**Postmortem/root cause analysis report for AES EDI | JIRA Issue**

**(AESEDI-53447)**

**Summary**

The customer data was not sent from AES EDI. The investigation showed that the file with the data was sent however, it did not get processed due to an issue with the AES CIS service.

**Impact**

About 486,000 records were affected and the EDI to CIS monitoring service too.

**Root Causes**

Sending files with a large number of records while simultaneously running the patching script caused a wreck in the data processing. This issue with AES CIS service further escalated to data not getting processed leading to missing records.

**Trigger**

A large number of files were not processed.

**Resolution**

Reloading the *AES CIS* monitoring service allowed us to spot the missed records that were not discovered automatically. Following this the data file was resent leading to the resolution.

**Detection**

Customer created a Jira Ticket to alert us on this failure. *Please refer JIRA Issue: (AESEDI-53447)*

**Action Items**

| **Action Item** | **Type** | **Owner** | **Bug** |
| --- | --- | --- | --- |
| Writing of monitoring policy to detect records missing | prevent | Ajitesh Hule | **DONE** |
| Monitor the data ingesters and processors (ETL) | prevent | Ajitesh Hule | (Jira Issue No: AESCIS-38263)**TODO** |

**Take away points**

1. More monitoring plugins and modules to watch this critical part of our infrastructure.
2. Whenever a data inconsistency is detected in future, Slack notifications can be added by using SNS service for alerting the team so that such occurrences are prevented in future.
3. Patching operations should not be executed while data processing is in progress at AES EDI.

**Timeline**

| **Approximate Time** | **Description** |
| --- | --- |
| 11:56 | Discovering of the missing files |
| 12:05 | Restarting of the AES CIS monitoring module |
| 12:20 | Starting of the data processing of the records files |
| 13:00 | Completion of the data processing of all the 486,000 records files |