Post Mortem

Date: 2023-1-27

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Status: Complete

Summary: Users unable to access list of planets

Impact: ~100 lost queries, no revenue impact

Root Causes: Error in findAll() method within service layer, where if statement coded to return list of planets only if size of list was equivalent to zero, resulting in 500 status code and inability to access the actual list objects (essentially swapping the function of the statement and exception).

Trigger: Latent bug triggered by requests to service

Resolution: Corrected if statement syntax, created new image and updated cluster with new working image.

Detection: Hongbin detected high levels of HTTP 500s

Action Items:

Action Item	Type	Owner	Bug
Update playbook with instructions for responding to one form of HTTP 500: "No Planet Found"	preventative	Hongbin	n/a Done
Fixed error and created new image	corrective	Luis	n/a Done
Applied new image	preventative	Luis	n/a Done
Adjust Alerting Systems for faster response times	preventative	Michael	n/a TODO

Lessons Learned

What went well:

- Error was found quickly and was easy to fix.

What went wrong:

- Alerts did not fire on time and we had to be notified by stakeholder.

Where we got lucky:

- Very minor error.

Timeline

2023-01-27 (all times PST)

- 12:00 PM notified by client of surge of calls saying getAllPlanets was not working
- 8:00 AM INCIDENT BEGINS
- 12:05 PM searched logs and found error originated from service layer
- 12:10 PM fixed error and created new image
- 12:15 PM deployed image, fixing broken HTTP method and resolving issue
- 12:16 PM INCIDENT ENDS, service operating correctly