Users cannot export report into files in jasper report (HCLPB-2283)

[HCLPB-2284] **Interim RCA** Created: 09/01/2026 10:06 Updated: 12/01/2026 13:34 Due: 13/01/2026 00:00 Resolved: 12/01/2026 13:34

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-287503~~	Users cannot export report into files...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KAUSHIK Vikramaditya [12/01/2026 13:34]

Interim RCA Shared

Comment by KAUSHIK Vikramaditya [12/01/2026 13:34]

Interim RCA Shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-287503~~	**Problem Record#** ~~HCLPB-2284~~	
**		
Incident Logged: 08-01-2026 01:05 PM	**Incident Resolved:** 09-01-2026 10:08 AM	**Outage Duration**: 0H 53M
**		
Detailed Problem Statement:		
Users cannot export report into files in jasper report		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):		
Support team restarted the services on frlbmjas01 server , post which it started working fine		
Business Impact:		
Users cannot export report into files in jasper report		
Root Cause/Potential Root Cause:		
Under Investigation		

The Yard is not issuing waybills (HCLPB-2262)

[HCLPB-2264] Final RCA Created: 10/12/2025 12:11 Updated: 14/01/2026 14:59 Due: 24/12/2025 00:00 Resolved: 14/01/2026 14:59

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-280220~~	PANIC YARD - CONTINENTAL	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [14/01/2026 14:59]

Final RCA has been sent.

The Yard is not issuing waybills (HCLPB-2262)

[HCLPB-2263] Interim RCA Created: 10/12/2025 12:11 Updated: 14/01/2026 14:59 Due: 13/01/2026 00:00 Resolved: 14/01/2026 14:58

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-280220 - Yard Waybill & Reporting Failure - HCLPB-2262.pdf			
Issue Links:	**Is linked**			
	Linked	~~HCLSM-280220~~	PANIC YARD - CONTINENTAL	Closed
Problem Type:	Reactive			

Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [14/01/2026 14:58]

Final RCA has been sent.

PANIC YARD - CONTINENTAL (HCLPB-2244)

[HCLPB-2246] **Final RCA** Created: 27/11/2025 14:58 Updated: 10/12/2025 13:36 Due: 11/12/2025 00:00 Resolved: 10/12/2025 13:36

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Duplicate	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-280220~~	PANIC YARD - CONTINENTAL	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [10/12/2025 13:36]

We have another problem ticket (HCLPB-2262) for the same issue hence closing this ticket. RCA will be submitted with HCLPB-2262.

Comment by KUMAR Yogesh [10/12/2025 13:36]

We have another problem ticket (HCLPB-2262) for the same issue hence closing this ticket. RCA will be submitted with HCLPB-2262.

PANIC YARD - CONTINENTAL (HCLPB-2244)

[HCLPB-2245] **Interim RCA** Created: 27/11/2025 14:57 Updated: 10/12/2025 13:36 Due: 01/12/2025 00:00 Resolved: 10/12/2025 13:36

Status:	Closed
Project:	HCL Problem Management
Component/s:	None

Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Duplicate	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-280220~~	PANIC YARD - CONTINENTAL	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [10/12/2025 13:36]

We have another problem ticket (HCLPB-2262) for the same issue hence closing this ticket. RCA will be submitted with HCLPB-2262.

Comment by KUMAR Yogesh [10/12/2025 13:36]

We have another problem ticket (HCLPB-2262) for the same issue hence closing this ticket. RCA will be submitted with HCLPB-2262.

[HCLPB-2244] PANIC YARD - CONTINENTAL

Created: 27/11/2025 14:57 Updated: 10/12/2025 13:37 Resolved: 10/12/2025 13:37

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Duplicate	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:	**Is linked**			
	Linked	~~HCLSM-280220~~	PANIC YARD - CONTINENTAL	Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-2245	Interim RCA	Interim RCA Task	Closed	SHARMA Amit (HCL)
HCLPB-2246	Final RCA	Final RCA Task	Closed	SHARMA Amit (HCL)

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps

Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [10/12/2025 13:37]
We have another problem ticket (HCLPB-2262) for the same issue hence closing this ticket. RCA will be submitted with HCLPB-2262.
Comment by KUMAR Yogesh [10/12/2025 13:37]
We have another problem ticket (HCLPB-2262) for the same issue hence closing this ticket. RCA will be submitted with HCLPB-2262.

