Database Incident Root Cause Analysis (RCA) & Remediation Guide

Finding H2 | Severity P1 | Owner Developer (Application SQL / ORM / Migrations) + DBA / Platform Engineer (Cluster GUCs / Vacuum / Pooling / Storage) | Environment cloudrun-showcase (synthetic-demo) | Generated 2026-10-27 17:22:11 UTC

1. Incident Overview & Executive Summary

1.1 Executive Summary

CircuitSQL detected finding H2 (Idle-in-transaction session holding RowExclusiveLock on public.orders) in environment cloudrun-showcase (synthetic-demo) at 2026-10-27 17:22:11 UTC. Every concurrent order write queued behind the held lock (H11 lock depth), inflating orders p95 latency and application 504s. The correlated report classifies the incident as P1 with triggers H2, H6, H11, H12, pg_stat_statements. CircuitSQL routes remediation to Developer (Application SQL / ORM / Migrations) + DBA / Platform Engineer (Cluster GUCs / Vacuum / Pooling / Storage). Environment cloudrun-showcase (synthetic-demo) reported 4 breached health check(s) across 2 correlated root-cause incident(s) and 2 query offender(s). CircuitSQL routes remediation to Developer (Application SQL / ORM / Migrations) + DBA / Platform Engineer (Cluster GUCs / Vacuum / Pooling / Storage).

1.2 Document Metadata

Field	Value
Incident ID	CSQL-INC-H2-202610271722
Date / Time of Incident	2026-10-27 17:22:11 UTC
Duration	63 min (trigger -25 min to recovery +38 min; see section 4)
Severity Level	P1 - Critical (customer-visible outage or data-risk)
Affected Systems	circuitsql_monitor@db-primary.internal:5432/circuitsql (ssl_mode=require); orders and customers OLTP paths; environment cloudrun-showcase (synthetic-demo)
Database Engine & Version	PostgreSQL 17.2
Lead Investigator(s)	Developer / Marlon Francis Briguera (incident commander); Backend Engineer (query path); DBA / Platform Engineer (cluster controls)
Current Status	Mitigated - monitoring for recurrence; permanent remediation tracked in section 7

2. Technical Environment Context

2.1 System Topography

```
Client / API (FastAPI, app_rw)
        |
        v
[PgBouncer :6432] -- pool_mode=transaction, default_pool_size=4x vCPU
        |
        v
[PostgreSQL primary circuitsql]  << finding H2
        |-- pg_stat_activity / pg_locks / pg_blocking_pids
        |-- pg_stat_statements (offender ranking)
        |-- pg_stat_checkpointer / pg_stat_io (PG 17/18 subsystem counters)
        '-- [Read replica] analytics_ro (reporting, EXPLAIN ANALYZE rehearsals)

[CircuitSQL Monitor] -- H1-H18 probes, CSQL-S01..S07 security scan, RCA export
```

2.2 Privilege & Tool Prerequisites

- Role membership: pg_monitor and pg_read_all_stats (read-only catalog access).
- pg_stat_statements present in shared_preload_libraries and installed in the database.
- PgBouncer admin console reachable on port 6432 for SHOW POOLS and RELOAD.
- psql 17 client plus a shadow database for EXPLAIN (ANALYZE, BUFFERS) rehearsals; never run write DDL against production to inspect a plan.
- ALTER SYSTEM requires a superuser or a role with the ALTER SYSTEM privilege; credentials come from the secret manager, never URL query strings.
- Incident channel and GitLab issue write access for the fix MR linked in section 8.

3. Symptoms & Observed Evidence

3.1 Observed vs. Expected Behavior

Aspect	Observed	Expected
Measured value vs. threshold	H2 measured 312.0 against 60.0 (breached).	No session remains idle in transaction while holding a write lock; idle_in_transaction_session_timeout (15 s) reaps it automatically.
Session and lock state	Blocking sessions and long transactions remain visible in pg_stat_activity; lock waits queue behind the head blocker.	Lock depth <= 1, no idle-in-transaction session, and every statement bounded by lock_timeout and statement_timeout.
Workload impact	orders and customers traffic shows elevated latency or saturation while the condition holds.	p95 within the 250 ms OLTP SLO and connection use below 85% of the pool budget.
Data integrity and compliance	No data loss observed; the control gap maps to SQLSTATE 25P03 handling.	Constraints validated, checksums clean, and CIS PostgreSQL 17 controls satisfied.

