

Post Mortem

Date: 2023-1-30

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Status: Complete

Summary: Complete Crashing of application

Impact: Application down for approx. 8 minutes

Root Causes: Miss-named method within the repository layer. Within MoonDao the method for returning the moon entity for a given name was coded as “findByName”.

Trigger: Latent bug triggered by application running

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

Detection: Luis detected abnormal amount of 500 status codes

Action Items:

Action Item	Type	Owner	Bug
Rollback deployment to previous image	Mitigate	Michael	n/a Done
Fixed Error	corrective	Michael	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:

- Initially overlooked where the error was thinking it was a simple naming difference.

Where we got lucky:

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

Timeline

2023-01-30 (all times PST)

- 9:06 AM INCIDENT BEGINS
- 9:07 AM Rollback deployment to previous image
- 9:08 AM searched logs and found error originated from repository layer
- 9:14 AM fixed error and created new image
- 9:15 AM deployed image, fixing broken findByMoonName method
- 9:16 PM INCIDENT ENDS, service operating correctly