

Postmortem

Postmortem IR-33: 503 Errors in Rubex

Created by on May 19

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-1
Started	May 18, 2022 08:52 pm UTC
Commander	enash@efilecabinet.com
Incident Overview	IR-33

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

Users unable to access Rubex during this outage.

This lasted for 6 minutes from May 18, 2022, 8:52 pm UTC to 8:58 pm UTC.

Why Did it Happen?

Root Cause

Evidence: <https://docs.google.com/document/d/14dS2gVA1iGPKmAM7-0LKaoQTBpl9u9HptbMKUvWAFKU/edit>

Increased requests during a time when the system was unhealthy.

Timeline

May 18 2022 at 2:40 pm MDT

enash@efilecabinet.com

General slowness was observed (by SOCNOC/Ops)

May 18 2022 at 2:45 pm MDT

enash@efilecabinet.com

Slowness reported by customers

May 18 2022 at 2:50 pm MDT

enash@efilecabinet.com

503 errors in Rubex

May 18 2022 at 2:53 pm MDT

enash@efilecabinet.com

Able to access Rubex again

May 18 2022 at 2:57 pm MDT

Incident set to stable by enash@efilecabinet.com

May 18 2022 at 3:07 pm MDT

Attribute updated by enash@efilecabinet.com

Root Cause: Evidence: <https://docs.google.com/document/d/14dS2gVA1iGPKmAM7-0LKaoQTBpI9u9HptbMKUvWAFKU/edit>

May 18 2022 at 3:07 pm MDT

Impact added by enash@efilecabinet.com

Scope: Users unable to access Rubex during this outage

Ended at: May 18, 2:58 pm

Started at: May 18, 2:52 pm

Type: Customer

May 18 2022 at 3:14 pm MDT

Attributes updated by enash@efilecabinet.com

Summary: 503 errors were thrown on attempting to access the Rubex website.

Detection Method: Monitor

May 18 2022 at 3:18 pm MDT

Incident set to resolved by enash@efilecabinet.com

May 19 2022 at 7:11 am MDT

Attribute updated by enash@efilecabinet.com

Root Cause: Evidence: <https://docs.google.com/document/d/14dS2gVA1iGPKmAM7-0LKaoQTBpI9u9HptbMKUvWAFKU/edit>

Increased requests during a time when the system was unhealthy.

How do we prevent it in the future?

Action Items

- Further quality and stability work by secdevops

Created by: enash@efilecabinet.com