**### Issue Summary**

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

**\*\*Impact:\*\* Main website slowed down, affecting 80% of global users, impacting sales and user engagement.**

**\*\*Root Cause:\*\* Load balancer misconfiguration caused uneven traffic distribution, leading to server overload.**

**### Timeline**

**- \*\*June 5th, 2024, 01:00 AM UTC:\*\* Issue detected due to increased support tickets.**

**- \*\*June 5th, 2024, 01:15 AM UTC:\*\* High CPU usage indicated via monitoring alerts.**

**- \*\*June 5th, 2024, 01:30 AM UTC:\*\* Initial focus on database queries, misled by security logs.**

**- \*\*June 5th, 2024, 02:00 AM UTC:\*\* Incident escalated to senior engineers.**

**- \*\*June 6th, 2024, 01:45 AM UTC:\*\* Identified root cause as load balancer misconfiguration.**

**- \*\*June 6th, 2024, 02:30 AM UTC:\*\* Resolved by adjusting load balancer configuration.**

**### Root Cause and Resolution**

**Misconfiguration in the load balancing algorithm led to uneven traffic distribution, causing server overload. Fixed by reverting the algorithm to its previous state.**

**### Corrective and Preventative Measures**

**- Improve configuration management.**

**- Enhance monitoring capabilities.**

**- Strengthen incident response plan.**

**- Tasks:**

**Review session with the engineering team, update documentation, deploy enhanced monitoring, audit recent changes.**

**Update documentation with new procedures for load balancer configurations.**

**Deploy enhanced monitoring tools within the next 30 days.**