

Incident Report for opsgenie-41

Incident Summary

[#41] Errors detected in AWS Lambda logs

Commander: shalur@rigd.io

Start Time: 2020-04-15 23:59:48

End Time: 2020-04-16 00:39:44

Session Duration: 39 minutes

Result vs resolution time service level objective: **20 minutes before**

Resolve Note: Timeout issue resolved. Confirmation received on the fix

Postmortem Results

We found that there was a caching issue that was not handled and the 5 second timeout cased the lambda to fail

before the cache could be reset, we have filed the Jira bug and it will be fixed and pushed by Friday. I also recommend

SRE team add a specific lambda alert for timeout errors and get approval for an increase timeout mitigation action. This

will speed up investigation and resolution of these types of issues in the future.



Updates

1) **2020-04-16 00:07:29** Update by justin@rigd.io

I have done an initial review and it looks like a significant issue so I have engaged SRE to run incident command.

2) **2020-04-16 00:12:30** Update by shalur@rigd.io

Justin is reviewing the logs

3) 2020-04-16 00:18:32 Update by shalur@rigd.io

Completed initial review of data and escalating to Jon for platform lambda issue

4) 2020-04-16 00:29:56 Update by shalur@rigd.io

We are going to change the lambda timeout to 10 sec once we get approval.

5) 2020-04-16 00:36:20 Update by shalur@rigd.io

Timeout issue is resolved now.

6) 2020-04-16 00:39:44 Resolution by shalur@rigd.io

Timeout issue resolved. Confirmation received on the fix

Users Engaged

1) [@RigD](#)

Messages: 24 Questions: 3 Activities: 14 Tasks: 0 Flows: 0

2) justin@rigd.io

Messages: 25 Questions: 5 Activities: 0 Tasks: 1 Flows: 2

3) wayne@rigd.io

Messages: 6 Questions: 1 Activities: 0 Tasks: 0 Flows: 0

4) shalur@rigd.io

Messages: 16 Questions: 2 Activities: 0 Tasks: 0 Flows: 0

5) jonl@rigd.io

Messages: 14 Questions: 1 Activities: 0 Tasks: 2 Flows: 0

6) mattf@rigd.io

Messages: 1 Questions: 0 Activities: 0 Tasks: 1 Flows: 0

Tasks Created

1) *Please update timeout*

For: jonl@rigd.io Status: **complete** Timing: **0 minutes before due.**

2) *Hello Matt, Please approve the recommended changes in production.*

For: mattf@rigd.io Status: **approve** Timing: **1 minutes before due.**

3) *Jon , please review the logs*

For: jonl@rigd.io Status: **complete** Timing: **2 minutes before due.**

4) *Please investigate the logs*

For: justin@rigd.io Status: **complete** Timing: **0 minutes past due.**

Flows Run

1) *general playbook*

By: justin@rigd.io Running Time: **3 minutes**

2) *lambda playbook*

By: justin@rigd.io Running Time: **1 minutes**

Commander Changes

1) 2020-04-15 23:59:48 justin@rigd.io

2) 2020-04-16 00:07:13 shalur@rigd.io

Detailed Digest

1) **Question** by [@RigD](#)

Are you able to verify the issue is still happening?

2) **Statement** by **@RigD**

This playbook will help you gather key info for troubleshooting AWS lambda incidents.

3) **Activity** by **@RigD**

Run Flow with inputs:

FlowThreaded: y

FlowData: {'WorkingId': 'T6NDDEAG0-C011W5CLWJ1'}

FlowName: lambda playbook

4) **Activity** by **@RigD**

Get Datadog Dashboard List with inputs:

DDDashListName: AWS Dashboards

5) **Statement** by **@RigD**

Was there a specific lambda function that had errors?

6) **Statement** by **justin@rigd.io**

LoadCart

7) **Statement** by **@RigD**

Ok getting the latest logs...

8) **Activity** by **@RigD**

Get CloudWatch Log with inputs:

CloudWatchLogGroup: /aws/lambda/

CloudWatchScope: full

9) **Question** by **@RigD**

Do you want me to get the configuration for the lambda?

10) **Answer** by **justin@rigd.io**

@rigd no

11) **Answer** by **justin@rigd.io**

No

12) **Clarify** by **@RigD**

If you need help contact the on call team member for platform-lambda.

