

# Website Downtime Investigation Report

## Objective

Investigate the website outage and high response times observed on 17 June 2026. Read-only diagnostics were performed to identify the root cause without impacting production services.

---

## 1. PHP-FPM Service Verification

### Command

systemctl status php-fpm

```
root@3-7-40-229:~  
[root@3-7-40-229 ~]# systemctl status php-fpm  
Unit php-fpm.service could not be found.  
[root@3-7-40-229 ~]#
```

### Observation

Service not found because the server uses cPanel-managed PHP-FPM.

## Follow-up Command

systemctl list-units | grep php

systemctl list-units | grep ea-php

```
root@3-7-40-229:~  
[root@3-7-40-229 ~]# systemctl status php-fpm  
Unit php-fpm.service could not be found.  
[root@3-7-40-229 ~]# systemctl list-units | grep php  
cpanel_php_fpm.service      loaded active running  FPM service for cPanel Dae  
mons  
ea-php82-php-fpm.service    loaded active running  The PHP FastCGI Process Ma  
nager  
[root@3-7-40-229 ~]# systemctl list-units | grep ea-php  
ea-php82-php-fpm.service    loaded active running  The PHP FastCGI Process Ma  
nager  
[root@3-7-40-229 ~]#
```

## Finding

Confirmed that PHP-FPM is running through:

ea-php82-php-fpm.service

Status:

loaded active running

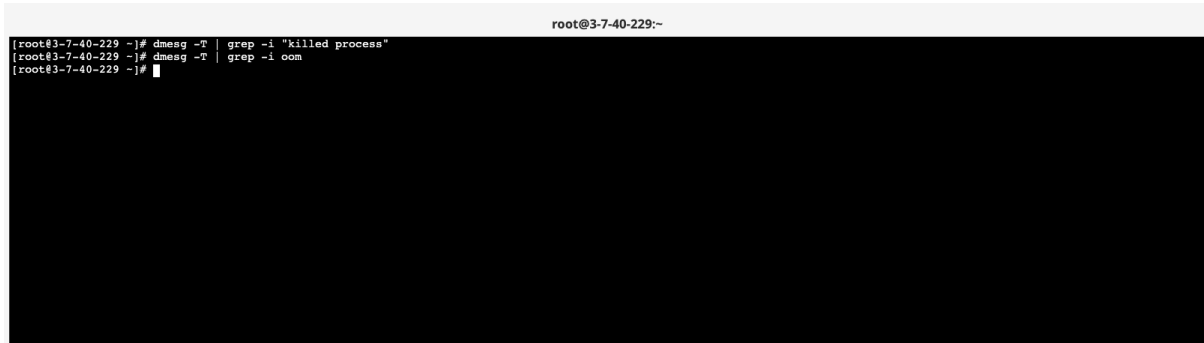
---

## 2. Out Of Memory (OOM) Investigation

### Commands

`dmesg -T | grep -i "killed process"`

`dmesg -T | grep -i oom`

A terminal window with a light gray title bar showing 'root@3-7-40-229:~'. The terminal has a black background with white text. It shows three lines of command execution: '[root@3-7-40-229 ~]# dmesg -T | grep -i "killed process"', '[root@3-7-40-229 ~]# dmesg -T | grep -i oom', and '[root@3-7-40-229 ~]#'. No output is visible for these commands.

```
root@3-7-40-229:~
[root@3-7-40-229 ~]# dmesg -T | grep -i "killed process"
[root@3-7-40-229 ~]# dmesg -T | grep -i oom
[root@3-7-40-229 ~]#
```

### Observation

No output returned.

### Finding

No evidence of OOM killer activity.

Server did not terminate processes due to memory exhaustion.

---

# 3. Memory Utilization Check

## Command

free -m

This interface provides command line access to the server's "root" account.

```
root@3-7-40-229:~  
[root@3-7-40-229 ~]# free -m  
              total        used        free      shared  buff/cache   available  
Mem:          15612         3319         536         148       12233       12292  
Swap:           0           0           0  
[root@3-7-40-229 ~]#
```

## Observation

Total RAM: 15.6 GB

Available RAM: 12.2 GB

## Finding

Large amount of memory remained available.

