Marketing Site Outage

Basic Details

Summary

No summary was added to this postmortem

Incident Start

2019-05-10 16:18:30 UTC

Incident Duration

18 minutes

Incident Severity

NOT_SET

Participants

- Engineers

Published At

2019-05-10 17:15:23 UTC

Roles

NAME	ROLE	ACTIVE
Bobby Tables (bobby@firehydrant.io)	Communication	ACTIVE
Daniel Condomitti (daniel@firehydrant.io)	Commander	ACTIVE

Impacted functionality

Marketing Site

Blog

Timeline

Daniel Condomitti
about 1 hour into the incident

Note
that way we can failover automatically from the marketing site to a page that says "sorry the blog is down, go straight to the fh app" or something

Daniel Condomitti
about 1 hour into the incident

Note
we should have the same for the FH app itself (with different content of course)

Impact

Impacted Environments

production

Impacted Services

flywheel

Related Changes

No changes were added to this incident

5 Whys

We encountered this incident...

Because

our 3rd party marketing site provider experienced issues

Because

our cache settings weren't aggressive enough to serve stale content

Additional Details

Dan received a PagerDuty alert that was triggered via StatusCake, we opened an incident and started looking for things we could do to bring back our marketing site since it's hosted by a third party. Our provider resolved their incident before we had the opportunity to deploy anything.

It would be good to setup a failover page, increase the TTL for cacheable content and enable serving stale content in Fastly.

Next Steps

Action Items

SUMMARY	DESCRIPTION
Create a failover for marketing site	Export our site anytime we make a change to a static version and host it elsewhere for failovers
Better caching in our CDN	Improve our CDN settings to serve stale pages if the backend services are hard down.