Starting Server of users with 2i2c admin emails from admin panel fails on earthscope

Status: Draft

Overview

An authorized admin user on the earthscope hub attempted to start a server for 2i2c staff accounts via the JupyterHub admin panel. Because these accounts were set up for Google Auth emails, the server startup failed, triggering an alert for server startup failure.

What Happened

No comments added

Resolution

We manually removed the 2i2c staff accounts with google emails, and merged a PR to stop adding them https://github.com/2i2c-org/infrastructure/pull/6944

Where we got lucky

No comments added

What Went Well?

1. There were no user facing issues
2. Our automated alerting setup caught it immediately

What Didn't Go So Well?

No comments added

Action Items

- Make sure that custom auth hubs don't have unrelated 2i2c staff engineer accounts added, as this is confusing in the admin panel https://github.com/2i2c-org/infrastructure/issues/6945

OWNER OF REVIEW PROCESS

Yuvi Panda

IMPACT TIME

Oct 15 at 10:28 to Oct 15 at 10:45

DURATION

17m 6s

*All times listed in this report are in Pacific Time (US & Canada).

Timeline

Oct 15, 2025

10:26 AM Authorized admin user logs into the hub, and accesses the admin panel. They try to start server of a 2i2c user who is listed as admin. This server start fails, because the earthscope hub uses auth0 auth but the admin accounts were added as google email addresses

10:28 AM **Triggered** through the API.
Description: [FIRING:1] Server Startup Failed earthscope prod (same day action needed) (View Message)
INCIDENT #1558

Starting Server of users with 2i2c admin emails from admin panel fails on earthscope

10:37 AM https://github.com/2i2c-org/infrastructure/pull/6944 is deployed, which stops adding google email addresses of 2i2c staff as admins to the earthscope hub

10:40 AM Existing 2i2c staff email based jupyterhub admin accounts are manually removed through the JupyterHub interface

10:45 AM **Resolved** by **Yuvi Panda** through the website.
INCIDENT #1558

Starting Server of users with 2i2c admin emails from admin panel fails on earthscope