

Postmortem

Postmortem IR-32: Unable to access rubex.efilecabinet.net (account.efilecabinet)

Created by on May 18

| INCIDENT PROPERTIES | |
|---------------------|--|
| Status | resolved |
| Severity | SEV-2 |
| Started | May 18, 2022 01:39 pm UTC |
| Commander | enash@efilecabinet.com |
| Incident Overview | IR-32 |

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

Minimal customer impact - all other endpoints to US prod were accessible.. This lasted for 32 minutes from 1:30 pm UTC to 2:02 pm UTC.

Why Did it Happen?

Root Cause

An account (jeroen.balzer@floraldino.com) that had "rubex" set as their CName updated their branding on their Rubex account to use a different CName, which deleted the rubex.efilecabinet.net entry from Route53

Timeline

May 18 2022 at 7:31 am MDT

enash@efilecabinet.com

Curtis submitted a tier 3 request indicating that rubex.efilecabinet.net specifically was inaccessible.

May 18 2022 at 7:31 am MDT

enash@efilecabinet.com

Research began

May 18 2022 at 7:33 am MDT

enash@efilecabinet.com

Curtis also posted about the issue in itteamsupportcollaboration slack channel

May 18 2022 at 7:43 am MDT

enash@efilecabinet.com

Brian confirmed all 4 instances were able to be accessed, likely eliminating instances as the issue.

May 18 2022 at 7:48 am MDT

enash@efilecabinet.com

Brian re-added the rubex.efilecabinet.net entry to route 53

May 18 2022 at 7:48 am MDT

enash@efilecabinet.com

Brian discovered rubex.efilecabinet.net entry was deleted from Route53

May 18 2022 at 7:49 am MDT

enash@efilecabinet.com

Brian postulated that someone may have set Rubex as their CName and then deleted it.

May 18 2022 at 7:57 am MDT

Attribute updated by enash@efilecabinet.com

Summary: rubex.efilecabinet.net entry was deleted from Route53 - currently speculating that it was related to a customer updating their branding CName to be rubex and then deleting the setting.

May 18 2022 at 7:59 am MDT

enash@efilecabinet.com

Brian additionally postulated that someone may have added it a while back (before a fix was in place) and only just recently deleted it to cause the issue.

May 18 2022 at 8:01 am MDT

enash@efilecabinet.com

Emily confirmed that she was unable to use a hostname already in use (either in US prod or staging)

May 18 2022 at 8:02 am MDT

enash@efilecabinet.com

Confirmed re-added/resolved by Emily

May 18 2022 at 8:02 am MDT

Incident set to resolved by enash@efilecabinet.com

May 18 2022 at 8:07 am MDT

enash@efilecabinet.com

Curtis confirmed resolution

May 18 2022 at 8:12 am MDT

Impact added by enash@efilecabinet.com

Scope: Minimal customer impact - all other endpoints to US prod were accessible.

Ended at: May 18, 8:02 am

Started at: May 18, 7:30 am

Type: Customer

May 18 2022 at 8:56 am MDT

enash@efilecabinet.com

Emily found root cause (using CloudTrail logs compared to the Rubex DB)

May 18 2022 at 9:14 am MDT

Attribute updated by enash@efilecabinet.com

Root Cause: An account (jeroen.balzer@floraldino.com) that had "rubex" set as their CName updated their branding on their Rubex account to use a different CName, which deleted the rubex.efilecabinet.net entry from Route53

May 18 2022 at 9:15 am MDT

Attribute updated by enash@efilecabinet.com

Summary: rubex.efilecabinet.net became inaccessible (throwing an error about "can't reach this page".)

May 18 2022 at 9:17 am MDT

Task created by enash@efilecabinet.com

SOCNOC will add rubex.efilecabinet.net (and any other URLs needed) to Uptime Monitor

Task created QA (or other appropriate party) will test updating cname via API to see if the update is successful/allowed (since updating via the UI is confirmed to fail).

How do we prevent it in the future?

Action Items

- SOCNOC will add rubex.efilecabinet.net (and any other URLs needed) to Uptime Monitor

Created by: enash@efilecabinet.com

- QA (or other appropriate party) will test updating cname via API to see if the update is successful/allowed (since updating via the UI is confirmed to fail).

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