

# Postmortem Task

## Issue Summary

From 5:30 PM Cairo area time to 7 PM, all the requests that the users were sending were responded to with a 500-status code, the website was down, and we had alerted about the issue using PagerDuty and one of our back-end engineers handled the issue and it was a misconfiguration in one of the settings files.

## Timeline (All times Cairo Time)

- 5:20 PM: The server's configurations were changed.
- 5:29 PM: Servers' configurations were pushed to production.
- 5:30 PM: Users started getting 500 status codes.
- 5:35 PM: Our DevOps team was alerted by PagerDuty.
- 5:40 PM: The team started searching for the issue.
- 6:20 PM: Back-end and network engineers DevOps team to resolve the issue.
- 6:30 PM: One of the back-end engineers found the issue and corrected the file.
- 6:32 PM: Started restarting the server.
- 6:58 PM: The traffic got back to its original state.
- 7 PM: People knew and started using the website again.

## Root cause

When the team was updating the website and adding some features, the DevOps team had to change some configurations in the settings file and one member accidentally made a typo that a file that couldn't be detected using the regular checking commands this typo also made us run the web server and application server, but all the requests will be 500.

## Resolution and Recovery

At 5:32 PM: We noticed some posts on Twitter and Facebook that were saying our website was not working but we thought it was a problem with their connection.

At 5:35 PM: PagerDuty alerted the software teams because 0 requests were being handled correctly, and the server requests were not meeting the threshold.

At 6:32 PM: We started restarting the server because we resolved the issue, and it was a small typo in a file.

At 7 PM: We got back to work.

## **Corrective and Preventative Measures**

We have contacted some meetings after the incident by 24 hours so that we can collect enough and understand what happened regarding the media and our services and we have reached some measures that we'll follow:

Always checking the configuration files and making original and backup of them.

Reducing the threshold of handled requests and trying to monitor the servers more.

Try to get all the experienced engineers to work on the issue because we don't know who will resolve it.