Duration of Outage: 06/25/2024, 2:00 PM - 4:00 PM

Impact: Our beloved "Chat with Your Own PDF" service took an unexpected nap for 2 hours. Users were left staring at their screens, unable to upload or chat with their PDFs. About 90% of our users were affected, and the rest were probably just as confused.

Root Cause: A server misconfiguration caused a memory overflow, leading to our system taking a brief siesta.

Timeline

(Imagine a funny cartoon here of a sleepy server with a pillow.)

- **2:00 PM:** Our monitoring alert woke us up from our peaceful coding session with high error rates.
- **2:05 PM:** On-call engineer investigates and confirms that the service is indeed snoring.
- **2:15 PM:** Suspected a recent deployment was the culprit, so we rolled it back.
- **2:30 PM:** Rollback didn't work. Our server was still dreaming of electric sheep. Escalated the incident.
- **2:45 PM:** Backend team dives into the server logs and metrics.
- **3:00 PM:** Eureka! Discovered the server was configured with insufficient memory limits.
- **3:30 PM:** Tweaked the server settings to wake it up.
- **4:00 PM:** Service restored, and the server is back to work, wide awake and caffeinated.

Root Cause and Resolution

Root Cause: Our server was like a toddler at a birthday party—overexcited and crashing hard. It was configured with insufficient memory limits, and when the workload increased, it ran out of memory and fell asleep.

Resolution: We adjusted the server configuration, increasing the memory limits to ensure it can handle peak loads without dozing off.

Corrective and Preventative Measures

Improvements/Fixes:

1. **Server Configuration:** Review and adjust server memory settings to avoid future sleepovers.
2. **Monitoring:** Enhance monitoring to catch memory usage spikes before they turn into naps.
3. **Testing:** Implement load testing to simulate high-usage scenarios and ensure our server stays awake.

Task List:

1. Update server memory configuration (give it an extra cup of RAM coffee).
2. Enhance monitoring alerts for memory usage (more caffeine for the alerts).
3. Perform regular load testing (because we don't want any more surprise naps).

To make sure our server stays awake and alert, we'll keep a close eye on its memory usage and give it the resources it needs to keep up with the demands of our enthusiastic users. So, here's to a future with fewer naps and more productivity!