User Reported Email Integration Not Working (HCLPB-2150)

[HCLPB-2207] **Update SQL script to handle reversed stop count logic for specific snd_id values after Adam response on updated route specifications.** Created: 04/11/2025 09:35 Updated: 04/11/2025 10:09

Status:	Assigned
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	MALLIPUDI Manohar
Resolution:	Unresolved	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Description

Update SQL script to handle reversed stop count logic for specific snd_id values after Adam response on updated route specifications.

User Reported Email Integration Not Working (HCLPB-2150)

[HCLPB-2206] **Collaborate with Adam/ business team to confirm updated route specifications.** Created: 04/11/2025 09:34 Updated: 04/11/2025 09:35

Status:	Assigned
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	MALLIPUDI Manohar
Resolution:	Unresolved	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Description

Collaborate with business team to confirm updated route specifications.

[HCLPB-2186] VIAP, VIAS sync issue Created: 23/10/2025 16:25 Updated: 10/11/2025 07:11 Resolved: 10/11/2025 07:11

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	VELURI Pooja (HCL)	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-272050~~	VIAP <> VIAS sync issue	Closed
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Problem Manager:	VELURI Pooja (HCL)			
Organisations:	None			

Description

The issue is due to the "**APPS_SUZUKI_MARINE**" table was created in VIAP & was later dropped . While the drop operation was not synched properly , table was recreated in VIAP with updated columns. As a result, the sync attempted to apply the new creation in VIAS, causing the error: "table already exists."
DB Team had to kill the active user sessions in VIAP and later dropped the table from both VIAP and VIAS , post which the DB was in sync.

Comments

Comment by VELURI Pooja (HCL) [10/11/2025 07:11]

The issue is due to the " APPS_SUZUKI_MARINE " table was created in VIAP & was later dropped. While the drop operation was not synched properly, table was recreated in VIAP with updated columns. As a result, the sync attempted to apply the new creation in VIAS, causing the error: "table already exists."
DB Team had to kill the active user sessions in VIAP and later dropped the table from both VIAP and VIAS, post which the DB was in sync.

Comment by VELURI Pooja (HCL) [23/10/2025 16:26]

to lc apps

[HCLPB-2184] VIAP, VIAS sync issue Created: 22/10/2025 10:43 Updated: 23/10/2025 16:25 Resolved: 23/10/2025 16:25

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	VELURI Pooja (HCL)	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Canceled	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-272050~~	VIAP <> VIAS sync issue	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Problem Manager:	VELURI Pooja (HCL)			
Organisations:	None			

Description

The issue is due to the "**APPS_SUZUKI_MARINE**" table was created in VIAP & was later dropped . While the drop operation was not synched properly , table was recreated in VIAP with updated columns. As a result, the sync attempted to apply the new creation in VIAS, causing the error: "table already exists."
DB Team had to kill the active user sessions in VIAP and later dropped the table from both VIAP and VIAS , post which the DB was in sync.

Comments

Comment by VELURI Pooja (HCL) [23/10/2025 16:25]

Cancelling the ticket, will create a proactive ticket

Comment by VELURI Pooja (HCL) [23/10/2025 07:13]

To lc apps

VIAP <> VIAS sync issue (HCLPB-2178)

[HCLPB-2180] Final RCA Created: 21/10/2025 09:16 Updated: 10/11/2025 16:05 Due: 04/11/2025 00:00 Resolved: 10/11/2025 16:05

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-272050~~	VIAP <> VIAS sync issue	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [10/11/2025 16:05]

Final RCA has been sent..

