Talend Errors

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Sat 7/29/2023 3:57 PM

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All,

This email is being sent as a response to the influx of Talend errors that we have been seeing. Today was greater than normal in response to email addresses changing through our system. This address change is to move from @summerclassics.com to @gabriellawhite.com.

Details on the Issue
The issue we are specifically having is that of connection time outs with REST requests within the Talend SugarCrm ETL process. The past few weeks we have been seeing an uptick in these timeouts and today it came to a pinnacle. The issue with these errors is that we were trying to send a lot of records at one time and when the connection time out occurred the entire job fails without flagging the records as sent. To hopefully better illustrate take the following example diagram of the job:
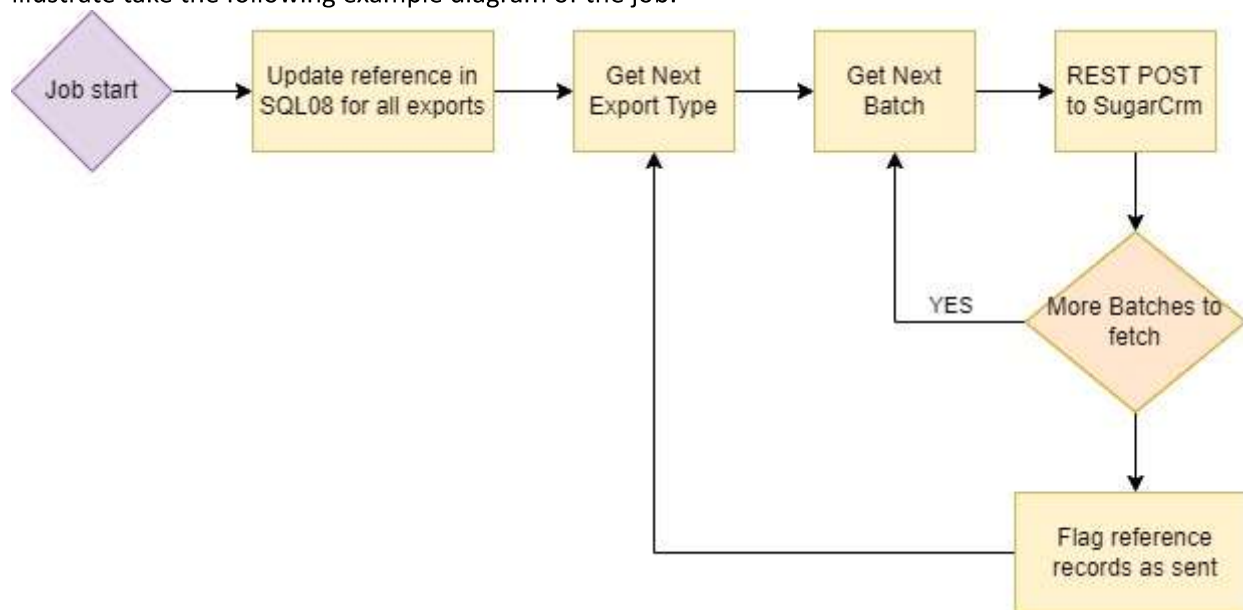
When the job errored, it would error out on the block "REST POST to SugarCrm" and since it would never get to the "Flag reference records as sent" block the next time the job started up again it would never completely get to flag the records as sent.

Current Action Done
To overcome this issue, I manually ran the Sugar job from the Talend server in production and marked the records sent when the job encountered an error. The following steps were taken:

1) Turn off the job within Talend Cloud
2) Within the Talend studio, run the job
3) When an error occurred, I took the interval of records that were completed archived them as sent and marked the corresponding reference table as sent.
4) Once the bulk of data was sent and the job ran a couple of times consecutively without any errors, I turned on the job within the Talend Cloud to run
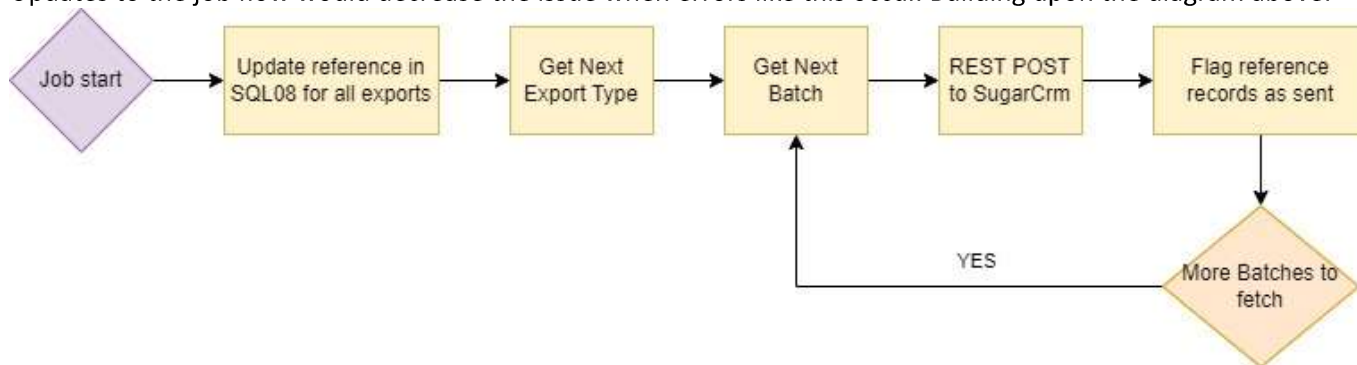
More information can be found within the SDM Ticket 40617 and Change Control 40618

Moving Forward

Actions that can be done:

   1) Update Talend job

Updates to the job flow would decrease the issue when errors like this occur. Building upon the diagram above:

The job can follow logic like above so that records that were successful can be marked as submitted and we don't find ourselves in a similar position. I have started making modifications and will submit changes through normal procedures next week.

   2) Investigate why we are having Connection issues

This would mean Upsert to get involved. Time outs on REST requests have never been an issue until recently. There are some measures that can be done on our side but there must be some changes on the SugarCrm site that might be the root of this issue.

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We have recently switched our sending email address from Summerclassics.com to GabriellaWhite.com to better align with our company structure. To learn more, visit GabriellaWhite.com.