Memory pressure was not responsible for the outage.

---

# 4. Disk Space Verification

## Command

df -h

This interface provides command line access to the server's "root" account.

root@3-7-40-229:~

```
[root@3-7-40-229 ~]# df -h
Filesystem      Size  Used Avail Use% Mounted on
/dev/nvme0n1p4  199G   86G  114G   43% /
devtmpfs        7.6G     0  7.6G    0% /dev
tmpfs           7.7G     0  7.7G    0% /dev/shm
efivarfs        128K   3.3K  120K    3% /sys/firmware/efi/efivars
tmpfs           3.1G  117M   3.0G    4% /run
tmpfs           1.0M     0  1.0M    0% /run/credentials/systemd-journald.service
/dev/nvme0n1p3  960M  378M  583M   40% /boot
/dev/nvme0n1p2  200M   9.1M  191M    5% /boot/efi
/dev/loop0      3.9G   1.4M   3.7G    1% /tmp
tmpfs           1.0M     0   1.0M    0% /run/credentials/getty@tty1.service
tmpfs           1.0M     0   1.0M    0% /run/credentials/serial-getty@ttyS0.service
[root@3-7-40-229 ~]#
```

## Observation

Filesystem Usage: 43%

Available Space: 114 GB

## Finding

No disk space exhaustion detected.

---

# 5. Database Service Verification

## Command

systemctl status mysql  
systemctl status mysqld

This interface provides command line access to the server's "root" account.

root@3-7-40-229:~

[root@3-7-40-229 ~]# systemctl status mysql

● mariadb.service - MariaDB 10.11.18 database server

Loaded: loaded (/usr/lib/systemd/system/mariadb.service; enabled; preset: 5:185mdisabled)

Drop-In: /etc/systemd/system/mariadb.service.d

└─migrated-from-my.cnf-settings.conf

Active: active (running) since Sun 2026-06-14 05:43:36 UTC; 4 days ago

Invocation: 636d91f6f4de42f3b6ac9c462f368f00

Docs: man:mariadb(8)

https://mariadb.com/kb/en/library/systemd/

Main PID: 1104 (mariadb)

Status: "Taking your SQL requests now..."

Tasks: 29 (limit: 122595)

Memory: 427.8M (peak: 429.1M)

CPU: 30min 58.365s

CGroup: /system.slice/mariadb.service

└─1104 /usr/sbin/mariadb

Jun 14 05:43:35 3-7-40-229.cprapid.com systemd[1]: Starting mariadb.service - MariaDB 10.11.18 database server...

Jun 14 05:43:35 3-7-40-229.cprapid.com (mariadb)[1104]: 5:185m5:185mmariadb.service: Referenced but unset environment variable evaluates to an empty string: MYSQLD\_OPTS, \_WS

REP\_NEW\_CRUI

Jun 14 05:43:36 3-7-40-229.cprapid.com systemd[1]: Started mariadb.service - MariaDB 10.11.18 database server.

[root@3-7-40-229 ~]#

This interface provides command line access to the server's "root" account.

root@3-7-40-229:~

[root@3-7-40-229 ~]# systemctl status mysqld

● mariadb.service - MariaDB 10.11.18 database server

Loaded: loaded (/usr/lib/systemd/system/mariadb.service; enabled; preset: 5:185mdisabled)

Drop-In: /etc/systemd/system/mariadb.service.d

└─migrated-from-my.cnf-settings.conf

Active: active (running) since Sun 2026-06-14 05:43:36 UTC; 4 days ago

Invocation: 636d91f6f4de42f3b6ac9c462f368f00

Docs: man:mariadb(8)

https://mariadb.com/kb/en/library/systemd/

Main PID: 1104 (mariadb)

Status: "Taking your SQL requests now..."