Comment by KUMAR Yogesh [04/11/2025 19:57]

Under review with Application Team

VIAP <> VIAS sync issue (HCLPB-2178)

[HCLPB-2179] Interim RCA Created: 21/10/2025 09:15 Updated: 23/10/2025 08:09 Due: 23/10/2025 00:00 Resolved: 23/10/2025 08:09

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-272050~~	VIAP <> VIAS sync issue	Closed

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KAUSHIK Vikramaditya [23/10/2025 08:09]

Interim RCA shared

Comment by KAUSHIK Vikramaditya [23/10/2025 08:08]

Interim RCA Shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-272050~~	**Problem Record#** ~~HCLPB-2179~~	
**		
Incident Logged: 20-10-2025 05:15 PM	**Incident Resolved:** 21-10-2025 09:09 AM	**Outage Duration**: 0H 30M
**		
Detailed Problem Statement:		
VIAP <> VIAS sync issue		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):		
Support team found in the logs that the issue is due to the "**APPS_SUZUKI_MARINE**" table was created in VIAP & was later dropped . While the drop operation was not synched properly , table was recreated in VIAP with updated columns. As a result, the sync attempted to apply the new creation in VIAS, causing the error: “table already exists.” Team proceeds to kill the active user sessions in VIAP and later dropped the table from both VIAP and VIAS , post which the DB was in sync.		
Business Impact:		
VIAP <> VIAS sync issue		
Root Cause/Potential Root Cause:		
Under Investigation		

User Reported Data between scanners and VIA are not synchronizing. (HCLPB-2122)

[HCLPB-2135] **Expand UAT Scope: Include end-to-end scanner integration and real-time data flow tests in future UAT cycles.** Created: 11/09/2025 17:25 Updated: 11/09/2025 17:28 Resolved: 11/09/2025 17:28

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		

Remaining Estimate:	Not Specified
Time Spent:	Not Specified
Original Estimate:	Not Specified

Issue Links:	**Is linked**			
	Linked	~~HCLSM-259198~~	VIA issue - Scanning	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Description

Add hardware interaction validation as a mandatory checkpoint.

Comments

Comment by KUMAR Yogesh [11/09/2025 17:28]

Same has been updated to the team.

[HCLPB-2126] Jasper report OPD070D Created: 26/08/2025 13:57 Updated: 29/08/2025 13:03 Resolved: 29/08/2025 13:03

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	VELURI Pooja (HCL)	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Fixed	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	HCLIPR-835	Jasper report for OPD070D	Closed
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Problem Manager:	VELURI Pooja (HCL)			
Organisations:	None			

Comments

Comment by VELURI Pooja (HCL) [29/08/2025 13:03]

The issue was linked to cryllic character. Default fonts are not supported in current version of jasper. we had to add new configuration for font and publish that report with relavent jar files

Comment by VELURI Pooja (HCL) [26/08/2025 13:57]

to LC-APPS

[HCLPB-2109] VIA & PDA performance issue Created: 30/07/2025 15:14 Updated: 29/08/2025 13:04 Resolved: 29/08/2025 13:04	
Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	RAGHAV Ashish	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-255540~~	Cargo Apps : VIA very slow and no PDA...	Resolved
	Linked	~~HCLSM-255547~~	PANIC !! WEXLOG , no conecta con el ...	Resolved
	Linked	~~HCLSM-255594~~	NO SE PUEDE DAR SALIDA A LOS RTES EN VIA	Resolved
	Linked	~~HCLSM-255711~~	PANIC SEVERITY 2	Resolved
	Linked	~~HCLSM-255754~~	PANIC SEVERITY 2	Resolved
	Linked	~~HCLSM-255762~~	RE: MANIFIESTOS -- PANIC ***	Resolved
	Linked	~~HCLSM-255534~~	VIA	Resolved
	Linked	~~HCLSM-255548~~	Panic	Resolved
	Linked	~~HCLSM-255551~~	VIA NO ESTÁ FUNCIONANDO CORRECTAMENTE	Resolved
	Linked	~~HCLSM-255552~~	WEX	Resolved
	Linked	~~HCLSM-255556~~	PROBLEMAS PDA´S / WEX	Resolved
	Linked	~~HCLSM-255567~~	VIA MUY MUY LENTO ALICANTE	Resolved
	Linked	~~HCLSM-255569~~	PANIC- FALLO VIA, NO PODEMOS SACAR DO...	Resolved
	Linked	~~HCLSM-255747~~	NO LLEGAN LOS MANIFIESTOS	Resolved
	Linked	~~HCLSM-255750~~	NO INTEGRA LOS FICHEROS SAP EN VIA	Resolved
	Linked	~~HCLSM-255806~~	Problemas via	Resolved
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Problem Manager:	Kar Jagannath (HCL)			
Organisations:	None			

