

Postmortem

Postmortem IR-31: Unable to log in/do anything in Rubex

Created by on May 18

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	May 16, 2022 04:22 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-31

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 US Prod Rubex users were unable to access the website while it was down.. This lasted for 28 minutes from May 16, 2022, 3:48 pm UTC to 4:16 pm UTC.

Why Did it Happen?

Root Cause

Evidence - https://docs.google.com/document/d/1LcW18Dpy4E4Ak3U9Wsy_UrzCmhgZS64kOSLhkwHtqE/edit?usp=sharing

Chat log - https://docs.google.com/document/d/1IGHzmjLRoeaIHzij_OmYwz_sLDV2YqcV5uF__3Mcst8/edit?usp=sharing

Timeline

May 16 2022 at 9:43 am MDT

enash@efilecabinet.com

AWS added an instance

May 16 2022 at 9:45 am MDT

enash@efilecabinet.com

AWS added another instance

May 16 2022 at 9:46 am MDT

enash@efilecabinet.com Edited

Monitors alerted about errors accessing Rubex

May 16 2022 at 9:47 am MDT

enash@efilecabinet.com

AWS added another instance again

May 16 2022 at 9:48 am MDT

enash@efilecabinet.com

"warm instances" was removed

May 16 2022 at 9:49 am MDT

enash@efilecabinet.com

Request load started (that may have contributed to issue according to Trevor)

May 16 2022 at 9:49 am MDT

enash@efilecabinet.com

another "warm instances" was removed

May 16 2022 at 9:51 am MDT

enash@efilecabinet.com

another "warm instances" was removed again

May 16 2022 at 9:54 am MDT

enash@efilecabinet.com

Attempted A/B swap

May 16 2022 at 9:57 am MDT

enash@efilecabinet.com

Both B and A environments became degraded

May 16 2022 at 10:04 am MDT

enash@efilecabinet.com Edited

Additional A/B swap was done

May 16 2022 at 10:10 am MDT

enash@efilecabinet.com

Brian removed degraded instances we were having issues with

May 16 2022 at 10:14 am MDT

enash@efilecabinet.com

Beta login page confirmed to be back to normal, a/b swap initiated

May 16 2022 at 10:15 am MDT

enash@efilecabinet.com

a environment available

May 16 2022 at 10:20 am MDT

enash@efilecabinet.com

Brian terminated warm instance on wrong version

May 16 2022 at 10:22 am MDT

Incident set to stable by enash@efilecabinet.com

May 16 2022 at 10:25 am MDT

enash@efilecabinet.com

Brian manually started one instance

May 16 2022 at 10:31 am MDT

enash@efilecabinet.com

Brian added more instances to try to balance things out

May 16 2022 at 10:42 am MDT

enash@efilecabinet.com

Load going back up on servers

May 16 2022 at 10:42 am MDT

Attribute updated by enash@efilecabinet.com

Root Cause: https://docs.google.com/document/d/1LcW18Dpy4E4Ak3U9Wsy_UrzCmhgZS64kOSLhkowHtqE/edit?usp=sharing

May 16 2022 at 10:43 am MDT

Impact added by enash@efilecabinet.com

Scope: All US Prod Rubex users were unable to access the website while it was down.

Ended at: May 16, 10:16 am

Started at: May 16, 9:48 am

Type: Customer

May 16 2022 at 11:30 am MDT

enash@efilecabinet.com

Brian adjusted auto-scaling capacity (minimum 4 max 8) during the day then scale down (2 minimum 6 max)

May 16 2022 at 11:35 am MDT

Attribute updated by enash@efilecabinet.com

Summary: Generally: load combined with mis-configured auto-scaling

May 16 2022 at 2:34 pm MDT

Attribute updated by enash@efilecabinet.com

Root Cause: Evidence -

https://docs.google.com/document/d/1LcW18Dpy4E4Ak3U9Wsy_UrzCmhgZS64kOSLhkowHtqE/edit?usp=sharing

Chat log - https://docs.google.com/document/d/1IGHzmjLRoeaIHzij_OmYwz_sLDV2YqcV5uF__3Mcst8/edit?usp=sharing

May 18 2022 at 3:18 pm MDT

Incident set to resolved by enash@efilecabinet.com

How do we prevent it in the future?

Action Items

- Ops will review auto-scaling issues

Created by: enash@efilecabinet.com