

EMERGENCY

API service is non-responsive. **Severity 1 incident workflow initiated**. Please dial-in to working group.

(+1) 555 - 4357 // vc1@example.com

Warning abnormal resource utilization in database service.

- CPU usage above threshold limit (94.3% / 50.0%)
- Query duration above threshold limit (14.3s / 250ms)
- Query volume above threshold limit (7,431 / 1,200)
- Connection count above threshold limit (893 / 450)

Warning timeouts detected in api service

- Warning threshold exceeded for over 2 minutes
- Regional routing off balance

Warning delays detected in processing service

- Stalled messages in processing pipeline
- Catchup time above warning threshold

Service	Status	Response Time	Notice	Warn	Error
API Service	degraded	979	238	440	146
Gateway 1 - US	down	15,291	0	0	0
Gateway 2 - EU	degraded	801	128	428	146
Gateway 3 - SK	ok	15	110	12	0
Processing Service	degraded	917	238	477	29
Batch Processing	ok	11	8	10	0
Job scheduler 1 - US	ok	32	3	10	0
Job scheduler 2 - EU	ok	23	2	0	0
Job scheduler 3 - SK	ok	28	5	0	0
Realtime Queues	degraded	751	21	467	29
Data Processing 1 - US	degraded	959	15	438	29
Data Processing 2 - EU	ok	25	3	8	0
Data Processing 3 - SK	ok	21	2	9	0
Database Service	degraded	428	271	0	148
Core Database Layer	degraded	472	115	0	148
DB 1	degraded	513	15	0	107
DB 2	degraded	427	15	0	41
Caching Layer	ok	17	0	0	0
Redis 1 - US	ok	19	0	0	0
Redis 2 - EU	ok	17	0	0	0
Redis 2 - SK	ok	11	0	0	0
Billing Service	ok	154	0	0	0
Recurring Payment Pipeline	ok	114	0	0	0
New Signup Service	ok	208	0	0	0
E-Mail Service	ok	218	0	0	0
Delivery 1 - US	ok	205	0	0	0
Delivery 2 - EU	ok	252	0	0	0
Delivery 3 - SK	ok	189	0	0	0

The table above shows the overall system status at the time of the alert generation

[more details →](#)

Log Summary - error and above - last 5 min

```
18:42:40.81 [error] Connection lost to routing fabric! Retrying...
18:42:41.79 [error] Timeout detected in processing queue, msg count: 5,231
18:43:21.75 [error] Heartbeat timeout
18:43:34.89 [alert] User update job terminated! Retry count exceeded
18:45:12.92 [emerg] API SERVER NOT RESPONDING! INITIATING SEVERITY 1 PROCEDURE
18:45:39.28 [emerg] Processing queue full, dataloss imminent
18:46:37.43 [error] Message state irrecoverable, manual intervention required
```

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