### Post-Mortem: The Great Server Standoff of 2024

#### Issue Summary

\*\*Duration:\*\* June 5th, 2024, 12:00 AM UTC - June 6th, 2024, 02:30 AM UTC.

\*\*Impact:\*\* Our website went from the speed of light to the pace of a sloth, slowing down 80% of our users worldwide. Imagine trying to navigate a maze while wearing lead boots!

\*\*Root Cause:\*\* A mischievous load balancer decided to play hide and seek with our traffic, leading to a game of "Who Can Handle More Traffic?" among our servers.

#### Timeline

- \*\*June 5th, 2024, 01:00 AM UTC:\*\* The first cries of distress were heard from our support team, akin to a flock of geese honking in confusion.

- \*\*June 5th, 2024, 01:15 AM UTC:\*\* Our monitoring system sent out an alert, saying, "Server Overload Panic!" (It's a bit dramatic, don't you think?)

- \*\*June 5th, 2024, 01:30 AM UTC:\*\* We thought, "Oh, it's probably just a rogue query." Turns out, it was more like a rogue elephant stampede.

- \*\*June 5th, 2024, 02:00 AM UTC:\*\* After much debate and a few cups of coffee, we realized the real culprit wasn't a database monster but a misbehaving load balancer.

- \*\*June 6th, 2024, 01:45 AM UTC:\*\* The villain was identified: a misconfigured load balancer, playing favorites with our servers.

- \*\*June 6th, 2024, 02:30 AM UTC:\*\* Victory was ours We adjusted the load balancer's attitude, ensuring fair treatment for all servers.

#### Root Cause and Resolution

Our load balancer had a case of favoritism, directing all the cool kids (traffic) to a select few servers, leaving the rest feeling left out. We fixed this by giving the load balancer a timeout and a stern talking-to, reminding it of the importance of fairness.

#### Corrective and Preventative Measures

- \*\*Configuration Management:\*\* No more solo runs for the load balancer; it's team time now.

- \*\*Monitoring:\*\* Keep an eye on those servers like a hawk, or better yet, a drone.

- \*\*Incident Response Plan:\*\* Add a checklist for common sense, because apparently, we need it.

- \*\*Tasks:\*\*

- Organize a "Load Balancer Etiquette Workshop" for our systems.

- Update the manual with new load balancer love rules.

- Upgrade our monitoring tools to spy on the load balancer's actions.

- Schedule a "Let's Talk About Our Feelings" session for our servers.