**Panopta reported Payment Rule/Authorization Rule API outage via monitoring**

\*\*Description: \*\*Users are unable to make payments

\*\*Cause: \*\* Possible issue with AWS VPC, Firewall Rules or MongoDB connectivity timeouts

\*\*Resolution: \*\* The steps taken to resolve the issue:

1. Confirm application failure by using the URL.(Please refer Config KB KB0023449 for DealerSource Claims Admin Console)

2. If the response class(status) is not 200 then please reach out to DevOps to review the IIS on production server. Please refer Config KB for server

details.This is non - critical application. If issue persist for more time then please contact JMA BUIT Delivery team.

\*\*KB Number: \*\* KB0013325