Postmortem

Postmortem IR-37: Blank/Timeout Errors/Unexplained Errors in Rubex

Created by on Sep 26

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Sep 08, 2022 02:54 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-37

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

Not affecting all users during impact window, but those impacted users got the popup in the middle of any action at random times..
This lasted for 6 days from Sep 8, 2022, 1:08 pm UTC to Sep 14, 2022, 9:00 pm UTC.

Why Did it Happen?

Root Cause

An increase in 500 errors (possibly relating to the app servers not having healthy DB pool connections to connect to the DB).

Timeline

Sep 08 2022 at 7:08 am MDT

enash@efilecabinet.com

> Reports of error messages (containing operation IDs for our reference) began coming in (surrounding various tasks/items, not all related to a single cause).

Sep 08 2022 at 8:33 am MDT

enash@efilecabinet.com

> War room called to review timeout errors

Sep 08 2022 at 8:45 am MDT

enash@efilecabinet.com

> Initial discussions indicated that the errors we're seeing now may have been related to the blank errors reported the previous day (and even earlier in the week, possibly in weeks previous to a lesser degree). Reason for errors may be contributing to the primary slots getting unhealthy so much recently.

Sep 08 2022 at 9:00 am MDT

enash@efilecabinet.com

> Brian began cycling all primary slot servers, leaving one as a control

Sep 08 2022 at 9:11 am MDT

Attributes updated by enash@efilecabinet.com

Summary: Users were receiving an increased rate of errors in the UI when performing actions that were normally completed without issue.
Root Cause: An increase in 500 errors (relating to the app servers not having healthy DB pool connections to connect to the DB).

Sep 13 2022 at 8:50 pm MDT

enash@efilecabinet.com

> Brian adjusted Primary slot so its connection info is set up with both the db read and write endpoints referencing the writer endpoint (as db reader is load balanced and it may be getting a timeout for idle sessions).

Sep 14 2022 at 8:30 am MDT

enash@efilecabinet.com

> Met collectively as a dev/ops/qa/socnoc team to review what has been done/what will be done/discuss other options to get things stable as we troubleshoot.

Sep 14 2022 at 10:51 am MDT

Attribute updated by enash@efilecabinet.com

Title: Blank/Timeout Errors/Unexplained Errors in Rubex

Sep 14 2022 at 12:18 pm MDT

enash@efilecabinet.com

> Emily updated statuspage

Sep 14 2022 at 3:00 pm MDT

enash@efilecabinet.com

> Hotfix build released for infrastructure improvements (health check improvements)

Sep 15 2022 at 6:00 pm MDT

enash@efilecabinet.com

> Emily updated status page with additional stability updates

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Sep 16 2022 at 5:30 pm MDT

enash@efilecabinet.com

> Emily closed incident on statuspage

Sep 22 2022 at 11:16 am MDT

Incident set to stable by enash@efilecabinet.com

Sep 26 2022 at 10:26 am MDT

Impact addedby enash@efilecabinet.com

Scope: Not affecting all users during impact window, but those impacted users got the popup in the middle of any action at random times.
Ended at: Sep 14, 3:00 pm
Started at: Sep 8, 7:08 am
Type: Customer

Sep 26 2022 at 10:26 am MDT

Incident set to resolved by enash@efilecabinet.com
Attribute updated
Root Cause: An increase in 500 errors (possibly relating to the app servers not having healthy DB pool connections to connect to the DB).

How do we prevent it in the future?

Action Items

No tasks have been added