Postmortem - Wrong redirection configuration to a site A long, thin rectangle to divide sections of the document

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# Issue Summary:

From **start time - 13/08/2023 20:30 PM (UTC) to end time 13/08/2023 - 22:10 PM (UTC)**, The **lb-00** (The network traffic distributor across multiple servers)encountered an incorrect redirection configuration that directed **Alx.co.za** website on **web-00** rather than the earlier **Alx-SE.co.za** website as specified in **web-02. (error 301)** On cloud **web-00, Alx.co.za** has permanent redirection set up. The event that has an impact on **Alx-SE.co.za** is when users refresh or are completely diverted to a different site from the one they intended to visit. Customers who viewed the site between **13/08/2023 20:30 PM (UTC) and 13/08/2023 22:10 PM (UTC)** mostly suffered an erroneous redirection until the mistake was fixed by the proactive Site reliability engineering team.

# Timeline:

## 13/08/2023 20:30 PM (UTC) - (Configuration begins)

## 13/08/2023 20:35 PM (UTC) - (Incorrect Redirection Experienced)

## 13/08/2023 20:35 PM (UTC) - (Team was alerted)

## 13/08/2023 21:00 PM (UTC) - (server Down)

## 13/08/2023 21:20 PM (UTC) - (Personnel arrive to access the situation)

## 13/08/2023 21:30 PM (UTC) - (lb-00 Reconfiguration)

## 13/08/2023 21:40 PM (UTC) - (Server Restart begins)

## 13/08/2023 21:55 PM (UTC) - (Tested and works fine)

## 13/08/2023 22:10 PM (UTC) - (Usual site Traffic experienced .back online)

# Root cause and resolution:

The Server **web-00** was down for an hour to reconfigure the new **lb-00** to distribute the traffic experienced by the server to another server **web-02**; during the course which the pointed domain name was misspelled generating a redirection error to some customers as gathered by the System admin Personnel. Since The System was automated using Puppet style it was pretty fast debugging the error from the general puppet code used to point to a server.

# Root cause and resolution:

* Internal reviews were conducted to identify and investigate the sources of the errors.
* The use of artificial intelligence (AI) methods, such as machine learning, can be helpful in raising awareness in advance of a server running into such an issues.
* Debugging the fault quickly was made possible by automating all tasks.