13) **Activity** by **@RigD**

Run Flow with inputs:

FlowName: lambda playbook

14) **Activity** by **@RigD**

Get CloudWatch Log with inputs:

CloudWatchLogGroup: /aws/lambda/LoadCart

CloudWatchScope: full

15) **Answer** by **justin@rigd.io**

yeah

16) **Clarify** by **@RigD**

Is this directly impacting customers? (Check with customer success if you don't know)

17) **Clarify** by **justin@rigd.io**

Wayne Greene hey I am working on an incident regarding shopping cart errors, have you seeing anything from the customer side?

18) **Answer** by wayne@rigd.io
Yes we have seen a couple of cases.

19) **Statement** by justin@rigd.io
ok I will keep you posted on progress

20) **Answer** by justin@rigd.io
yes

21) **Statement** by [@RigD](https://twitter.com/RigD)
Ok proceed with your investigation and remember to provide regular updates.

22) **Statement** by wayne@rigd.io
thanks

23) **Continuer** by [@RigD](https://twitter.com/RigD)
This appears to be a significant incident please engage and SRE to run incident command.

24) **Activity** by [@RigD](https://twitter.com/RigD)
Run Flow with inputs:
FlowName: general playbook

25) **Question** by justin@rigd.io
Shalu Rani are you the SRE on incident command rotation?

26) **Answer** by shalur@rigd.io
yes

27) **Question** by justin@rigd.io
ok can you take command on this lambda errors incident?

28) **Answer** by shalur@rigd.io
yes

29) **Activity** by [@RigD](https://twitter.com/RigD)
Assign opsgenie alert with inputs:
Alert: 41
Assigned: ULY1N6HT2

30) **Clarify** by [@RigD](https://twitter.com/RigD)
Justin Griffin made an update... I have done an initial review and it looks like a significant issue so I have engaged SRE to run incident command.

31) **Question** by shalur@rigd.io
what is the next action you are planning to take?

32) **Statement** by justin@rigd.io
I got the logs, but have not reviewed yet so I will do that now.

33) **Clarify** by shalur@rigd.io
Ok, take 3 minutes to review and see if you notice anything.

34) **Statement** by [@RigD](https://twitter.com/RigD)
A task has been assigned to Justin Griffin. Task Details... Please investigate the logs

35) **Statement** by [@RigD](https://twitter.com/RigD)
A task has been assigned to Justin Griffin. Task Details... Please investigate the logs

36) **Answer** by [@RigD](https://twitter.com/RigD)
Shalu Rani made an update... Justin is reviewing the logs

37) **Other** by shalur@rigd.io

It's been three min, have you identified anything Justin?

38) **Statement** by justin@rigd.io

Well it looks like there are some timeout errors, but I cannot make sense of the exception details to see why it's timing out.

39) **Statement** by shalur@rigd.io

OK, let's escalate to the on call for lambda infra.

40) **Statement** by justin@rigd.io

ok

41) **Activity** by [@RigD](#)

42) **Statement** by justin@rigd.io

ok look like Jon is on call

43) **Question** by justin@rigd.io

Hi Jon Lund he have a customer impacting incident relate to lambda, can you help?

44) **Statement** by jonl@rigd.io

Sure, let me review the details.

45) **Question** by jonl@rigd.io

I assume you confirmed the errors are still happening?

46) **Answer** by justin@rigd.io

yeah

47) **Answer** by justin@rigd.io

I looked on the datadog dash and saw a bunch of them

48) **Answer** by [@RigD](#)

Shalu Rani made an update... Completed initial review of data and escalating to Jon for platform lambda issue

49) **Statement** by justin@rigd.io

I also got the logs and saw some timeout errors there

50) **Statement** by justin@rigd.io

They are attached here

51) **Statement** by jonl@rigd.io

Great then let me take a look at those.

52) **Other** by shalur@rigd.io

EE Is 5 minutes enough time?

53) **Statement** by jonl@rigd.io

Sure

54) **Answer** by [@RigD](#)

A task has been assigned to Jon Lund. Task Details... Jon , please review the logs

55) **Question** by wayne@rigd.io

I'm getting several more complaints of cart errors, looks like you are still working on the investigation?

56) **Answer** by justin@rigd.io

Yeah not fix yeat

57) **Statement** by shalur@rigd.io

We received an alert, as well as customer reports of shopping cart errors. We made progress on investigating the cause and will notify you as soon as it is resolved or there is another significant development.

