Incident report: events dropped after websocket reconnect

Staging, July 30, 2026 SEV 3 Owner: realtime on-call

Summary

Between 02:10 and 02:55 UTC, 7 percent of browser sessions that reconnected their websocket missed the events written during the gap. Threads looked stalled until the next full refresh. No data was lost: every event was committed and the API served it on reload.

Timeline (UTC)

Time	Event
02:10	NATS node restart during a routine roll drops all websocket connections
02:11	Clients reconnect and resubscribe from the live subject, not from their last acknowledged id
02:24	Alert: `realtime_resume_gap_events` above threshold
02:41	Mitigation: forced client refresh through the announcement channel
02:55	Gap rate back to zero

Root cause

The resume cursor was held in component state and reset on remount. A reconnect that raced the remount resubscribed with an empty cursor, so the server skipped the replay window.

Follow-ups

Item	Status
Replay buffered events from the last acknowledged id	In progress
Cover the reconnect window in the event store suite	Planned
State the resume rule in `specs/realtime-client.md`	Planned