FM-KED-008 — HTTP 500 Internal Server Error (Application Error)

Severity: S2 — High
Recovery Class: D — Exploratory
Covered by Monthly Support: No (fix requires product change)

Description

The application returns an **HTTP 500 Internal Server Error**, indicating an unhandled exception or logic failure inside the Finmars application.

In most cases, this represents a **software defect** rather than an infrastructure or configuration issue.

Typical Symptoms

- API requests returning HTTP 500
- Application stack traces in logs
- Errors reproducible with the same input
- No corresponding infrastructure or resource alerts

Primary Meaning

A 500 error usually means:

- the request reached the application correctly
- the application failed while processing it

This class of error cannot be reliably resolved through operational actions alone.

Required Action

Register an Issue in Finmars Core Repository

All confirmed 500 errors should be reported via GitHub:

https://github.com/finmars-platform/finmars-core/issues

When creating an issue, include:

- request details (endpoint, parameters)
- error messages or stack traces
- timestamps
- environment details

Resolution Path

- Issue is analyzed by Finmars maintainers
- Fix is implemented in the product codebase
- Resolution is delivered via a **new Finmars release**

Customers must upgrade to the fixed version to resolve the issue.

Urgency Handling

- **Most urgent bugs** are addressed in **best-effort time**
- Priority depends on severity, reproducibility, and impact
- No guaranteed fix timelines are implied

Estimated Recovery Time

Not predictable
Depends on investigation complexity and release cycle

Preventive Notes

- Keep Finmars versions up to date
- Monitor application logs for early signals
- Avoid unsupported customizations where possible

Responsibility Boundary

Finmars SCSA provides guidance, triage assistance, and escalation support.
Bug fixes require product changes and fall outside standard operational support.

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