Description

User Reported that VIA very slow and no PDA connection

Comments

Comment by VELURI Pooja (HCL) [29/08/2025 13:04]

Issue was due to new patch deployment in PROD and Roll back is done on VIAP, to solve the issue

Comment by SINGH Harsh [04/08/2025 10:00]

.

User Reported that VIA very slow and no PDA connection (HCLPB-2100)

[HCLPB-2102] Final RCA Created: 29/07/2025 14:47 Updated: 13/08/2025 10:23 Due: 13/08/2025 00:00 Resolved: 13/08/2025 10:22

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-255540 Cargo Apps _ VIA very slow and no PDA connection - HCLPB-2100 – Final RCA.pdf
Issue Links:	**Is linked** Linked ~~HCLSM-255540~~ Cargo Apps : VIA very slow and no PDA... Resolved
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [13/08/2025 10:22]

Final RCA has been sent.

User Reported that VIA very slow and no PDA connection (HCLPB-2100)

[HCLPB-2101] Interim RCA Created: 29/07/2025 14:46 Updated: 04/08/2025 11:37 Due: 31/07/2025 00:00 Resolved: 04/08/2025 11:37

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Fixed	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		

Time Spent:	Not Specified
Original Estimate:	Not Specified

Issue Links:	**Is linked**		
	Linked	~~HCLSM-255540~~	Cargo Apps : VIA very slow and no PDA...	Resolved
Problem Type:	Reactive		
Participants à la requête:	None		
HCL Team's:	HCL-LC-Apps		
Organisations:	None		

Comments

Comment by KAUSHIK Vikramaditya [04/08/2025 11:37]

Interim RCA shared

Comment by KAUSHIK Vikramaditya [04/08/2025 11:36]

Interim RCA shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-255540~~	**Problem Record#** ~~HCLPB-2101~~	
**		
Incident Logged: 28-07-2025 08:49 AM	**Incident Resolved:** 29-07-2025 02:45 PM	**Outage Duration**: 0H 46M
**		
Detailed Problem Statement: Cargo Apps : VIA very slow and no PDA connection		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart): Support team have performed the roll back of the change () & took restart of the application		
Business Impact: Cargo Apps : VIA very slow and no PDA connection		
Root Cause/Potential Root Cause: Under Investigation		

[HCLPB-2100] User Reported that VIA very slow and no PDA connection

Created: 29/07/2025 14:46 Updated: 13/08/2025 10:23 Resolved: 13/08/2025 10:23

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Attachments:	HCLSM-255540 Cargo Apps _ VIA very slow and no PDA connection - HCLPB-2100 – Final RCA.pdf

Issue Links:	**Is linked** Linked ~~HCLSM-255540~~ Cargo Apps : VIA very slow and no PDA... Resolved
Sub-Tasks:	

Key	Summary	Type	Status	Assignee
HCLPB-2101	Interim RCA	Interim RCA Task	Closed	MALLIPUDI Manohar
HCLPB-2102	Final RCA	Final RCA Task	Closed	VELURI Pooja (HCL)

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [13/08/2025 10:23]

Final RCA has been sent.

Comment by KUMAR Yogesh [13/08/2025 10:23]

Final RCA has been sent.

User Reported FINANCIAL REPORT is not working (HCLPB-1969)

[HCLPB-2004] **Implement a regular maintenance schedule for query optimization.** Created: 05/05/2025 16:08 Updated: 12/06/2025 14:22 Resolved: 12/06/2025 14:22

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	screenshot-1.png
Issue Links:	**Is linked** Linked ~~HCLSM-233104~~ FINANCIAL REPORT is not working Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-BI/Web-apps
Organisations:	None

Description

Regular assessments and optimizations will prevent similar issues in the future.

