# Postmortem: Database Outage Incident

Issue Summary:

- **Duration:** November 10, 2023, 12:13 PM to November 12, 2023, 14:32 PM (GMT)
- **Impact:** The database system crashed, making our website and services unavailable for two days. Everyone trying to use our website during this time couldn't access it.
- **Root Cause:** Problems with our network and a bug in our database software caused data errors, leading to the system shutdown.
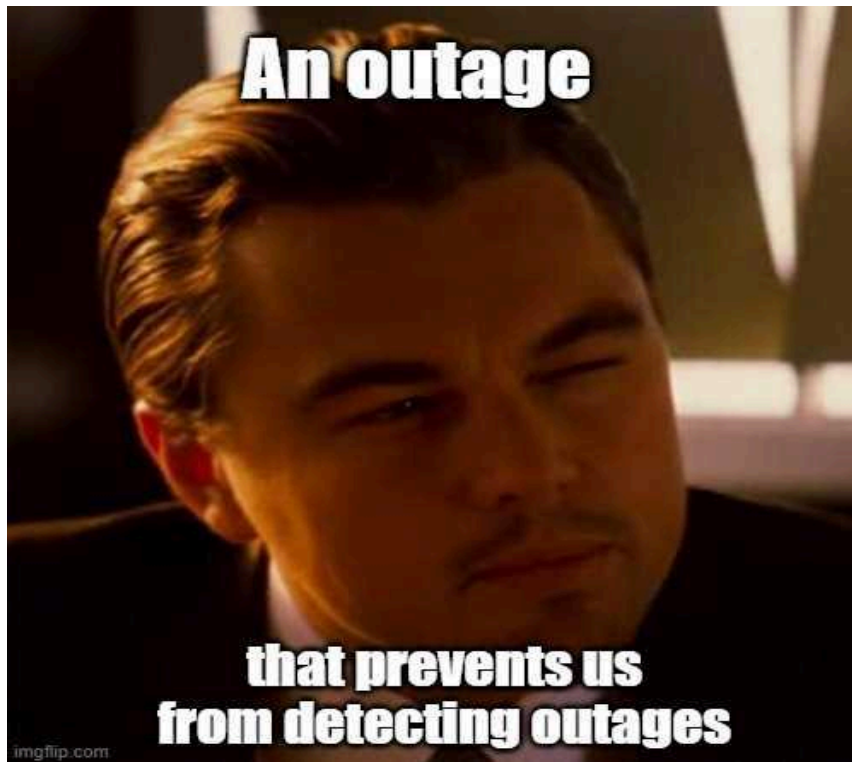
Timeline:

- **November 10, 2023:**
    - **12:13 PM: We noticed that our website wasn't working correctly, with some users reporting errors.**
    - **12:24 PM: Me & my team started looking into the issue to find out what was wrong.**
    - **13:39 PM: We suspected there might be a problem with our network, so we asked our network experts for help.**
- **November 11, 2023:**
    - **11:50 AM: We found that there were mistakes in our data storage, causing the system to malfunction.**
    - **14:00 PM: We got our senior engineers involved, who discovered a bug in our database software that was causing the errors.**
    - **16:00 PM: To stop the system from getting worse, we put in a temporary fix.**

- **November 12, 2023:**
  - **9:30 AM: Our software team came up with a permanent solution to the bug and tested it.**
  - **11:00 AM: We applied the fix to our system.**
  - **14:32 PM: Our website and services were back online and working properly again.**

Root Cause and Resolution:

- **Root Cause: Our network had problems, and there was a bug in our database software, both leading to errors and system failure.**
- **Resolution: We put in a temporary fix to stabilise things and then developed and applied a permanent solution to the software bug.**

Corrective and Preventative Measures:

- **Improvements/Fixes:**
  > **We'll improve our network setup to prevent similar problems in the future.**

We'll be more careful with our software updates, testing them thoroughly before applying them.

- **Tasks:**

  Make our network more reliable by adding backups.
  Improve our testing process for software updates to catch bugs early.
  Plan regular checks to catch any problems before they cause more downtime.