

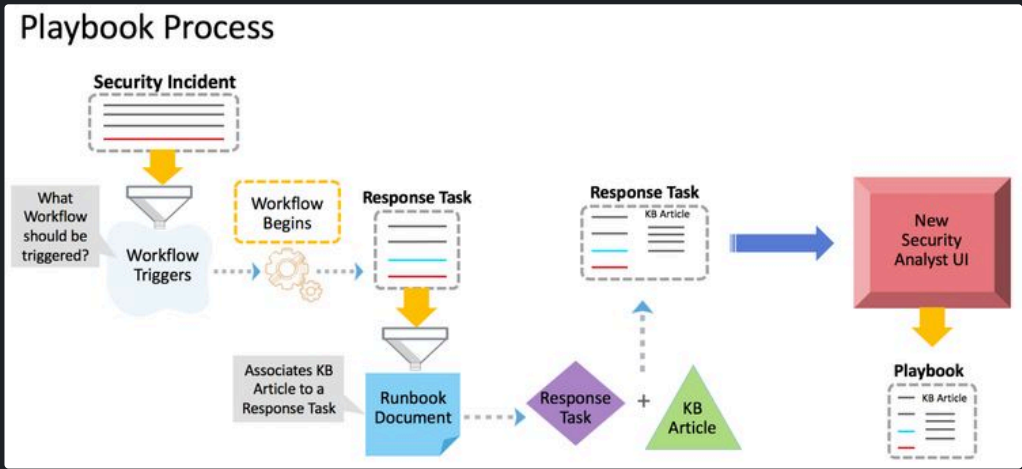
Runbook

Runbook name	Server Maintenance and Backup Procedures
Runbook description	This runbook details the procedures for maintaining and backing up critical servers in our infrastructure.
Owner	IT Operations Team
Service	Backend Server Infrastructure
Version	1.0
Version date	July 9, 2024
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🏛️ Architecture

🔧 Application monitoring

	Application	Function
1	Application Monitoring and Incident Response	<ul style="list-style-type: none">This runbook details the procedures for monitoring and responding to incidents related to our e-commerce platform.
2		



🔥 Known errors

	Error	Error date	Error report
1	Database connection timeout error	July 5, 2024	Users are intermittently experiencing database connection timeouts when accessing certain reports. This issue impacts productivity during peak hours.
2			
3			

🔧 Troubleshooting

	Step instructions	Enabled	Execution location	Run environments	Run conditions	Documentation
1	Identify the Error: <ul style="list-style-type: none">Confirm that the error message received is related to a database connection timeout.	YES	application server and the database server	Development	Database connection timeout errors are detected.	Record all steps taken and findings in the incident report.
2	Check Network Connectivity: <ul style="list-style-type: none">Ensure that the network connection between the application and the database server is stable	YES	application server and the database server	Staging	Application logs indicate connection issues with the database.	Document any changes made to the database configuration or network settings.
3	Validate Database Credentials: <ul style="list-style-type: none">Verify that the database credentials (username, password, hostname, port) are correct.	YES	application server and the database server	Production	Database connection timeout errors are detected.	Update the troubleshooting guide with any new insights or solutions discovered.