**Panopta reported eBooking Manager outage**

\*\*Description: \*\*Users are unable to use eBooking Manager. Encounters an error Panopta reported eBooking Manager outage.

\*\*Cause: \*\* Possible issue with WorkerProcess, SQL Server Connection or RabbitMQ

\*\*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/eBooking/100

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.Ebooking.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. If WorkerProcess is running, review p\_janus\_repl SQL server database connectivity. Reach out to DBA (Data Intensity team) if the connection is timing

out.HostName : jma-etoolsdb2.wip.corp.jmfamily.com. Refer KB0012234 to know how to get the credentials.

6. Application logs can be found at D:\JMAApps\LogsForApps\ to confirm recent errors.Logs will show errors for recent timestamp or whenever outage

occurred. If you don't see the error logs in file for the timestamp when outage occurred then app is running properly.

7. If all the applications are timing out(as per logged errors) then review MongoDB connection and RabbitMQ connection error messages. Refer KB0012234

to know how to get the database credentials. If required reach out to MongoDBA team. MongoDB Connection: mongodb://dealersource-

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

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8. Check RabbitMQ services and connections via RabbitMQ management UI - <http://localhost:15672/#/> in both the AWS instances, use KB0012396 for

RabbitMQ 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.

\*\*KB Number: \*\* KB0012896