3.2 System Logs & Error Codes

Application Exception Log

```
2026-10-27 17:10:11.812 UTC [api] ERROR orders.views: request failed route=/orders finding=H2
sqlalchemy.exc.OperationalError: server closed the connection unexpectedly (idle in transaction for 312 s)
Traceback (most recent call last):
  File "app/routes/orders.py", line 88, in create_order
    session.commit()
psycopg.errors.DatabaseError: FATAL: terminating connection due to idle-in-transaction timeout (SQLSTATE 25P03
)
```

RDBMS Error Log

```
2026-10-27 17:10:11.101 UTC [41892] LOG: process 41892 still waiting after 1000.042 ms
FATAL: terminating connection due to idle-in-transaction timeout (SQLSTATE 25P03)
2026-10-27 17:10:12.204 UTC [41892] STATEMENT: /* finding=H2 */ SELECT pid, usename, state, EXTRACT(EPOCH FROM
 (now() - xact_start)) AS xact_age_seconds, pg_blocking_pids(pid) AS bl...
2026-10-27 17:10:13.318 UTC [41892] DETAIL: causal_tag=[CSQL-M03 | DIRECT] sqlstate=25P03
```

4. Timeline of Events

Phase	UTC Timestamp	Event	Evidence
Trigger	2026-10-27 16:57:11 UTC	H2 condition established: Idle-in-transaction session holding RowExclusiveLock on public.orders	finding=H2; tag=[CSQL-M03 | DIRECT]
Alerting	2026-10-27 17:04:11 UTC	CircuitSQL monitor evaluated the probe and raised the finding on the console.	environment=cloudrun-showcase (synthetic-demo); breached=true

Phase	UTC Timestamp	Event	Evidence
Degradation	2026-10-27 17:10:11 UTC	orders and customers traffic degraded: latency rose and lock or buffer pressure became visible.	H2 measured 312.0 against threshold 60.0 (cited) and is BREACHED: PID 41892 idle in transaction for 312.0s holding RowExclusiveLock on public.orders [CSQL-M05 | DIRECT]
Triage	2026-10-27 17:22:11 UTC	On-call opened the per-finding RCA page and confirmed the mechanism against pg_stat_activity, pg_locks, and pg_stat_statements.	RCA page /console/rca/H2
Mitigation	2026-10-27 17:31:11 UTC	On-call terminated blockers and reloaded the connection pool as emergency mitigation (section 6.1).	pg_terminate_backend + PgBouncer RELOAD
Recovery	2026-10-27 18:00:11 UTC	Latency, lock depth, and connection use returned to baseline. On-call monitored the incident for 30 minutes before closing it.	recovery verified at 18:00:11 UTC

5. Technical Root Cause Analysis

Causal Flow Diagram

```
+-----------------------------------------------------------------------------------------------+
| Trigger H2: Idle-in-transaction session holding RowExclusiveLock on public.orders              |
+-----------------------------------------------------------------------------------------------+
                                                  |
                                                  v
+-----------------------------------------------------------------------------------------------+
| Mechanism: An ORM session opened a transaction and wrote to public.orders. Before COMMIT, t... |
+-----------------------------------------------------------------------------------------------+
                                                  |
                                                  v
+-----------------------------------------------------------------------------------------------+
| Symptom: Every concurrent order write queued behind the held lock (H11 lock depth), inflati... |
+-----------------------------------------------------------------------------------------------+
                                                  |
                                                  v
+-----------------------------------------------------------------------------------------------+
| Impact: orders/customers OLTP latency and write availability                                  |
+-----------------------------------------------------------------------------------------------+
                                                  v
+-----------------------------------------------------------------------------------------------+
| Blast radius: checkout writes, orders reads, p95 SLO                                          |
+-----------------------------------------------------------------------------------------------+
```

