

Radiant – DevOps Daily Operational Ticket

Ticket ID	RTS-1087
Engineer	Sompassate Donatien Ernest Yameogo
Role	Cloud / DevOps Engineer
Environment	AWS EC2 – Amazon Linux 2
Date	January 28, 2026
Severity	Medium
Status	Completed

Issue Description

Application directory on EC2 instance returned *Permission denied* errors during access and service execution. Engineering investigation required to validate Linux permissions, ownership, and active system processes.

Tasks Executed

- Reviewed Linux file permission structure using ls -l on application directories
- Updated ownership and permissions on /opt/app to align with application runtime user
- Validated SSH daemon availability and startup configuration
- Inspected running processes to confirm system stability
- Reviewed system logs using journalctl for anomaly detection

Commands & Tools Used

- ls -l /opt/app
- sudo chown -R ec2-user:ec2-user /opt/app
- sudo chmod -R 755 /opt/app
- ps aux | grep sshd
- systemctl status sshd
- journalctl -u sshd --no-pager -n 20

Resolution

Corrected Linux ownership and permission misconfigurations on the application directory. Confirmed SSH service stability and validated that no unauthorized processes were consuming system resources. System returned to operational state without service interruption.

Business Impact

Restored application accessibility and reduced operational risk caused by improper permission settings. Improved platform reliability and ensured adherence to Linux security best practices.

Prepared by: **Sompassate Donatien Ernest Yameogo**
Radiant – Platform Engineering