

## Postmortem

# Postmortem IR-29: Rubex UK Log In Issues

Created by on Apr 20

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	Apr 20, 2022 06:50 pm UTC
Commander	<a href="mailto:enash@efilecabinet.com">enash@efilecabinet.com</a>
Incident Overview	<a href="#">IR-29</a>

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

Would have prevented UK customers from logging in/doing anything..  
This lasted for 13 minutes.

## Why Did it Happen?

### Root Cause

Rachel found that the beanstalk instances weren't connecting to the DB properly. To fix, she added the beanstalk security group to the DB

# Timeline

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Apr 20 2022at 12:42 pm MDT

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

Datadog Monitor threw an alert about PW resets in UK failing, manual UI test brought Emily to a blank page.

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Apr 20 2022at 12:45 pm MDT

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

Emily notified itteamsupportcollab channel about issue

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Apr 20 2022at 12:48 pm MDT

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

Status page updated for outage

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Apr 20 2022at 12:55 pm MDT

[enash@efilecabinet.com](mailto:enash@efilecabinet.com)

DD monitors confirmed restoration.

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Apr 20 2022at 12:55 pm MDT

Rachel Coleman Edited

I found that the beanstalk instances weren't connecting to the DB properly. To fix it I added the beanstalk security group to the DB

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Apr 20 2022at 1:15 pm MDT

Impact addedby [enash@efilecabinet.com](mailto:enash@efilecabinet.com)

**Scope:** Would have prevented UK customers from logging in/doing anything.

**Ended at:** Apr 20, 12:55 pm

**Started at:** Apr 20, 12:42 pm

**Type:** Customer

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Apr 20 2022at 1:16 pm MDT

Attribute updated by [enash@efilecabinet.com](mailto:enash@efilecabinet.com)

**Root Cause:** Rachel found that the beanstalk instances weren't connecting to the DB properly. To fix, she added the beanstalk security group to the DB

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Apr 20 2022at 1:17 pm MDT

Incident set to resolved by [enash@efilecabinet.com](mailto:enash@efilecabinet.com)

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## How do we prevent it in the future?

### Action Items

No tasks have been added