Post Mortem

Date: 2023-1-31

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Status: Complete

Summary: createMoon method returning 500 Status codes due to faulty deleteMoon method

Impact: Users were unable to create moons for approximately 6 minutes

Root Causes: Improper SQL input syntax in delete moon method.

Trigger: Latent bug triggered by requests to create new moon entities.

Resolution: Corrected deleteMoon method, created new image and updated cluster with new working image.

Detection: Michael detected 500 status code spike

Action Items:

Action Item	Type	Owner	Bug
Rollback deployment to previous image	Mitigate	Hongbin	n/a Done
Fixed Error	corrective	Hongbin	n/a Done
Created new image	corrective	Luis	n/a Done
Applied new image	preventative	Luis	n/a Done

Lessons Learned

What went well:

- Error was found quickly and was easy to fix.

What went wrong:

- Original image purposely produced error codes, making sifting through logs more difficult than needed

Where we got lucky:

- Very minor error.
- Able to quickly swap to old working image.

Timeline

2023-01-30 (all times PST)

- 8:10 AM INCIDENT BEGINS
- 8:11 AM Rollback deployment to previous image
- 8:20 AM searched logs and found error originated from repository layer
- 8:26 AM fixed error and created new image
- 8:27 AM deployed image, fixing broken method
- 8:28 AM INCIDENT ENDS, service operating correctly