**Panopta reported Janus Outage**

\*\*Description: \*\*Users are reporting errors due to Janus Outage

\*\*Cause: \*\* Possible issue with SQL Server Janus database 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/Janus

2. Confirm Janus uptime by connecting directly to Database server via SQLDeveloper or other DB tools. Refer KB0012234 to know how to get the

credentials. P\_janus\_repl SQL Server Database HostName : jma-etoolsdb2.wip.corp.jmfamily.com Service Name: p\_janus\_repl

3. Reach out to DBA (Data Intensity SQL team) if connection to Janus Failed

4. If you’re able to establish connection successfully, reach out to JMA Demand Distributed team to identify any firewall changes blocking Janus connection

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: \*\* KB0012916