**Panopta reported Filenet outage**

\*\*Description: \*\*Users are unable to use Filenet due to outage.

\*\*Cause: \*\* Possible issue with Filenet Content Service down

\*\*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/Filenet

2. Confirm Filenet web service uptime with the following servicehttps://fntcontent.services.corp.jmfamily.com/ContentHandler.svc

3. Engage FileNet - IBM team to troubleshoot the web service issue if it isn't up and running.

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.

\*\*KB Number: \*\* KB0012901