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# Risk event process is not running

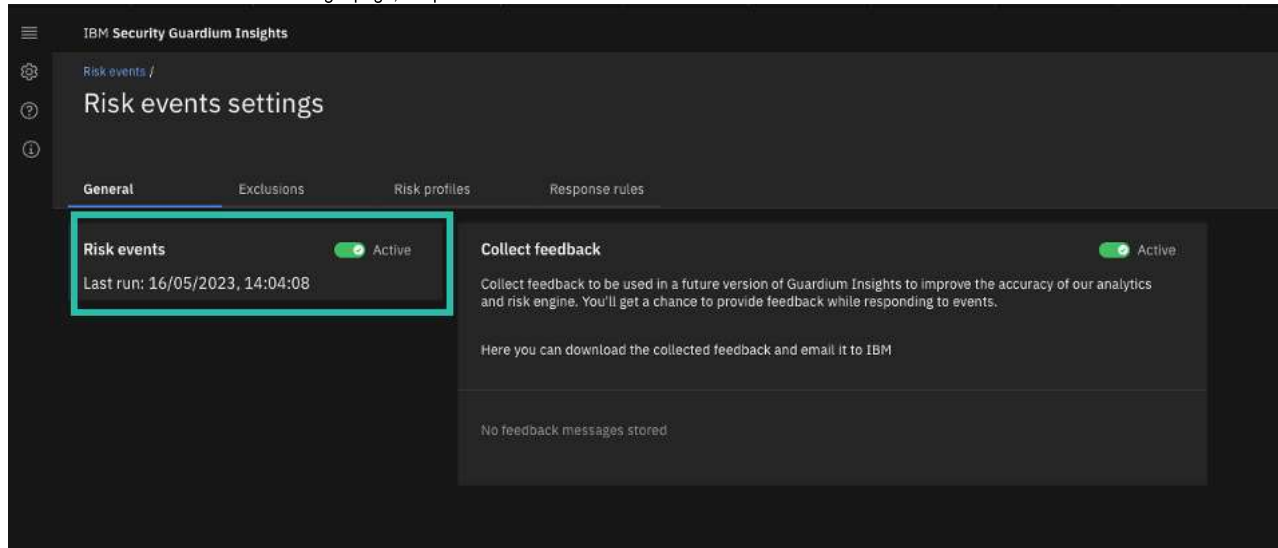
Created by Shira Sarig, last modified on May 17, 2023

Cron-job runs every hour (at \*\*:04) triggers the Risk event process.

## Symptoms:

Risk events process enabled but the last run is not within the last hour. There are 2 ways to check that:

1. Go to 'Risk events' > 'Risk events settings' page, the process is 'Active' and the 'Last run' is not from the last hour.



2. Connect to DocumentDB, then run the following commands:

```
> show dbs
> use <TNT_ID> // use the tenant you are working on
> db.risk_analytics_controller_configuration.find({}).pretty()
```

Verify that 'process\_status' is 'ENABLED' and 'last\_run\_date' is not from the last hour (Note: the time is in UTC).

```
{
  "_id" : ObjectId("644e394cee79d36cf86a062e"),
  "_t" : "com.ibm.guardium.RiskAnalyticsController.configuration.RiskAnalyticsControllerConfiguration.RiskAnalyticsControllerConfiguration",
  "feedback_status" : "ENABLED",
  "last_run_date" : ISODate("2023-05-16T12:04:09.269Z"),
  "process_status" : "ENABLED"
}
```

## Impact:

Risks are not created.

## Diagnosis and Remediation:

This issue can be caused by 2 reasons:

1. Cron job does not run
2. Error in risk-analytics-controller

Do the following, respectively:

1. Run command:
 

```
> oc get cj
```

 Look for 'staging-tenant-fetcher-rsk-anlycs-ctr-plse'.  
 if SUSPEND = True, then run:
 

```
> oc patch cj staging-tenant-fetcher-rsk-anlycs-ctr-plse -p '{"spec": {"suspend": false}}'
```
2. Run command:
 

```
> oc describe cj staging-tenant-fetcher-rsk-anlycs-ctr-plse
```

 Look at the 'Events' at the end, if you can see that the job was created successfully in the last hour then check `Risk-Analytics-Controller` logs.

```
Events:
  Type     Reason          Age    From           Message
  ----     -
  Normal    SuccessfulCreate 132m   cronjob-controller Created job staging-tenant-fetcher-rsk-anlycs-ctr-plse-28070644
  Normal    SawCompletedJob 132m   cronjob-controller Saw completed job: staging-tenant-fetcher-rsk-anlycs-ctr-plse-28070644, status: Completed
  Normal    SuccessfulDelete 132m   cronjob-controller Deleted job staging-tenant-fetcher-rsk-anlycs-ctr-plse-28070464
```

## Post Remediation Steps:

Check in the next hour that the process runs and risks are created.

If the problem was due to an error in `Risk-Analytics-Controller` then monitor logs to ensure the related errors are no longer occurring.

If the problem was due to cron-job then run command:

```
> oc get cj
```

1. Verify that the cron-job is not suspended.
2. Verify at \*\*:04 hour that LAST SCHEDULE updated

NAME	SCHEDULE	SUSPEND	ACTIVE	LAST SCHEDULE	AGE
staging-analytics-extract-analytics-engine-aggregato	30 * * * *	False	0	34m	16d
staging-analytics-extract-analytics-engine-gi	10 * * * *	False	0	54m	16d
staging-rm-risk-engine-cron-riskmanager	*/10 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-analytics-events	0 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-data-retention-purge	0 2 * * *	False	0	5h4m	16d
staging-tenant-fetcher-email-notification-daily	22 1 * * *	False	0	5h42m	16d
staging-tenant-fetcher-email-notification-pulse	*/5 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-group-builder	0 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-guardium-connector-sync	0 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-health-collector	*/1 * * * *	False	0	15s	16d
staging-tenant-fetcher-health-collector-purge	0 */4 * * *	False	0	3h4m	16d
staging-tenant-fetcher-rsk-anlycs-ctr-plse	4 * * * *	False	0	15s	16d
staging-tenant-fetcher-scheduler-pulse	*/5 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-sync-cr	*/5 * * * *	False	0	4m15s	16d
staging-tenant-fetcher-uc-status	*/2 * * * *	False	0	15s	16d
staging662ih6p8gwencrvivontpv-snif-picker-probe-cfg	* * * * *	False	1	15s	8d
staginghnpjovq8wpqsjuqiy8w63si-snif-picker-probe-cfg	* * * * *	False	1	15s	8d
stagingj9b7vdpsrdgs2rohuzh7fd-snif-picker-probe-cfg	* * * * *	False	1	15s	16d

No labels