Primary Cause

An ORM session opened a transaction and wrote to public.orders. Before COMMIT, the session waited on an outbound HTTP call and held a RowExclusiveLock for minutes. Correlated verdict: Root Cause (H2 | High): PID 41892 idle in transaction for 312.0s holding RowExclusiveLock on public.orders [CSQL-M05 | DIRECT] -> Proximate Cascading Symptoms (2 suppressed): H11 (Lock blocking chain depth 4 queued behind idle-in-transaction PID 41892 on public.orders [CSQL-M03 | INDIRECT]), H12 (public.orders dead-tuple ratio 34.0% (340,000 dead tuples) amplified by H6 autovacuum stall [CSQL-M01 | INDIRECT]).

Secondary Cause

The role and database had no idle_in_transaction_session_timeout or statement_timeout settings. PostgreSQL never reaped the abandoned transaction. Downstream correlation: Root Cause (H6 | Medium): Autovacuum disabled on public.orders while hot updates accumulate dead tuples [CSQL-M01 | DIRECT] (isolated breach, 0 downstream symptoms).

Tertiary Cause

Every concurrent order write queued behind the held lock (H11 lock depth), inflating orders p95 latency and application 504s. Correlated evidence: Check H2 (High, owner DEVELOPER): value=312.0 vs. threshold=60.0 (cited) - PID 41892 idle in transaction for 312.0s holding RowExclusiveLock on public.orders [CSQL-M05 | DIRECT]

Finding SQL

```
SELECT pid, usename, state,
       EXTRACT(EPOCH FROM (now() - xact_start)) AS xact_age_seconds,
       pg_blocking_pids(pid) AS blockers, left(query, 160) AS query
  FROM pg_stat_activity
 WHERE state = 'idle in transaction'
 ORDER BY xact_age_seconds DESC;
```

Metrics

- Check H2: measured value 312.0 against threshold 60.0 (cited); state BREACHED.
- Probe detail: PID 41892 idle in transaction for 312.0s holding RowExclusiveLock on public.orders [CSQL-M05 | DIRECT]
- PG 17/18 pg_stat_checkpointer: requested ratio 11.2%, write 1840.5 ms, sync 210.2 ms.
- Waiters: LWLock buffer 2, IO 1.

Causal Tag

[CSQL-M03 | DIRECT]

6. Step-by-Step Resolution & Remediation Procedures

6.1 Emergency Mitigation (Immediate Stabilization)

Step 1 - Capture the blocker set before touching anything

```
SELECT pid, usename, state,
       now() - xact_start AS xact_age,
       wait_event_type, wait_event,
       pg_blocking_pids(pid) AS blockers,
       left(query, 160) AS query
  FROM pg_stat_activity
 WHERE state <> 'idle'
   AND (now() - xact_start > interval '30 seconds'
        OR wait_event_type = 'Lock')
 ORDER BY xact_age DESC;
```

Record the head blocker for H2 in the incident timeline before any termination. The capture is read-only and pg_monitor compatible.

Step 2 - Terminate only the head blocking backend, with a bounded wait

```
-- Replace 41892 with the head blocker captured in Step 1.
SELECT pg_terminate_backend(41892, 5000);

-- Confirm the queue drains instead of re-queuing.
SELECT count(*) AS queue_depth
  FROM pg_stat_activity
 WHERE cardinality(pg_blocking_pids(pid)) > 0;
```

Do not terminate blocked sessions first. They re-queue behind the same head blocker and the incident restarts.

Step 3 - Drain and reload PgBouncer so pooled sessions pick up the new limits

```
-- PgBouncer admin console (port 6432), not the PostgreSQL port.
psql -h 127.0.0.1 -p 6432 -U pgbouncer pgbouncer -c 'SHOW POOLS;'
psql -h 127.0.0.1 -p 6432 -U pgbouncer pgbouncer -c 'RELOAD;'
psql -h 127.0.0.1 -p 6432 -U pgbouncer pgbouncer -c 'SHOW STATS;'
```

RELOAD applies pgbouncer.ini pool_mode and default_pool_size without dropping the listener. Transaction pooling discards session-level state by design.

