RUTH Analysis

# Root Cause Analysis Details

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# Incident Timeline

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| --- | --- | --- |
| Date | Time | Contents |
| 10-August-23 | 10:50 AM | Andrei Cyril F. Gimoros, the Development Manager, expresses gratitude to the team for their contributions and highlights potential leads to investigate for resolving the point-of-sale system issue: misconfigured payment gateway integration, unusual behavior in payment processing code, and database deadlocks. |
| 10-August-23 | 10:36 AM | Mary Rose Ann Guansing, a consultant, shares her findings on a possible misconfiguration in the integration of the new payment gateway, suggesting it may be contributing to the system issues. |
| 10-August-23 | 8:45 AM | Johndell Kitts, a Business Analyst, brings attention to the recent introduction of a new payment gateway and suggests exploring a potential connection between the gateway and the encountered issues. |
| 9-August-23 | 7:26 PM | John Michael Dy, a Super Senior Developer, discusses his review of the transaction-handling codebase, highlighting an intriguing behavior in a specific code block related to payment processing that requires further investigation. |
| 9-August-23 | 7:11 PM | Redner Ivan P. Cabra, a Database Administrator, shares his findings on a surge in deadlock incidents observed in the database logs during the system issues, potentially causing transaction process stalls. |
| 9-August-23 | 6:38 PM | Debbie May Balagtas expresses the urgency of resolving the issue promptly due to the impact on customer satisfaction and lost sales. |
| 9-August-23 | 6:36 PM | Andrei Cyril F. Gimoros, the Development Manager, addresses the critical issue with the point-of-sale system, emphasizing the need for a prompt and effective resolution. |