Tasks: 27 (limit: 122595)

Memory: 427.8M (peak: 429.1M)

CPU: 30min 58.541s

CGroup: /system.slice/mariadb.service

└─1104 /usr/sbin/mariadb

Jun 14 05:43:35 3-7-40-229.cprapid.com systemd[1]: Starting mariadb.service - MariaDB 10.11.18 database server...

Jun 14 05:43:35 3-7-40-229.cprapid.com (mariadb)[1104]: 5:185m5:185mmariadb.service: Referenced but unset environment variable evaluates to an empty string: MYSQLD\_OPTS, \_WS

REP\_NEW\_CRUI

Jun 14 05:43:36 3-7-40-229.cprapid.com systemd[1]: Started mariadb.service - MariaDB 10.11.18 database server.

lines 1-19/19 (END)

## Observation

MariaDB service active and running.

## Finding

Database service remained operational during the incident.

No crash or restart detected.



# 6. Service Restart Investigation

## Command

grep -iE "restart|stopped|started|failed" /var/log/messages | tail -300

This interface provides command line access to the server's "root" account.

```
root@3-7-40-229:~  
[root@3-7-40-229 ~]# grep -iE "restart|stopped|started|failed" /var/log/messages | tail -300  
Jun 18 06:00:14 3-7-40-229 systemd[526030]: Stopped target timers.target - Timers.  
Jun 18 06:00:14 3-7-40-229 systemd[526030]: Stopped systemd-tmpfiles-clean.timer - Daily Cleanup of User's Temporary Directories.  
Jun 18 06:00:14 3-7-40-229 systemd[526030]: Stopped systemd-tmpfiles-setup.service - Create User Files and Directories.  
Jun 18 06:00:14 3-7-40-229 systemd[1]: Stopped user@0.service - User Manager for UID 0.  
Jun 18 06:00:14 3-7-40-229 systemd[1]: Stopped user-runtime-dir@0.service - User Runtime Directory /run/user/0.  
Jun 18 06:04:01 3-7-40-229 systemd[526333]: Started systemd-tmpfiles-clean.timer - Daily Cleanup of User's Temporary Directories.  
Jun 18 06:04:01 3-7-40-229 systemd[1]: Started user@0.service - User Manager for UID 0.  
Jun 18 06:04:01 3-7-40-229 systemd[1]: Started session-4295.scope - Session 4295 of User root.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped target default.target - Main User Target.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped target basic.target - Basic System.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped target paths.target - Paths.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped target sockets.target - Sockets.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped target timers.target - Timers.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped systemd-tmpfiles-clean.timer - Daily Cleanup of User's Temporary Directories.  
Jun 18 06:04:11 3-7-40-229 systemd[526333]: Stopped systemd-tmpfiles-setup.service - Create User Files and Directories.  
Jun 18 06:04:11 3-7-40-229 systemd[1]: Stopped user@0.service - User Manager for UID 0.  
Jun 18 06:04:11 3-7-40-229 systemd[1]: Stopped user-runtime-dir@0.service - User Runtime Directory /run/user/0.  
Jun 18 06:05:01 3-7-40-229 systemd[526434]: Started systemd-tmpfiles-clean.timer - Daily Cleanup of User's Temporary Directories.  
Jun 18 06:05:01 3-7-40-229 systemd[1]: Started user@0.service - User Manager for UID 0.  
Jun 18 06:05:01 3-7-40-229 systemd[1]: Started session-4297.scope - Session 4297 of User root.  
Jun 18 06:05:01 3-7-40-229 systemd[1]: Started session-4298.scope - Session 4298 of User root.  
Jun 18 06:05:15 3-7-40-229 systemd[526434]: Stopped target default.target - Main User Target.  
Jun 18 06:05:15 3-7-40-229 systemd[526434]: Stopped target basic.target - Basic System.
```

## Observation

Only routine system service events were found.

No Apache, PHP-FPM, or MariaDB failures observed.

## Finding

No infrastructure-level restart event caused the outage.

