

SRE Troubleshooting Lab

Scenario: The Production Outage

1. The Briefing

Our production monitoring system has alerted us that the company homepage is currently unreachable. As the On-call Site Reliability Engineer (SRE), your goal is to restore service immediately.

CRITICAL PRIORITY: The Nginx web server must be operational and serving the official CodeKerdos landing page on Port 80.

2. Environmental Constraints

- You are currently logged in as the `devops` user.
- **Service Management:** Note that standard `systemctl` commands are unavailable in this environment. You must utilize traditional **System V Init** commands (e.g., `service ...`) to manage system processes.
- The environment is highly secure; certain system-level visibility is restricted based on your current user privileges.

3. Troubleshooting Hints

Investigate the following to identify and resolve the root cause:

Hint 1: Port Collision

If Nginx fails to start, investigate why Port 80 is occupied. If the diagnostic tools return an empty result while you are a standard user, consider if the "view" from your current privilege level is complete.

Hint 2: Escalation

Some administrative tasks require `root` access. If you find yourself hitting a permission wall, seek out credentials. A predecessor mentioned that root access information is stored in an encoded format within the `/opt/internal/` directory.

Hint 3: Configuration Persistence

Temporary fixes might restore service, but check for hidden configuration files (files starting with a dot) in the application directory that might be dictating behavior.

4. Success Criteria

- Nginx service status is reported as "running".
- Running `curl localhost` returns the **CodeKerdos SRE Lab** landing page.
- Any conflicting non-production jobs are identified and managed appropriately.

