**Panopta reported ODS outage**

\*\*Description: \*\*Users reported ODS outage via API monitoring

\*\*Cause: \*\* Possible issue with WorkerProcess or Oracle/ODS Connection

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

microservices.jmfamily.com/api/monitor/ODS/180

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

3. Log onto the MongoSync AWS instances via PAM

4. Confirm if jmfamily.jma.eTools.MongoSync.Worker worker process/ windows service is in running status (Windows Start -> Run -> services.msc ->Find

the specified service). Manually start the service if it’s not running.

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

Reach out to Data Intensity team if required. ODS IR Database HostName : jma-odsdb.wip.corp.jmfamily.com Service Name: odsprd01

6. If latest application logs found at D:\JMAApps\LogForApps\ indicate database connection timedout then please restart

jmfamily.jma.eTools.MongoSync.Worker service to establish connection again

7. Wait few minutes for MongoSync app to process pending ODS events in order to resolve outage.

8. Once the outage resolves, Panopta notifies as outage resolved and we can check the application status with the URL given in first step.If all these steps

doesn't workout, reach out to JMA Demand Distributed.

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

the Support Slack Channel.

\*\*KB Number: \*\* KB0012898