---

# 7. PHP-FPM Log Investigation

## Command

journalctl -u ea-php82-php-fpm --since "2026-06-17 16:00" --until "2026-06-17 23:30"

This interface provides command line access to the server's "root" account.

```
root@3-7-40-229:~
[root@3-7-40-229 ~]# journalctl -u ea-php82-php-fpm --since "2026-06-17 16:00" --until "2026-06-17 23:30"
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=7, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/c318dc368b5
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=8, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/9841d98737
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=9, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/27f219818
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=10, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/cfee0c994
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=11, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/0b6ab0a44
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=12, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/44048bf7c
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=13, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/25cef1660
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=14, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/062854e97
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=15, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/81ce77380
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=16, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/3644ae765
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=17, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/9dd88e6e5
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=18, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/f9fc349cc
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=19, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/4a3b70478
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=7, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/c318dc368b5
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=8, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/9841d98737
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=9, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/27f219818
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=10, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/cfee0c994
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=11, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/0b6ab0a44
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=12, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/44048bf7c
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=13, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/25cef1660
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=14, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/062854e97
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=15, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/81ce77380
Jun 17 16:11:07 3-7-40-229.cprapid.com php-fpm[437318]: [17-Jun-2026 16:11:07] NOTICE: using inherited socket fd=16, "/opt/cpanel/ea-php82/root/usr/var/run/php-fpm/3644ae765
```

## Observation

Repeated warnings found:

server reached max\_children setting

## Finding

PHP-FPM worker pool became exhausted.

Incoming requests were forced to wait for available workers.

---



# 8. PHP-FPM Error Log Analysis

## Command

grep -i "max\_children" /opt/cpanel/ea-php82/root/usr/var/log/php-fpm/error.log

This interface provides command line access to the server's "root" account.

root@3-7-40-229:~

```
[root@3-7-40-229 ~]# grep -i "max_children" /opt/cpanel/ea-php82/root/usr/var/log/php-fpm/error.log
[14-Jun-2026 00:05:34] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 00:20:54] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 00:28:33] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 00:30:49] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 00:37:03] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 00:53:04] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:04:27] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:23:58] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:27:12] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:32:51] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:42:06] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:53:24] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:56:18] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 01:57:06] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:06:03] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:10:46] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:12:24] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:15:00] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:17:09] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:18:21] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:21:23] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:26:06] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
[14-Jun-2026 02:26:30] WARNING: [pool ashianahousing_com] server reached max_children setting (5), consider raising it
```

## Observation

Repeated entries:

WARNING: [pool ashianahousing\_com] server reached max\_children setting

## Finding

PHP request volume exceeded available PHP worker capacity.

---

# 9. Long Running PHP Request Investigation

## Command

grep "ashianahousing\_com" /opt/cpanel/ea-php82/root/usr/var/log/php-fpm/error.log

