

# Backend Team - Alert Report

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## ■ Backend Team Summary

This report contains 1 alert(s) assigned to the Backend team. All issues require immediate attention and have been routed to your team channel.

## ALERT 1: Database connection timeout on user registration

<b>Persona:</b>	Elderly User (65+)
<b>Action Taken:</b>	Clicked 'Sign Up' button
<b>Expectation:</b>	Account creation form submits successfully
<b>Confusion Score:</b>	8/10
<b>Status:</b>	FAILED
<b>Severity:</b>	P0
<b>F-Score:</b>	92%

### ■ Diagnosis:

Database connection timeout on user registration

### ■ Recommendations:

1. Add connection pooling with retry logic
2. Implement circuit breaker for database calls
3. Set up database read replicas

### ■ Network Logs:

- POST <https://api.deriv.com/signup> → 500
- GET <https://api.deriv.com/health> → 200
- POST <https://api.deriv.com/retry> → 504

### ■ Console Logs:

- [error] Database connection timeout after 30000ms
- [error] Failed to insert user record
- [warning] Retry attempt 3/3 failed