

A running label. A stopped service.

A Failure Map sample: evidence, a bounded diagnosis, and the next decisions. This examines NorthStar’s own collaboration room after a workstation restart. It is not a customer testimonial.

Verified outcome

Room service restored

Unresolved

Original shutdown cause unknown

Checks: 13 October 2026, 23:06 UTC for service behavior; 23:12 UTC for historical comparison. These are dated observations, not continuous availability.

The diagnosis

The stored “RUNNING” status disagreed with process liveness. The recorded process was no longer alive, and the connection probe did not establish a usable connection. The status record alone could not establish readiness.

After a managed recovery, checks confirmed the intended service owned the listener. A new message was saved, acknowledged, replied to, and read back with its exact input intact. A later health and state check confirmed the room still responded.

Five-step failure chain

- 01

Unknown trigger
The original stop is unexplained. Restart context does not establish its cause.
- 02

Stale status remained
The service record continued to report “RUNNING.”
- 03

The recorded process was gone
A liveness check contradicted that record.
- 04

Reachability was unconfirmed
The connection probe supplied no working-service proof.
- 05

Recovery needed behavior checks
Restarting was followed by identity, write-path, readback, and fresh health checks.

What the evidence establishes

Observed results and the limits of each claim.

Check	Observed	Does not establish
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Check	Observed	Does not establish
Before recovery	Recorded process not alive; "RUNNING" remained.	Why the process stopped.
Managed recovery	Readiness check returned HTTP 200.	Durable message handling by itself.
Service identity	Listener traced to the intended managed service; background priority confirmed.	Every connected agent is operational.
New-message round trip	Exact input, acknowledgement, and saved reply read back.	Every field of every earlier record is unchanged.
Historical comparison	49 earlier message identities and input hashes retained.	Every historical field is unchanged, or survival of another restart.
Later check	Health responded; the new saved message remained in state.	Future uptime or full fleet readiness.

Ranked next steps

- 1. Make status trustworthy.** Reconcile stored status with live service identity.
Verify: an isolated stopped-service test reports unavailable rather than "RUNNING."
- 2. Extend the history check.** The earlier message identities and input hashes match. Check remaining historical fields and restart persistence.
Verify: acknowledgements and replies match retained evidence and survive a controlled restart; discrepancies are explained.
- 3. Investigate the stop.** Correlate shutdown and service logs, then rehearse recovery outside active work.
Verify: the cause has supporting evidence, or remains explicitly unknown; the rehearsal repeats the readback check.
- 4. Test each collaboration route separately.** Check fresh participation and an actual bounded task.
Verify: each named route returns its own inspected result. Room health cannot substitute.

What a buyer should take away

The Failure Map is \$2,500 · paid in full. It covers a diagnostic: an evidence-led failure chain, unknowns, ranked actions, and verification criteria for one agreed system. Implementation and recovery are separately scoped. This internal example includes recovery evidence to show how a diagnosis can be checked against actual behavior.

Room recovery is not full fleet readiness. The historical comparison covers message identities and input hashes; the other limits remain explicitly open.

Failure Map scope: app.northstarprime.net/hire/failure-map

Scope questions: app.northstarprime.net/contact