1. Triage
   1. Definition
   2. Origin – WWI
   3. Triage Tags in emergency rooms
2. Triage Steps
   1. Environment
      1. QA vs Production (example of when Ryan said the one exchange site was down because of Raven)
   2. How many people are affected
      1. Example of when it was only a couple of people but we assumed it was widespread.
         1. Not to downplay the importance of those issues
      2. Example of when we thought it wasn’t happening across the board
   3. Symptoms
      1. When I click x then y happens
   4. Narrow down what application is having the problem
      1. Is it in the front-end?
      2. Is it in a particular back-end service
      3. Is it in the database
3. Debugging
   1. Gather details like IDs, time of occurrence, what’s happening and what should’ve happened.
   2. Is the issue reproducible? In QA?
   3. If so, is it safe to reproduce the issue in production?
   4. Log files are spread around, make sure to check them all
4. Logging
   1. Don’t log too much
   2. Don’t log too little
   3. Goldilocks
   4. Log at info for production, anything you’d like to see normally in the logs should be info
   5. Verbose is for more details when running locally or in dev, or if you really need it you might need it in production
   6. Log exceptions whether they’re handled or not, especially if they are unhandled. Log exceptions that will crash the process.
      1. AppDomain and Task unhandled exceptions
   7. If all else fails, check the Event Log
      1. Helpful in diagnosing startup issues that might happen before logging has initialized
      2. If there is nothing in the event log, the startup may be failing because there are errors in the app’s config file.
   8. Quality over quantity, a few log statements with vital details make all the difference
5. Exercise (everything in the DB is timing out):
   1. Ask audience to diagnose the issue
   2. “The SSC isn’t working”
   3. “When I open a screen it freezes with a spinner”
   4. “Now we’re getting some reports that the website won’t load”
6. Memory Dumps
   1. Only as a last resort
   2. Memory leaks are easier to find with a profiler
   3. Random crashes
      1. May have logged the exception, so check that first
   4. Infinite loops