Comments

Comment by KUMAR Yogesh [12/06/2025 14:22]

action taken : We foundjob was taking time and due to which it was getting failed from oracle side, We have optimized the query and run the job again and now job is completing within 1 hours , before it was taking more than 3 hours .

Long VIA start from CAT Warszawa + CAT Duchnice (HCLPB-1990)

[HCLPB-1991] Interim RCA Created: 24/04/2025 12:01 Updated: 06/05/2025 16:11 Due: 29/04/2025 00:00 Resolved: 06/05/2025 16:11

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-237421~~	Long VIA start from CAT Warszawa + CA...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KAUSHIK Vikramaditya [06/05/2025 16:11]

Interim RCA shared

Comment by KAUSHIK Vikramaditya [06/05/2025 16:11]

Interim RCA shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-237421~~	**Problem Record#** HCLPB-1990	
**		
Incident Logged: 23-04-2025 04:09 PM	**Incident Resolved:** 24-04-2025 12:02 PM	**Outage Duration**: 01H 11M
**		
Detailed Problem Statement: Long VIA start from CAT Warszawa + CAT Duchnice		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart): Support team took the restart of the application services & observed high RAM utilization on servers frlbmwex01.groupecat.com and frlbmwex03.groupecat.com at the time of the error.		
Business Impact: Long VIA start from CAT Warszawa + CAT Duchnice		

Root Cause/Potential Root Cause: Under Investigation		

User Reported FINANCIAL REPORT is not working (HCLPB-1969)

[HCLPB-1971] Final RCA Created: 03/04/2025 08:43 Updated: 05/06/2025 09:21 Due: 06/05/2025 00:00 Resolved: 05/05/2025 16:12

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-233104-Financial Report Was Not Working-HCLPB-1971.pdf			
Issue Links:	**Is linked**			
	Linked	~~HCLSM-233104~~	FINANCIAL REPORT is not working	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-BI/Web-apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [05/05/2025 16:12]

Final RCA has been sent.

User Reported FINANCIAL REPORT is not working (HCLPB-1969)

[HCLPB-1970] Interim RCA Created: 03/04/2025 08:42 Updated: 06/05/2025 15:58 Due: 07/04/2025 00:00 Resolved: 06/05/2025 15:58

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)

Resolution:	Information	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**		
	Linked	~~HCLSM-233104~~	FINANCIAL REPORT is not working	Closed
Problem Type:	Reactive		
Participants à la requête:	None		
HCL Team's:	HCL-BI/Web-apps		
Organisations:	None		

Comments

Comment by KAUSHIK Vikramaditya [06/05/2025 15:58]

Interim RCA shared

Comment by KAUSHIK Vikramaditya [06/05/2025 15:56]

Interim RCA shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-233104~~	**Problem Record#** ~~HCLPB-1969~~	
**		
Incident Logged: 02-04-2025 09:07 AM	**Incident Resolved:** 03-04-2025 08:41 AM	**Outage Duration**: 0H 58M
**		
Detailed Problem Statement: User Reported that FINANCIAL REPORT is not working		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart): Support team found that issue was because last refresh job was failed due to which no data in the KPILC database for this report . Team have fixed the issue and re executed the refresh job which got completed and data is available now.		
Business Impact: User Reported that FINANCIAL REPORT is not working		
Root Cause/Potential Root Cause: Under Investigation		

[HCLPB-1969] User Reported FINANCIAL REPORT is not working Created: 03/04/2025 08:42 Updated: 12/06/2025 14:27 Resolved: 12/06/2025 14:27

Status:	Closed		
Project:	HCL Problem Management		
Component/s:	None		
Affects Version/s:	None		
Fix Version/s:	None		

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SHARMA Amit (HCL)

Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:	**Is linked** Linked ~~HCLSM-233104~~ FINANCIAL REPORT is not working Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1970	Interim RCA	Interim RCA Task	Closed	SHARMA Amit (HCL)
HCLPB-1971	Final RCA	Final RCA Task	Closed	SHARMA Amit (HCL)
HCLPB-2003	Enhance Zabbix configuration to raise...	Action Item	Closed	GOYAL Pradeep (HCL)
HCLPB-2004	Implement a regular maintenance sched...	Action Item	Closed	SHARMA Amit (HCL)

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-BI/Web-apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [12/06/2025 14:27]

All actions completed.

