

Postmortem

Postmortem IR-38: Workflows Not Loading for Users/WF Instances Not Triggering

Created by on Oct 26

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Oct 26, 2022 02:55 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-38

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

Majority of users were unable to trigger, load, or complete WF instances.. This lasted for 2 hours from 1:24 pm UTC to 3:05 pm UTC.

Why Did it Happen?

Root Cause

A change with the release the previous evening (surrounding fixing an issue in which users who did not have WF permissions but were in groups that did were unable to complete WF instances).

Timeline

Oct 26 2022 at 7:24 am MDT

enash@efilecabinet.com

First WF issue report came in

Oct 26 2022 at 7:44 am MDT

enash@efilecabinet.com

Emily confirmed unable to replicate loading issue in incognito window/after clearing cache, requested more info

Oct 26 2022 at 7:56 am MDT

enash@efilecabinet.com

Additional issue reported about WF instances not being triggered via event

Oct 26 2022 at 8:18 am MDT

enash@efilecabinet.com

Emily replicated reported issue about WF instances not kicking off, restarted BW and viewed WF errors in logs

Oct 26 2022 at 8:47 am MDT

enash@efilecabinet.com

War room called

Oct 26 2022 at 8:55 am MDT

enash@efilecabinet.com

Determined the issue was likely related to a DB change, tested DB roll back in staging.

Oct 26 2022 at 9:02 am MDT

enash@efilecabinet.com

Confirmed DB rollback worked in staging

Oct 26 2022 at 9:05 am MDT

enash@efilecabinet.com

DB rollback performed by Brian

Oct 26 2022 at 9:10 am MDT

enash@efilecabinet.com

Issues confirmed resolved (both loading issues and WF automation items).

Oct 26 2022 at 9:23 am MDT

Incident set to resolved by enash@efilecabinet.com

Oct 26 2022 at 9:23 am MDT

Impact added by enash@efilecabinet.com

Scope: Majority of users were unable to trigger, load, or complete WF instances.

Ended at: Oct 26, 9:05 am

Started at: Oct 26, 7:24 am

Type: Customer

Oct 26 2022 at 9:24 am MDT

Attributes updated by enash@efilecabinet.com

Root Cause: A change with the release the previous evening (surrounding fixing an issue in which users who did not have WF permissions but were in groups that did were unable to complete WF instances).

Summary: WF instances were unable to be triggered, loaded, or completed for a majority of Rubex.

How do we prevent it in the future?

Action Items

No tasks have been added