Postmortem

Postmortem IR-36: Users Being Erroneously Booted

Created by on Sep 8

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Aug 17, 2022 04:36 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-36

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

Affected more users initially, impact died down as the day went on. No additional reports have come in since a dev fix was implemented..
This lasted for 10 days from Aug 17, 2022, 4:36 pm UTC to Aug 27, 2022, 1:00 pm UTC.

Why Did it Happen?

Root Cause

Root cause is not fully clear, though for some users it may have been tied to a bug in which the timeout settings you had for inactivity were booting you at that timeframe, regardless of activity level.

Timeline

Aug 17 2022 at 7:57 am MDT

enash@efilecabinet.com

> Initial report about user's being booted erroneously comes into the itteamsupportcollaboration channel from Curtis.

Aug 17 2022 at 8:33 am MDT

enash@efilecabinet.com

> Informal war room called.

Aug 17 2022 at 9:03 am MDT

enash@efilecabinet.com

> Quinn provided new build with potential fix for Brian to put onto B environment.

Aug 17 2022 at 9:35 am MDT

enash@efilecabinet.com

> Brian got new version loaded and confirmed on B environment.

Aug 17 2022 at 10:38 am MDT

enash@efilecabinet.com

> Curtis confirmed that the issue was still present despite following the provided development instructions.

Aug 17 2022 at 11:26 am MDT

Attribute updated by enash@efilecabinet.com

Summary: Users reported being randomly booted from Rubex (in the desktop app). No specific replication or setting that we found caused this to occur.

Aug 17 2022 at 12:23 pm MDT

Incident set to stable by enash@efilecabinet.com

Sep 08 2022 at 8:53 am MDT

Incident set to resolved by enash@efilecabinet.com

Sep 08 2022 at 9:01 am MDT

Impact addedby enash@efilecabinet.com

Scope: Affected more users initially, impact died down as the day went on. No additional reports have come in since a dev fix was implemented.
Ended at: Aug 27, 7:00 am
Started at: Aug 17, 10:36 am
Type: Customer

Sep 08 2022 at 9:01 am MDT

Attribute updated by enash@efilecabinet.com

Root Cause: Root cause is not fully clear, though for some users it may have been tied to a bug in which the timeout settings you had for inactivity were booting you at that timeframe, regardless of activity level.

How do we prevent it in the future?

Action Items

No tasks have been added