# TROUBLE Ticket

Name: Bee Bee Wijaya

Date: 27 Mar 2022

Subject: Error incoming on 4xx and 5xx status code

Affected Area: Backend services and Trial services

Severity: Error

Description: We found that on Backend and trial services we occurred a lot of 4xx and 5xx errors and it’s really affecting our metrics on grafana dashboard, please for engineering team that working on that specific service to take a look and fix the issue