

How to Investigate a Server Error

1. Open the check dashboard and search for the affected time period
 - a. Have the failures been happening often or was it one-off?
 - i. One-off errors are harder to diagnose, if at all Was the alert for a specific location or across locations?
 - b. Was the alert for a specific location or across locations?
2. What is the check's user agent?
 - a. Available in 'Edit' > 'Advanced'
3. What recent changes were made to the page or site that may have affected the check?
4. Check your server logs during the affected timeframe for clues
5. Compare the IP addresses of the specific servers that failed on your end
 - a. For Real Browser checks - Available in the first resource in the waterfall chart, under 'Remote Address'
 - b. For Uptime checks - Available for failed runs under 'Nslookup'
6. Check with your DNS provider for any issues during the affected timeframe
7. Check with your CDN provider to see if there were any issues during affected timeframe