**Panopta reported Contract API outage**

\*\*Description: \*\* User encounters an error Panopta reported Contract API outage

\*\*Cause: \*\* Possible issue with WorkerProcess, Decision Engine, DataPower or Mainframe timeouts

\*\*Resolution: \*\* The steps taken to resolve the issue:1. Confirm application failure manually by using the URL: [https://jma-](https://jma-/)

microservices.jmfamily.com/api/monitor/contract/30

2. If the response status is not a Success, proceed to below steps.

3. Log onto both the load balanced API AWS instances via PAM

4. Confirm if jmfamily.jma.eTools.Services.API.Worker worker process/windows service is in running status in both the servers (Windows Start -> Run ->

services.msc ->Find the specified service). Manually start the service if it’s not running.

5. If WorkerProcess is running, contact Operations - MF Apps to check dealer source transactions in Mainframe. Review the performance in Mainframe to

make sure DealerSource transactions are processed under 5 seconds. Usually transactions start after 7AM.

6. Check DataPower webservice uptime using <https://dp-jma-microservices.jmfamily.com/>, should return an XML.Contact DataPower Admin if

necessary.7. Check Decision Engine service uptime using <https://prod-mechanicalclaims-a-apidecision-blue.cld.jmfamily.com/api/healthcheckContact>

DevOps if necessary.

8. Reach out to Network Engineer if timeouts are consistent.

9. If all the applications are timing out then review MongoDB connection and RabbitMQ connection error messages from D:\JMAApps\LogsForApps\ in both

the servers.. Refer KB0012234 to know how to get the database credentials. MongoDB Connection: mongodb://dealersource-

rw:P0o9i8u7@jmamongop1.jmfamily.com:30000,jmamongop2.jmfamily.com:30000,jmamongop3.jmfamily.com:30000/JMASelfService?replicaSet=jmasalpro

d1Tools that can be used for MongoDB are RoboMongo, Studio 3T and MongoDB Compass.

10. Check RabbitMQ services and connections via RabbitMQ management UI - <http://localhost:15672/#/>, refer KB0012396 for its resolution.

Note: This is a Critical application, if the issue is not resolved within 30 minutes, then notify IMOD, JMA Demand teams and spread awareness in the Support

Slack Channel.

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