6.2 Permanent Remediation Steps

6.2.1 CREATE INDEX CONCURRENTLY & EXPLAIN (ANALYZE, BUFFERS)

```
-- 6.2.1 Build the replacement index without blocking writes.
CREATE INDEX CONCURRENTLY IF NOT EXISTS idx_orders_customer_created
    ON public.orders (customer_id, created_at DESC);

-- Prove the planner uses it before dropping or shipping anything else.
EXPLAIN (ANALYZE, BUFFERS)
SELECT id, status, total_cents
  FROM public.orders
 WHERE customer_id = $1
 ORDER BY created_at DESC
 LIMIT 50;

-- Finding-specific DDL for H2.
ALTER ROLE app_rw SET idle_in_transaction_session_timeout = '15000ms';
```

The application must own transaction scope: never await network I/O between BEGIN and COMMIT.

6.2.2 ALTER SYSTEM SET statement_timeout = '5000ms' & idle_in_transaction_session_timeout = '15000ms'

```
-- 6.2.2 Bound every session at the cluster and role level.
ALTER SYSTEM SET statement_timeout = '5000ms';
ALTER SYSTEM SET idle_in_transaction_session_timeout = '15000ms';
SELECT pg_reload_conf();

-- Verify the effective values for the application role.
SELECT rolname, rolconfig
  FROM pg_roles
 WHERE rolname IN ('app_rw', 'migration_runner', 'analytics_ro');
```

Per-role settings override cluster defaults. For H2, the idle-in-transaction ceiling is the control that prevents recurrence.

6.2.3 Before/After @Transactional application refactor

```
# Before: network I/O and retries live inside the transaction.
@transactional
def create_order(payload: OrderIn) -> Order:
    order = Order(**payload.model_dump())
    session.add(order)
    session.flush()
    inventory.reserve(order.id)      # remote call holds the write lock
    payments.authorize(order)        # another remote call
    return order

# After: the transaction only covers database work.
@transactional
def create_order(payload: OrderIn) -> Order:
    order = Order(**payload.model_dump())
    session.add(order)
    session.flush()
    outbox.enqueue("order.created", order.id)  # local insert, no I/O
    return order

# Inventory and payment run after COMMIT, with their own short transactions.
```

Keep only database work inside the transaction boundary. Run remote calls and retries after COMMIT.

7. Preventative Action Items & Monitoring Controls

Action Item	Type	Target Date	Owner	Status
Add a burn-rate alert for H2 with a 5-minute lookback and route it to the Monitor stage dashboard.	Monitoring control	2026-10-30	DBA / Platform Engineer	Open
Enforce statement_timeout, lock_timeout, and idle_in_transaction_session_timeout for every application role.	Configuration	2026-10-30	DBA / Platform Engineer	Open
Ship the reviewed remediation for H2 behind Tier 1 static analysis and Tier 2 shadow verification.	Code change	2026-11-10	Backend Engineer	In progress
Add a regression test that fails when the finding reproduces against the showcase snapshot.	Test coverage	2026-11-06	Backend Engineer	Open
Re-audit the control against CIS PostgreSQL 17 Benchmark v1.0.0 and record the evidence in the Govern stage.	Compliance	2027-01-25	Software Architect / Technical Writer	Scheduled

8. Related Resources & References

- Internal Monitoring Dashboard: /console?stage=monitor&view=rca&finding=H2
- Related Merge Request: !0 - fix MR to be opened from section 6.2 (H2)
- Runbook Reference: src/circuitsql/skills/root-cause-analysis/SKILL.md section 4-6; docs/specs/v3-spec.md (finding H2)
- Vendor Documentation: https://www.postgresql.org/docs/17/runtime-config-client.html