

## Postmortem

# Postmortem IR-30: Unable to preview, edit, or utilize Form Fill templates follo

Created by on Apr 27

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-2
Started	Apr 27, 2022 02:15 pm UTC
Commander	<a href="mailto:enash@efilecabinet.com">enash@efilecabinet.com</a>
Incident Overview	<a href="#">IR-30</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

All form fill templates affected.

This lasted for 12 hours from Apr 27, 2022, 2:15 am UTC to Apr 27, 2022, 2:15 pm UTC.

## Why Did it Happen?

### Root Cause

Bug with form fill template that was missed in testing.

# Timeline

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Apr 27 2022at 6:37 am MDT

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

Issue first reported by Simon Adler in itteamsupportcollaboration channel

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Apr 27 2022at 6:45 am MDT

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

Replication of issue confirmed, further validation and trying to find workarounds proceeding

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Apr 27 2022at 7:19 am MDT

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

Rollback discussion kicked off

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Apr 27 2022at 7:33 am MDT

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

War room called in SecDevOps

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Apr 27 2022at 7:39 am MDT

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

War Room called in War Room channel

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Apr 27 2022at 7:45 am MDT

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

Confirmed resolved on B slots

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Apr 27 2022at 7:48 am MDT

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

Confirmation of UK environment rollback

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Apr 27 2022at 8:08 am MDT

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

Confirmation off US Prod rollback

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Apr 27 2022at 8:15 am MDT

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

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Apr 27 2022at 8:27 am MDT

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

Issue resolution confirmed by SITA

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Apr 27 2022at 8:52 am MDT

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

**Scope:** All form fill templates affected

**Ended at:** Apr 27, 8:15 am

**Started at:** Apr 26, 8:15 pm

**Type:** Customer

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Apr 27 2022at 8:53 am MDT

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

**Summary:** When previewing form fill templates, users receive a message indicating that a password is required to view the file, but there is no place to put in a PW (and a PW shouldn't be needed regardless). Because of this, users are unable to edit those form fill templates.

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Apr 27 2022at 8:54 am MDT

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

**Summary:** When previewing form fill templates, users receive a message indicating that a password is required to view the file, but there is no place to put in a PW (and a PW shouldn't be needed regardless). Because of this, users are unable to edit those form fill templates. When attempting to use form fill templates (in document requests), a blank error gets thrown and users can't send those document requests or preview (or use) existing document request templates. This likely affected form fill workflows as well.

**Root Cause:** Bug with form fill template that was missed in testing.

# How do we prevent it in the future?

## Action Items

Development will resolve the issue. QA will validate that Dev's resolution is valid. QA will make sure to expand their testing effectively and update their testing processes accordingly.