Comment by KUMAR Yogesh [12/06/2025 14:26]

Final RCA has been sent and action items completed.

[HCLPB-1953] Improvement of performance for Confirmation of orders

Created: 26/03/2025 11:43 Updated: 11/06/2025 14:43 Resolved: 26/03/2025 11:55

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	Rishi SAXENA	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked** Is linked to ~~HCLSM-227226~~ Improvement of performance - Confirma... Closed
Problem Type:	Proactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps

Problem Manager:	KUMAR Yogesh
Organisations:	None

Description

To improve the performance of the query responsible of confirming the order and to do so we are going to purge some tables.

Steps-

1. Delete all records returned by the following queries;

select * from vs_deltime_criteria where filter_xaccount_id is not null and filter_xaccount_fk is null;

select * from vs_deltime_criteria where filter_customer_id is not null and filter_customer_fk is null;

select * from vs_deltime_criteria where filter_spr_id is not null and filter_spr_fk is null;

select * from vs_deltime_criteria where from_platform_id is not null and from_platform_fk is null;

select * from vs_deltime_criteria where to_platform_id is not null and to_platform_fk is null;

select * from vs_deltime_criteria where from_country is not null and from_country_fk is null;

select * from vs_deltime_criteria where to_country is not null and to_country_fk is null;

2. Update foreign key of the following columns;

In order to update the missing data, you can run following query delivered by Wexlog :

update vs_deltime_criteria set from_area_fk = (select pk from vs_area where vs_area.area_id = from_area_id and area_class='O') where from_area_fk is null and from_area_id is not null;

update vs_deltime_criteria set to_area_fk = (select pk from vs_area where vs_area.area_id = to_area_id and area_class='O') where to_area_fk is null and to_area_id is not null;

update vs_deltime_criteria set to_cgn_fk = (select pk from wsr_ore where wsr_ore.id = to_cgn_id) where to_cgn_fk is null and to_cgn_id is not null;

update vs_deltime_criteria set scan_create_platform_fk = (select pk from wsr_ore where wsr_ore.id = scan_create_platform_id AND ORG_LEVEL = 4) where scan_create_platform_fk is null and scan_create_platform_id is not null;

check the data using following querie:

select * from vs_deltime_criteria where from_area_id is not null and from_area_fk is null;

select * from vs_deltime_criteria where to_area_id is not null and to_area_fk is null;

select * from vs_deltime_criteria where to_cgn_id is not null and to_cgn_fk is null;

select * from vs_deltime_criteria where scan_create_platform_id is not null and scan_create_platform_fk is null;

Comments

Comment by SINGH Harsh [11/06/2025 14:43]

Problem Statement - Can able to perform order confirmation process smoothly in VIA

Problem solution - To improve the performance of the query responsible of confirming the order and to do so we have purged some tables.

Benefit - Order confirmation process is faster and smoother after purging the tables

Comment by Rishi SAXENA [26/03/2025 11:55]

Queries have been implemented successfully to purge data.

Comment by Rishi SAXENA [26/03/2025 11:54]

Assigned.

[HCLPB-1951] Power BI report automation - BDDU

Created: 25/03/2025 11:46 Updated: 12/06/2025 09:18 Resolved: 26/03/2025 11:54

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	Rishi SAXENA	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Is linked to	~~HCLSM-187942~~	Power BI delay report issues	Closed
	Is linked to	~~HCLSM-170221~~	Power BI reports issue - USER DETAILS	Closed
	Is linked to	~~HCLSM-229586~~	LC\Reporting\dynamic Power BI reports...	Closed
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Problem Manager:	KUMAR Yogesh			
Organisations:	None			

Description

The migration of the dashboard that presents information on our transportation means With this dashboard, we want to be able to track information like the weight of parcels transported by means, distance traveled by means etc. We want to deploy this indicators on all Europeans countries were the CAT LC is represented.

