**PostMortem/Root Cause Analysis of the AES EDI Jira (AESEDI-53447)**

**Summary**

The investigation showed that the file with the data was sent, but it did not get processed due to an issue with the AES CIS service (Jira Issue No: AESCIS-38263) at that point of time. The same issue affected EDI to CIS monitoring service working on the CIS side. So the missed records were not discovered automatically.

**Impact**

The customer data was not sent from AES EDI. 486,000 records were affected.

**Root Causes**

Sending a big record's file at the same time of the running of the patching script caused a wreck in the data processing.

**Trigger**

A large amount of files was not processed.

**Resolution**

Reloading the *AES CIS* monitoring service allowed us to spot the missed records that were not discovered automatically.

**Detection**

Customer used to create Jira alert 53447 from their end

**Action Items**

Monitor the data ingesters and processors (ETL) and follow the bug Jira Issue No: AESCIS-38263

**Timeline**

11:56 AM – Issue discovered

01:00 PM – Issue Fixed