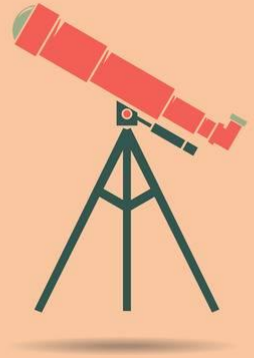


Starting To See The Unseen

- Modified our system by granting “VIP” users the ability to exceed our resource creation limit
- VIP users who tried bypassing creation limit began reporting 401 errors
- Alerts not triggered since they were HTTP client errors / not frequent enough to surpass alert threshold
- Investigated traces and logs, all evidence pointed to JWT auth issue
- Our monitoring, APM and logging tools did what they were supposed to

```
{  
  "id": "b1XeDJaI",  
  "code": "unauthorized",  
  "status": 401,  
  "detail": "Badly structured token err: failed to parse token: token expired"  
}
```



Tracking the Tracker

- Discovered inter-service API call had its token cached and never refreshed
- We incorrectly bubbled up this 401 error instead of returning a 500 error to user
- Pushed corrections for inter-service error codes
- Lowered the error rate alert to be more sensitive to any type of error
- Context turns unknown-unknowns into known-unknowns (or a 401 into a 500)

