 2022 at 3:45 pm MDT

enash@efilecabinet.com

> Emily confirmed with Jake that some purges had taken place intentionally as part of CPQ/duplicate accounts cleanup.

Jun 10 2022 at 6:02 pm MDT

enash@efilecabinet.com

> Emily discussed with Jake/Anna about the possibility that the accidental purge occurred as part of manual duplicate accounts cleanup (due to CPQ issue).

Jun 10 2022 at 6:19 pm MDT

enash@efilecabinet.com

> Dev looped in via slack as to current status/for further troubleshooting help - Dev team jumped on to help determine best restoration method.

Jun 11 2022 at 1:27 am MDT

enash@efilecabinet.com

> Emily completed an audit of accounts set to purged since just before CPQ change went out (https://docs.google.com/spreadsheets/d/1tEARCjyPwICViIT9RyNX8krmyRoT-cT_s2VVT0v2ZpQ/edit?usp=sharing)

Jun 11 2022 at 12:36 pm MDT

enash@efilecabinet.com

> Brian provided access to DB restore for Emily to research which of the purged accounts may have been purged in error.

Jun 11 2022 at 2:55 pm MDT

enash@efilecabinet.com

> Emily found there may be at least two other accounts that were purged in error, got account IDs for Brian/the team to run the restore on those.

Jun 11 2022 at 8:17 pm MDT

enash@efilecabinet.com

> Restore complete on 1st affected account

Jun 11 2022 at 10:38 pm MDT

enash@efilecabinet.com

> Restore done on 2nd potentially affected account by Brian

Jun 11 2022 at 11:26 pm MDT

enash@efilecabinet.com

> Restore done on 3rd potentially affected account by Brian

Jun 13 2022 at 8:58 am MDT

Incident set to stable by enash@efilecabinet.com

Jun 13 2022 at 9:14 am MDT

Attribute updated by enash@efilecabinet.com

Summary: Customer account was purged in error.

Jun 13 2022 at 9:15 am MDT

Impact addedby enash@efilecabinet.com

Scope: Customer was unable to access their data from the time of the purge (5 PM mountain on 6/9/22) until restoration was complete (6/11/22)
Ended at: Jun 13, 7:44 am
Started at: Jun 9, 5:00 pm
Type: Customer

Jun 13 2022 at 9:39 am MDT

Severity updated to SEV-1 by Shon Harris

Jun 13 2022 at 9:39 am MDT

Brian Rice has been **added as a Responder**by Shon Harris
Quinn Godfrey has been **added as a Responder**

Jun 13 2022 at 9:40 am MDT

Unknown User has been **added as a Responder**by Shon Harris

Jun 13 2022 at 9:41 am MDT

Attribute updated by Shon Harris

Other Docs: [Recording of Account 01 Fix](#)

Jun 13 2022 at 9:43 am MDT

Attribute updated by Shon Harris

Other Docs: [Recording of Account 01 Fix Recording Account 02 Fix](#)

Jun 13 2022 at 10:02 am MDT

Attribute updated by enash@efilecabinet.com

Root Cause: Chat logs:
https://docs.google.com/document/d/1rhTeDbrPs1hR_2y6ivebNv8P4veSvoiijRk8Kb2DNJw/edit?usp=sharing

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Jun 13 2022 at 12:08 pm MDT

Attribute updated by enash@efilecabinet.com

Root Cause: During clean-up of duplicate created accounts (occurred for some users due to an issue in account provisioning/CPQ)

Chat logs: https://docs.google.com/document/d/1rhTeDbrPs1hR_2y6ivebNv8P4veSvoiijRk8Kb2DNJw/edit?usp=sharing

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Jun 13 2022 at 3:17 pm MDT

Task created by enash@efilecabinet.com
Audit train for the hub (Scope and build) **-** Code change (Dev/Trevor)
Task created Discuss and implement dual key/peer review for purge action in the hub (implement process, "are you sure" for purge, remove purge) **-** SF team(Jake)/Ops/Dev/SOCNOC
Task created Discuss turning on 30 day retention/wait period for S3 data (airgap backup) **-** Ops
Task created Research exporting script on account purge **-** Dev/Ops

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Jun 13 2022 at 3:18 pm MDT

Task created by enash@efilecabinet.com
Runbook for account restore **-** Emily/Ops
Task created Determine if any types purges are actually taking place (and which if so) **-** Ops/Dev/SOCNOC

Jun 13 2022 at 3:18 pm MDT

Incident set to resolved by enash@efilecabinet.com

How do we prevent it in the future?

Action Items

- Audit train for the hub (Scope and build) - Code change (Dev/Trevor)

Created by: enash@efilecabinet.com

- Discuss and implement dual key/peer review for purge action in the hub (implement process, "are you sure" for purge, remove purge) - SF team(Jake)/Ops/Dev/SOCNOC

Created by: enash@efilecabinet.com

- Discuss turning on 30 day retention/wait period for S3 data (airgap backup) - Ops

Created by: enash@efilecabinet.com

- Research exporting script on account purge - Dev/Ops

Created by: enash@efilecabinet.com

- Runbook for account restore - Emily/Ops

Created by: enash@efilecabinet.com

- Determine if any types purges are actually taking place (and which if so) - Ops/Dev/SOCNOC

Created by: enash@efilecabinet.com