RUTH Analysis

# Root Cause Analysis Details

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# Incident Timeline

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| Date | Time | Contents |
| Thursday, August 10, 2023 | 10:36 AM | Ann has discovered a possible misconfiguration in the integration of the new payment gateway, which may be causing system hang-ups and transaction failures. |
| Thursday, August 10, 2023 | 8:45 AM | Johndell suggests investigating the connection between the introduction of the new payment gateway and the current issues affecting the system. |
| Wednesday, August 9, 2023 | 7:26 PM | John Michael noticed an intriguing behavior in the payment processing code related to transaction handling, which requires further investigation. |
| Wednesday, August 9, 2023 | 7:11 PM | Redner discovered a surge in deadlock incidents in the database logs during the timeframe of the issue, causing system stalls during transaction processes. |
| Wednesday, August 9, 2023 | 6:38 PM | Debbie emphasizes the importance of resolving the issue promptly due to customer dissatisfaction and lost sales. |
| Wednesday, August 9, 2023 | 6:36 PM | Andrei, the development manager, raises the urgent need to address the critical issue causing transaction failures and disruptions to the client's operations. |