

Root Cause Analysis

Postmortem Owner	Jim Siercke	Affected Services	TMS
Incident	FIRE-209	Incident Date	3/13/2025
Priority	P1	Incident Duration	~45 mins
Response Team	SYS, IM, DBA	Related Incidents	

Postmortem Report

Action	Report
Detection	Initial detection was from customers noticing they were getting immediately logged out when trying to login. The error indicated a session issue.
Fault	After initial investigation the issue was related to the previous night's maintenance performed by our SYS team on the server. There was an application issue with related to resources available and that was affecting the session cache.
Response	Our SYS team triaged the issue and determined that more resources were required. They did the upsizing and returned the instance to service.
Recovery	After the resizing service was restored. We continued to monitor the resolution and eventually resolved the incident after no further issues were reported.
Lessons Learned	Our SYS team reviewed the maintenance performed and they found that the issue only presented itself on the MT11 instance. They took that information and reviewed their process, and it was determined that they could make an adjustment and are currently reviewing.

Incident Timeline

Date	Update
March 13, 2025, 8:10 AM EST	Initial report of login issue
March 13, 2025, 8:15 AM EST	Incident Initiated and call opened
March 13, 2025, 8:49 AM EST	Triage completed; issue Identified
March 13, 2025, 9:00 AM EST	Resolution put in place, team monitoring
March 13, 2025, 9:14 AM EST	Incident Resolved