SOP; If you're experiencing a server outage issue, here are some steps you can take to troubleshoot and potentially resolve the problem:

CheckNanny Alerts: Check any monitoring or alerting system you have in place, such as CheckNanny, for any notifications or alerts regarding the server. This can provide insights into the specific issue or error message that caused the server to go down. Pay attention to any critical alerts that may indicate the root cause of the problem.

Follow KB (Knowledge Base): Consult your organization's knowledge base or documentation for troubleshooting steps related to server outages. Look for articles or guides that address common server issues or provide specific instructions for resolving server downtime problems. The KB should contain relevant information and steps to follow based on your specific server setup and configuration.

Restart the server: As a basic troubleshooting step, attempt to restart the server. This can help resolve temporary issues or clear any potential glitches that caused the server to go down. Ensure that you follow proper shutdown procedures and wait for a few moments before turning the server back on. Observe the server's startup process to check for any error messages or signs of the problem persisting.

If the above steps do not resolve the server downtime issue, it may be necessary to involve a system administrator or IT support team who can further investigate and diagnose the problem. They can utilize additional troubleshooting techniques and tools to identify the root cause and apply the appropriate solution to restore the server's functionality.