

Planetarium 8 Postmortem 1/31

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Status: Complete

Summary: The deleteMoon method in the MoonDao class used single quotes for the query placeholder instead of a colon ('name' instead of :name.) We rolled back to a working image until the issue was found and fixed, and then the newest image was redeployed without any further issues.

Impact: 3 minutes of the application being inaccessible due to error in Spring starting. Approximately 120 bad requests were sent during this time period

Root Causes: Incorrect SQL query for method deleteMoon in MoonDao layer caused 5- - status code on all deleteMoon requests.

Trigger: Request to deleteMoon route.

Resolution: Rolled back to the previously working image of the application until the bug was found, fixed, and tested. Changed 'name' to :name in deleteMoon and deployed 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 rolled back to the previous image very quickly minimizing downtime.
- The team quickly found which file the bug was in and applied the fix.

What went wrong

- When we first rolled back to the previous image, we forgot to include environment variables which cause small bugs.
- We were quickly using up our error budget

Where we got lucky

- The error was in the first class that we looked into

11:09- Invalid SQL query exception received, **INCIDENT BEGINS**

11:12- Rolled back to working image while fixing current issue

11:14- Found typo in MoonDao file in the deleteMoon method SQL query, changed ('name') to (:name) in the SQL query

11:17- Uploaded fixed image to dockerhub and applied new image to cluster

11:20- New image running without error

11:21- **INCIDENT RESOLVED**