Comments

Comment by SINGH Janardan [12/06/2025 09:18]

Benefits:
•Single data source Power BI DB in SQL Server
•New source structure Oracle ->Power BI SQL DB> -> Power BI
•Low refresh time 5 min – 15 min, previously ~1hrs
••Centralized monitoring and shared documentation
•No manual monitoring on data source and report
•Low refresh time
•Easy data modelling

Comment by SINGH Harsh [12/06/2025 09:16]

Problem statement:

•Data source path Oracle ~~>Jasper/KPI LC/Manual Files~~>Outlook->Sharepoint-> Power BI Automate -> Power BI [Long path of data source]

•Multiple tools/software used like Power Automate, Sharepoint, Outlook, Power BI, Jasper, Oracle

•Manual monitoring about data source and flows

•High refresh time taken

•Complex data modelling

Solution:

•Single data source for all power BI reports i.e., SQL Server -> Data will load from Oracle to SQL Server using SQL Jobs

•No dependency on other tool and platform like Jasper, Power Automate (Flow) , SharePoint.

•No manual intervention to monitor outlook, SharePoint and Power automate flows. Manual effort will be saved up to 15 Hrs/Month

•Report refresh and load time is reduced as removed multiple steps , directly loading data from SQL server to Power BI using Power BI Enterprise Gateway

•Refresh time reduce from ~1 hour to 15-20 min only.

•New Model is very easy to understand and techno friendly

Benefits:

•Single data source Power BI DB in SQL Server

•New source structure Oracle ->Power BI SQL DB> -> Power BI

•Low refresh time 5 min – 15 min, previously ~1hrs

••Centralized monitoring and shared documentation

•No manual monitoring on data source and report

•Low refresh time

•Easy data modelling

Comment by Rishi SAXENA [26/03/2025 11:54]

Migration of the dashboard done successfully.

Comment by Rishi SAXENA [26/03/2025 11:53]

Assigned.

User Reported Jasper Is Not Working (HCLPB-1936)

[HCLPB-1938] Final RCA Created: 10/03/2025 11:34 Updated: 03/05/2025 11:23 Due: 23/04/2025 00:00 Resolved: 22/04/2025 13:24

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-227042 - Jaspersoft error on the server - HCLPB-1938.pdf		
Issue Links:	**Is linked**		
	Linked	~~HCLSM-227042~~	Jaspersoft error on the server	Closed
Problem Type:	Reactive		
Participants à la requête:	None		

HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [22/04/2025 13:24]

Issue Summary:
Incident ID: ~~HCLSM-227042~~
Reported by: Ricardo Lopez from Alcalá de Henares
Affected Users: Approximately 200
Priority: SEV-2
Impact: Blocked
Description: Unable to obtain any report or send information to customers or suppliers due to a Jaspersoft error on the server.

Resolution:
The issue was resolved by restarting the Jasper services. The resolution was confirmed by Ricardo Lopez, who acknowledged that the reports were working fine after the services were restarted.

5 Whys Analysis:
Why was there a Jaspersoft error on the server?
Because the Jasper services were not functioning properly.
Why were the Jasper services not functioning properly?
Because there was an issue with the database connection.
Why was there an issue with the database connection?
Because the cursor context was not found (Invalid cursor number).
Why was the cursor context not found?
Because of a potential issue with the database configuration or a temporary glitch.
Why was there a potential issue with the database configuration or a temporary glitch?
Because the database settings might not have been optimized or there was a transient error.
Preventive Action:
Implement monitoring and alerting mechanisms to detect and address database connection issues promptly.
Schedule regular maintenance and health checks for the Jasper services to ensure they are functioning correctly.

User Reported Jasper Is Not Working (HCLPB-1936)

[HCLPB-1937] **Interim RCA** Created: 10/03/2025 11:33 Updated: 22/04/2025 13:24 Due: 11/03/2025 00:00 Resolved: 22/04/2025 13:24

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-227042~~	Jaspersoft error on the server	Closed
Problem Type:	Reactive			
Participants à la requête:	None			

HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [22/04/2025 13:24]

Issue Summary:
Incident ID: ~~HCLSM-227042~~
Reported by: Ricardo Lopez from Alcalá de Henares
Affected Users: Approximately 200
Priority: SEV-2
Impact: Blocked
Description: Unable to obtain any report or send information to customers or suppliers due to a Jaspersoft error on the server.