58) **Statement** by [wayne@rigd.io](#)

great thanks. :+1:

59) **Answer** by [jonl@rigd.io](#)

Yeah, there is a timeout, but the exceptions are too vague to tell exactly why

60) **Question** by [shalur@rigd.io](#)

Any suggestions on next steps?

61) **Statement** by [jonl@rigd.io](#)

Well we can just increase the timeout for the lambda and see if that prevents the errors for now.

62) **Question** by [justin@rigd.io](#)

whats the current timeout?

63) **Answer** by [jonl@rigd.io](#)

Not sure, let me check the current config.

64) **Activity** by [@RigD](#)

Get Lambda Function with inputs:

LambdaFunctionName: LoadCart

65) **Statement** by [jonl@rigd.io](#)

Looks like it is 5 seconds.

66) **Question** by [justin@rigd.io](#)

is that a long time?

67) **Answer** by [jonl@rigd.io](#)

Not really, but it has been enough in the past. And ideally it should be enough.

68) **Statement** by [jonl@rigd.io](#)

I suggest we increase it to 10 though to see if it solves the problem.

69) **Statement** by [shalur@rigd.io](#)

Makes sense to me, as this is on Prod we will need approval to make any changes.

70) **Clarify** by [shalur@rigd.io](#)

I believe Matt is the approver for this so I will send him an approval request.

71) **Answer** by [@RigD](#)

A task has been assigned to Matt Fu. Task Details... Hello Matt, Please approve the recommended changes in production.

72) **Answer** by [@RigD](#)

A task has been assigned to Matt Fu. Task Details... Hello Matt, Please approve the recommended changes in production.

73) **Clarify** by [shalur@rigd.io](#)

Jon are you able to make the change once we get the approval?

74) **Answer** by [jonl@rigd.io](#)

Yes, I have access to that.

75) **Clarify** by [@RigD](#)

Shalu Rani made an update... We are going to change the lambda timeout to 10 sec once we get approval.

76) **Statement** by mattf@rigd.io

Task approved

77) **Clarify** by shalur@rigd.io

ok Jon please make the change

78) **Clarify** by [@RigD](#)

A task has been assigned to Jon Lund. Task Details... Please update timeout

79) **Activity** by [@RigD](#)

Update Lambda Function Config with inputs:

LambdaFunctionName: LoadCart

LambdaTimeout: 10

80) **Statement** by jonl@rigd.io

I made the change and it should already be in effect

81) **Answer** by jonl@rigd.io

Give it about 2 minutes and then run the lambda triage again and confirm you don't see any new errors on the dash

and in the logs.

82) **Statement** by justin@rigd.io

ok will do

83) **Statement** by [@RigD](#)

This playbook will help you gather key info for troubleshooting AWS lambda incidents.

84) **Activity** by [@RigD](#)

Get Datadog Dashboard List with inputs:

DDDashListName: AWS Dashboards

85) **Statement** by [@RigD](#)

Was there a specific lambda function that had errors?

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88) **Statement** by [@RigD](#)

Ok getting the latest logs...

89) **Activity** by [@RigD](#)

Get CloudWatch Log with inputs:

CloudWatchLogGroup: /aws/lambda/LoadCart

CloudWatchScope: full

90) **Question** by [@RigD](#)

Do you want me to get the configuration for the lambda?

91) **Statement** by [@RigD](#)

Shalu Rani made an update... Timeout issue is resolved now.

92) **Activity** by [@RigD](#)

Run Flow with inputs:

FlowName: lambda playbook

93) **Statement** by justin@rigd.io

OK Looks like errors are gone now

94) **Answer** by shalur@rigd.io

Wayne Greene we believe we have resolved the issue, can you please ask one of your guys to confirm and then you

can send a resolution comm out.

95) **Statement** by wayne@rigd.io

Will do, one minute.

96) **Clarify** by wayne@rigd.io

yep we were able to confirm it's working.

97) **Statement** by shalur@rigd.io

Thanks for confirming. Then I will resolve this incident

98) **Statement** by shalur@rigd.io

Justin Griffin I will assign postmortem to you

99) **Answer** by jonl@rigd.io

Actually assign it to me. I need to review the exception detail with the team and figure out the root cause.

100) **Activity** by [@RigD](#)

Resolve opsgenie alert with inputs:

Number: 41

Note: Timeout issue resolved. Confirmation received on the fix