Planetarium Postmortem

Date: 01/30/2023

Authors: Trevor, Jiawen, Colton

Status: Complete

Summary: findByMoonName in MoonDao layer was named incorrectly. Fix was applied and deployed

Impact: 30 minutes of the application being inaccessible due to error in Spring starting. Approximately 600 bad requests were sent during this time period

Root Causes: Incorrect naming convention for method findByMoon name in MoonDao layer cause Spring crash and return 5- - status code on all requests.

Trigger: Request to any route.

Resolution: Rolled back to the previously working image of the application until the bug was found, fixed, and tested. Changed the method name to findByMoonName and deploy the new image to the cluster to fix the issue.

Detection: High amount of HTTP 500s returned at that route and falling success rate detected

Lessons Learned

What went well

- We were actively monitoring the application at the time the bug was occurring which allowed us to notice it right away.
- The team quickly found which file the bug was in and applied the fix before the rollback

What went wrong

- An exception was being triggered through a route access when it shouldn't have been
- We were quickly using up our error budget

Where we got lucky

- The error prevented the application from starting so it was detected immediately
- Loki logs displayed the error log along with Thunder Client
- We had prior experience with the application and knew the most likely place it would be throwing the error from

11:15- Application failing to launch

11:16- **INCIDENT DECLARED:** Jiawen noticed and declared incident becoming Incident Commander

11:18- Trevor designated as Communications Lead, Colton designated as Ops Lead

11:19- Incident reported to product owner

11:24- Bug in MoonService and MoonDao found: FindByName() function in MoonDao needed to be FindByMoonName() for Spring framework to recognize it

11:26- FindByMoonName() method updated in MoonDao and MoonService files

11:30- Tests on new image fix showed that the error was fixed

11:35- Fixed image applied to cluster

11:43- **INCIDENT ENDS,** reached workable exit criterion for normal performance