This interface provides command line access to the server's "root" account.

```
root@3-7-40-229:~  
[18-Jun-2026 04:11:12] NOTICE: [pool: ashianahousing_com] child 513391 started  
[18-Jun-2026 04:13:03] NOTICE: [pool: ashianahousing_com] child 513445 exited with code 0 after 56.276730 seconds from start  
[18-Jun-2026 04:13:03] NOTICE: [pool: ashianahousing_com] child 513550 started  
[18-Jun-2026 04:13:05] NOTICE: [pool: ashianahousing_com] child 513446 exited with code 0 after 58.243284 seconds from start  
[18-Jun-2026 04:13:05] NOTICE: [pool: ashianahousing_com] child 513554 started  
[18-Jun-2026 04:14:18] NOTICE: [pool: ashianahousing_com] child 513554 exited with code 0 after 72.386498 seconds from start  
[18-Jun-2026 04:14:18] NOTICE: [pool: ashianahousing_com] child 513803 started  
[18-Jun-2026 04:14:50] NOTICE: [pool: ashianahousing_com] child 513618 exited with code 0 after 96.188592 seconds from start  
[18-Jun-2026 04:14:50] NOTICE: [pool: ashianahousing_com] child 513837 started  
[18-Jun-2026 04:14:53] NOTICE: [pool: ashianahousing_com] child 513770 exited with code 0 after 61.551872 seconds from start  
[18-Jun-2026 04:14:53] NOTICE: [pool: ashianahousing_com] child 513842 started  
[18-Jun-2026 04:16:04] NOTICE: [pool: ashianahousing_com] child 513814 exited with code 0 after 99.666888 seconds from start  
[18-Jun-2026 04:16:04] NOTICE: [pool: ashianahousing_com] child 513956 started  
[18-Jun-2026 04:16:10] NOTICE: [pool: ashianahousing_com] child 513815 exited with code 0 after 105.216496 seconds from start  
[18-Jun-2026 04:16:10] NOTICE: [pool: ashianahousing_com] child 513960 started  
[18-Jun-2026 04:16:23] NOTICE: [pool: ashianahousing_com] child 513837 exited with code 0 after 93.657330 seconds from start  
[18-Jun-2026 04:16:23] NOTICE: [pool: ashianahousing_com] child 513967 started  
[18-Jun-2026 04:16:25] NOTICE: [pool: ashianahousing_com] child 513842 exited with code 0 after 91.505381 seconds from start  
[18-Jun-2026 04:16:25] NOTICE: [pool: ashianahousing_com] child 513968 started  
[18-Jun-2026 04:16:45] NOTICE: [pool: ashianahousing_com] child 513813 exited with code 0 after 140.884840 seconds from start  
[18-Jun-2026 04:16:45] NOTICE: [pool: ashianahousing_com] child 513987 started  
[18-Jun-2026 04:17:23] NOTICE: [pool: ashianahousing_com] child 513960 exited with code 0 after 73.139209 seconds from start  
[18-Jun-2026 04:17:23] NOTICE: [pool: ashianahousing_com] child 514086 started  
[18-Jun-2026 04:17:49] NOTICE: [pool: ashianahousing_com] child 513967 exited with code 0 after 85.435967 seconds from start
```

## Observation

Multiple requests executed for:

- 76 seconds
- 89 seconds
- 95 seconds
- 101 seconds
- 113 seconds
- 389 seconds

Example:

child exited after 389.027273 seconds

## Finding

Several PHP requests remained active for extremely long durations.

This exhausted PHP-FPM workers and caused request queuing.

---

## 9A. PHP-FPM Pool Configuration Review

### Evidence

PHP-FPM warnings show two different limits being reached:

*WARNING: [pool ashianahousing\_com] server reached max\_children setting (5), consider raising it*

### Later

*WARNING: [pool ashianahousing\_com] server reached max\_children setting (25), consider raising it*

### Finding

This indicates the PHP-FPM worker limit was increased at some point from **5 workers to 25 workers**.

Even after increasing the worker pool, the application continued reaching the new limit of 25 workers.

This suggests:

- The original limit of 5 was insufficient.
- Increasing to 25 reduced capacity constraints.
- However, underlying long-running PHP requests still exhausted available workers.

### Conclusion

The worker pool increase improved capacity but did not eliminate the bottleneck because requests continued occupying workers for extended durations.

---

## 10. Apache Status Verification

### WHM Apache Status

### Observation

Apache reported:

53 requests currently being processed

[illegible]

## Finding

Apache workers were saturated due to slow backend responses.

## 11. Access Log Traffic Analysis

## Command

```
awk '{print $1}' /usr/local/apache/domlogs/ashianahousing.com \
| sort | uniq -c | sort -nr | head -50
```

```
root@3-7-40-229:~#  
root@3-7-40-229:~# cat /usr/local/apache/domlogs/ashianahousing.com |  
sort | uniq -c | sort -nr | head -50  
643 216.244.66.245  
108 20.104.248.142  
75 45.134.225.130  
72 34.141.193.233  
63 34.6.41.208  
63 34.178.33.131  
60 34.7.71.34  
59 64.89.162.203  
57 34.6.71.112  
57 34.34.98.121  
54 34.158.89.172  
45 34.32.149.58  
39 34.141.130.127  
36 34.7.170.52  
26 95.24.51.153  
25 66.249.64.4  
24 88.151.33.224  
22 185.119.2.135  
19 35.247.70.26  
18 34.141.136.82  
16 66.249.64.5  
15 37.79.18.221
```

## Observation

Traffic levels were low.

