

# Postmortem IR-1: Undeployed App Service Response Slow

Created by **Ryan MacLean MacLean** on Oct 24

INCIDENT PROPERTIES	
Status	resolved
Severity	SEV-5
Started	Oct 25, 2021 03:39 am UTC
Commander	Ryan MacLean MacLean
Incident Overview	<a href="#">IR-1</a>

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

All clients impacted!.  
This lasted for 15 minutes, beginning at 8:39 pm .

## Why Did it Happen?

### Root Cause

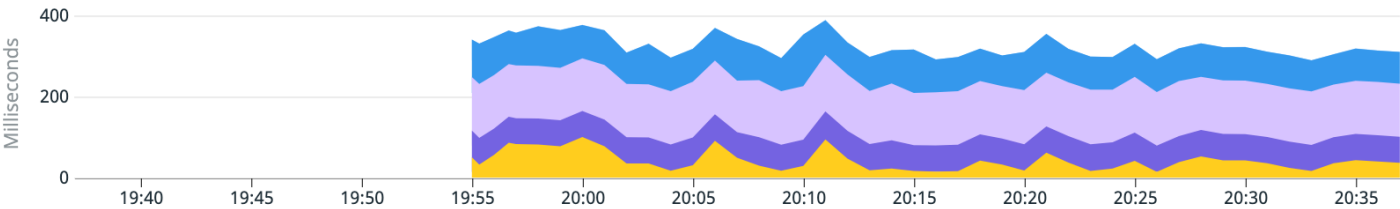
Testing

## Timeline

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**Oct 24, 2021 at 8:39 pm**

Ryan MacLean MacLean



Tags		Metric	Avg	Min	Max	Sum	Value
<div></div>	*	avg:synthetics.http.download.t...	222.95 μs	100 μs	600 μs	9.81 ms	100 μs
<div></div>	*	avg:synthetics.http.firstbyte.ti...	85.7 ms	74.6 ms	127.0 ms	3.77 s	79.1 ms
<div></div>	*	avg:synthetics.http.ssl.time{ch...	132.6 ms	127.6 ms	140.8 ms	5.83 s	130.8 ms
<div></div>	*	avg:synthetics.http.connect.ti...	65.2 ms	63.0 ms	69.7 ms	2.87 s	64.7 ms

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**Oct 24, 2021 at 8:40 pm**

Chat started by Ryan MacLean MacLean

<https://chat.aka.ms> Video call started <https://video.teams.ms>

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**Oct 24, 2021 at 8:41 pm**

**Customer impact updated** by Ryan MacLean MacLean

**Scope:** All clients impacted!

**Started at:** 10/24/2021 8:39 pm

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**Oct 24, 2021 at 8:41 pm**

Ryan MacLean MacLean

**Update Still working on it!**

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**Oct 24, 2021 at 8:42 pm**

**Field updated** by Ryan MacLean MacLean

**Other Docs:** [Sharepoint](#)

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**Oct 24, 2021 at 8:42 pm**

**Task created** by Ryan MacLean MacLean

Please try deploying the current branch to the app service @all

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**Oct 24, 2021 at 8:43 pm**

**Task updated** by Ryan MacLean MacLean

Please try deploying the current branch to the app service @all

Assignees: Ryan MacLean MacLean

Due date: 10/25/2021

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**Oct 24, 2021 at 8:43 pm**

**Field updated** by Ryan MacLean MacLean

**Notified:** Ryan MacLean MacLean

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**Oct 24, 2021 at 8:50 pm**

**Fields updated** by Ryan MacLean MacLean

**Root Cause:** Testing

**Detection Method:** Monitor

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**Oct 24, 2021 at 8:53 pm**

Ryan MacLean MacLean

Link to notebook for incident -

<https://us3.datadoghq.com/notebook/648/azure-incident-response?view=view-mode>

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**Oct 24, 2021 at 8:54 pm**

**Incident set to resolved** by Ryan MacLean MacLean

**Customer impact updated**

**Ended at:** 10/24/2021 8:54 pm

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## How do we prevent it in the future?

### Action Items

- Please try deploying the current branch to the app service @all

**Created by:** Ryan MacLean MacLean