No single IP generated abnormal request volume.

## Finding

No DDoS or traffic flood detected.

---

# 12. Outage-Hour Traffic Analysis

## Commands

```
grep "17/Jun/2026:17" /usr/local/apache/domlogs/ashianahousing.com \
| awk '{print $1}' | sort | uniq -c | sort -nr
```

```
root@3-7-40-229:~
[root@3-7-40-229 ~]# grep "17/Jun/2026:17" /usr/local/apache/domlogs/ashianahousing.com \
| awk '{print $1}' | sort | uniq -c | sort -nr
12 34.141.193.233
10 216.244.66.245
6 34.7.170.52
5 159.26.102.173
3 34.7.71.34
3 34.6.71.112
3 34.6.41.208
3 34.178.33.131
3 20.191.45.212
2 85.208.98.18
2 51.68.111.209
2 40.88.21.235
1 69.171.234.6
1 69.171.234.34
1 69.171.234.113
1 69.171.231.115
1 66.249.64.5
1 54.162.69.192
1 52.91.202.9
1 52.203.65.83
1 52.167.144.204
1 44.213.36.21
```

```
grep "17/Jun/2026:17" /usr/local/apache/domlogs/ashianahousing.com \
| awk '{print $7}' | sort | uniq -c | sort -nr
```

```
root@3-7-40-229:~
[root@3-7-40-229 ~]# grep "17/Jun/2026:17" /usr/local/apache/domlogs/ashianahousing.com \
| awk '{print $7}' | sort | uniq -c | sort -nr
12 /
10 /public/blog/feed
10 /blog/feed/
10 /blog/feed
6 /robots.txt
2 /senior-living-india/pune/ashiana-amodh?ai=AI%40AQI%05np0-iYCEW_VecI109EKPhWxP4JDMRA9uqnl_RcA81eYfde_NKqLyQ9vf0aKuH10ln77xePi3Alml15WYQ6ct=1781715636227
2 /premium-homes/jamshedpur/ashiana-amaya?ai=AI%40AQI%wSmucoQx69eyWQsQRMFXR74lupPWQntoD_LHslhXskFbllRzS9yy4kSzqQ117FHftlhD9yOLqudgPb9dmH-00&ct=1781715756944
2 /favicon.ico
1 /senior-living-india/pune/ashiana-amodh
1 /senior-living-india/chennai?lk=6id=879
1 /public/retail-commercial-properties/feed=rss2&p=2223
1 /public/comfort-homes-residential-properties-india/feed=rss2&page_id=34
1 /projects/landing-page-anmol-sohna-gurgaon/specifications.php?utm_source=BingAds&utm_medium=Sitelink&utm_campaign=Anmol_Sohna_Pan_India_Search_27th_July2015
1 /_profiler/phpinfo
1 /privacy-policy?feed=rss2&p=2134
1 /privacy-policy
1 /premium-homes/jodhpur?ref=w3use
1 /premium-homes/jaipur
1 /premium-homes?feed=rss2&page_id=927
1 /premium-homes?feed=rss2&p=2247
1 /premium-homes?%20%20%20id=40
1 /phpmyinfo
```

```
grep "17/Jun/2026:17" /usr/local/apache/domlogs/ashianahousing.com \
| awk '{print $9}' | sort | uniq -c | sort -nr
```

```
root@3-7-40-229:~  
[root@3-7-40-229 ~]# grep "17/Jun/2026:17" /usr/local/apache/domlogs/ashianahousing.com \   
| awk '{print $9}' | sort | uniq -c | sort -nr   
33 301   
29 200   
16 404   
[root@3-7-40-229 ~]#
```

## Observation

Total traffic remained low.

Most requested URLs:

/   
/blog/feed   
/public/blog/feed

Status codes:

200   
301   
404

## Finding

Outage was not caused by unusually high visitor traffic.

---

# 13. Application Error Investigation

## Command

```
grep -i "slow|timeout|fatal|memory" /home/ahl/public_html/error_log
```

```
root@3-7-40-229:~  
[root@3-7-40-229 ~]# grep -i "slow\|timeout\|fatal\|memory" /home/ahl/public_html/error_log  
[17-Jun-2026 21:28:31 Asia/Kolkata] PHP Fatal error: Trait "Illuminate\Foundation\Auth\ResetsPasswords" not found in /home/ahl/public_html/app/Http/Controllers/Auth/Password  
Controller.php on line 15  
[root@3-7-40-229 ~]#
```

<https://www.nietbschool.ac.in/infrastructure>

## Observation

Single Laravel error found:

Trait "Illuminate\Foundation\Auth\ResetsPasswords" not found

## Finding

Isolated application error.

No evidence that this error caused the outage.

---

# 14. Database Query Review

## Server Team Finding

Homepage query:

```
SELECT tblproperties.intCategoryID,  
       tbllocation.vcLocationName,  
       tbllocation.intLocationID  
FROM tblproperties  
JOIN tbllocation  
ON tblproperties.intLocationID = tbllocation.intLocationID  
WHERE tblproperties.btActive = 1  
AND tbllocation.btActive = 1  
AND tblproperties.btShowOnHome = 1;
```

```
Showing rows 0 - 23 (24 total, Query took 0.0004 seconds.)  
  
SELECT tblproperties.intCategoryID, tbllocation.vcLocationName, tbllocation.intLocationID FROM tblproperties JOIN tbllocation ON tblproperties.intLocationID = tbllocation.intLocationID WHERE  
tblproperties.btActive = 1 AND tbllocation.btActive = 1 AND tblproperties.btShowOnHome = 1;  
  
Profiling [ Edit inline ] [ Edit ] [ Explain SQL ] [ Create PHP code ] [ Refresh ]
```

SHOW TABLE STATUS LIKE 'tblproperties';

SHOW TABLE STATUS LIKE 'tbllocation';

⚠️ Current selection does not contain a unique column. Grid edit, checkbox, Edit, Copy and Delete features are not available.

Your SQL query has been executed successfully.

SHOW TABLE STATUS LIKE 'tblproperties';

☐ Profiling [ Edit inline ] [ Edit ] [ Create PHP code ] [ Refresh ]

Extra options

| Name          | Engine | Version | Row_format | Rows | Avg_row_length | Data_length | Max_data_length | Index_length | Data_free | Auto_increment | Create_time            | Update_time         | Check_time | Collation          | Checksum |
|---------------|--------|---------|------------|------|----------------|-------------|-----------------|--------------|-----------|----------------|------------------------|---------------------|------------|--------------------|----------|
| tblproperties | InnoDB | 10      | Dynamic    | 41   | 38762          | 1589248     |                 | 0            | 49152     | 4194304        | 68 2026-05-08 17:52:09 | 2026-06-17 09:05:39 | NULL       | utf8mb3_unicode_ci |          |

Query results operations

Print

Copy to clipboard

Create view

⚠️ Current selection does not contain a unique column. Grid edit, checkbox, Edit, Copy and Delete features are not available.

Your SQL query has been executed successfully.

SHOW TABLE STATUS LIKE 'tbllocation';

☐ Profiling [ Edit inline ] [ Edit ] [ Create PHP code ] [ Refresh ]

Extra options

| Name        | Engine | Version | Row_format | Rows | Avg_row_length | Data_length | Max_data_length | Index_length | Data_free | Auto_increment | Create_time            | Update_time | Check_time | Collation          | Checksum |
|-------------|--------|---------|------------|------|----------------|-------------|-----------------|--------------|-----------|----------------|------------------------|-------------|------------|--------------------|----------|
| tbllocation | InnoDB | 10      | Dynamic    | 12   | 9557           | 114688      |                 | 0            | 16384     | 0              | 13 2026-05-08 17:52:08 | NULL        | NULL       | utf8mb3_unicode_ci |          |

SHOW INDEX FROM tblproperties;  
SHOW INDEX FROM tbllocation;

⚠️ Current selection does not contain a unique column. Grid edit, checkbox, Edit, Copy and Delete features are not available.

Your SQL query has been executed successfully.

SHOW INDEX FROM tblproperties;

☐ Profiling [ Edit inline ] [ Edit ] [ Create PHP code ] [ Refresh ]

Extra options

| Table         | Non_unique | Key_name                          | Seq_in_index | Column_name   | Collation | Cardinality | Sub_part | Packed | Null | Index_type | Comment | Index_comment | Ignored |
|---------------|------------|-----------------------------------|--------------|---------------|-----------|-------------|----------|--------|------|------------|---------|---------------|---------|
| tblproperties | 0          | PRIMARY                           | 1            | intPropertyID | A         | 41          | NULL     | NULL   |      | BTREE      |         |               | NO      |
| tblproperties | 1          | tblproperties_intlocationid_index | 1            | intLocationID | A         | 41          | NULL     | NULL   |      | BTREE      |         |               | NO      |
| tblproperties | 1          | tblproperties_intcategoryid_index | 1            | intCategoryID | A         | 10          | NULL     | NULL   |      | BTREE      |         |               | NO      |
| tblproperties | 1          | tblproperties_intblogid_index     | 1            | intBlogID     | A         | 41          | NULL     | NULL   | YES  | BTREE      |         |               | NO      |

Query results operations

Print

Copy to clipboard

Create view

⚠️ Current selection does not contain a unique column. Grid edit, checkbox, Edit, Copy and Delete features are not available.

Your SQL query has been executed successfully.

SHOW INDEX FROM tbllocation;

☐ Profiling [ Edit inline ] [ Edit ] [ Create PHP code ] [ Refresh ]

Extra options

| Table       | Non_unique | Key_name                          | Seq_in_index | Column_name    | Collation | Cardinality | Sub_part | Packed | Null | Index_type | Comment | Index_comment | Ignored |
|-------------|------------|-----------------------------------|--------------|----------------|-----------|-------------|----------|--------|------|------------|---------|---------------|---------|
| tbllocation | 0          | PRIMARY                           | 1            | intLocationID  | A         | 12          | NULL     | NULL   |      | BTREE      |         |               | NO      |
| tbllocation | 0          | tbllocation_volocationname_unique | 1            | vcLocationName | A         | 12          | NULL     | NULL   |      | BTREE      |         |               | NO      |

Observation

EXPLAIN indicated:

access\_type = ALL

for tbllocation.

Additional Verification

Table sizes:

tblproperties = 41 rows  
tbllocation = 12 rows



## Finding

Although indexing improvements are recommended, a full table scan on 12 rows is unlikely to explain PHP requests lasting 60–389 seconds.

This is considered an optimization opportunity rather than the primary root cause.

---

## Final Conclusion

The outage was not caused by:

- Memory exhaustion
- Disk exhaustion
- Database service failure
- Traffic spike
- DDoS activity

Primary evidence indicates:

Long-running PHP requests

↓

PHP-FPM workers remained busy for 76–389 seconds

↓

PHP-FPM max\_children limit reached repeatedly  
(initially 5 workers, later increased to 25 workers)

↓

Request queuing occurred

↓

Apache workers accumulated waiting requests

↓

Website latency and intermittent downtime

The exact source of the long-running PHP requests requires further application-level investigation.

## Recommendation

Review and tune PHP-FPM pool sizing based on:

- Available server memory
- Average PHP process memory usage
- Peak concurrent request volume

The current limit of 25 workers is still being exhausted and should be re-evaluated after application-level optimization.

---

## Recommendations

1. Enable and review PHP-FPM slow logs.
2. Investigate custom homepage property-loading code.
3. Review all database queries executed on homepage load.
4. Review external API integrations and background jobs.
5. Increase PHP-FPM worker capacity if required.
6. Add indexes on frequently filtered columns.
7. Implement caching for homepage property data.