Resolution:
The issue was resolved by restarting the Jasper services. The resolution was confirmed by Ricardo Lopez, who acknowledged that the reports were working fine after the services were restarted.

5 Whys Analysis:
Why was there a Jaspersoft error on the server?
Because the Jasper services were not functioning properly.
Why were the Jasper services not functioning properly?
Because there was an issue with the database connection.
Why was there an issue with the database connection?
Because the cursor context was not found (Invalid cursor number).
Why was the cursor context not found?
Because of a potential issue with the database configuration or a temporary glitch.
Why was there a potential issue with the database configuration or a temporary glitch?
Because the database settings might not have been optimized or there was a transient error.
Preventive Action:
Implement monitoring and alerting mechanisms to detect and address database connection issues promptly.
Schedule regular maintenance and health checks for the Jasper services to ensure they are functioning correctly.

[HCLPB-1936] User Reported Jasper Is Not Working

Created: 10/03/2025 11:33 Updated: 22/04/2025 13:25 Resolved: 22/04/2025 13:25

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:

Is linked

Linked	~~HCLSM-227042~~	Jaspersoft error on the server	Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1937	Interim RCA	Interim RCA Task	Closed	SINGH Janardan
HCLPB-1938	Final RCA	Final RCA Task	Closed	SINGH Janardan

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [22/04/2025 13:25]

Issue Summary:
Incident ID: ~~HCLSM-227042~~
Reported by: Ricardo Lopez from Alcalá de Henares
Affected Users: Approximately 200
Priority: SEV-2
Impact: Blocked
Description: Unable to obtain any report or send information to customers or suppliers due to a Jaspersoft error on the server.

Resolution:
The issue was resolved by restarting the Jasper services. The resolution was confirmed by Ricardo Lopez, who acknowledged that the reports were working fine after the services were restarted.

5 Whys Analysis:
Why was there a Jaspersoft error on the server?
Because the Jasper services were not functioning properly.
Why were the Jasper services not functioning properly?
Because there was an issue with the database connection.
Why was there an issue with the database connection?
Because the cursor context was not found (Invalid cursor number).
Why was the cursor context not found?
Because of a potential issue with the database configuration or a temporary glitch.
Why was there a potential issue with the database configuration or a temporary glitch?
Because the database settings might not have been optimized or there was a transient error.
Preventive Action:
Implement monitoring and alerting mechanisms to detect and address database connection issues promptly.
Schedule regular maintenance and health checks for the Jasper services to ensure they are functioning correctly.

Comment by KUMAR Yogesh [22/04/2025 13:25]

Issue Summary:
Incident ID: ~~HCLSM-227042~~
Reported by: Ricardo Lopez from Alcalá de Henares
Affected Users: Approximately 200
Priority: SEV-2
Impact: Blocked
Description: Unable to obtain any report or send information to customers or suppliers due to a Jaspersoft error on the server.

Resolution:
The issue was resolved by restarting the Jasper services. The resolution was confirmed by Ricardo Lopez, who acknowledged that the reports were working fine after the services were restarted.

5 Whys Analysis:
Why was there a Jaspersoft error on the server?
Because the Jasper services were not functioning properly.
Why were the Jasper services not functioning properly?
Because there was an issue with the database connection.
Why was there an issue with the database connection?
Because the cursor context was not found (Invalid cursor number).
Why was the cursor context not found?
Because of a potential issue with the database configuration or a temporary glitch.
Why was there a potential issue with the database configuration or a temporary glitch?
Because the database settings might not have been optimized or there was a transient error.
Preventive Action:
Implement monitoring and alerting mechanisms to detect and address database connection issues promptly.
Schedule regular maintenance and health checks for the Jasper services to ensure they are functioning correctly.

[HCLPB-1922] FRGNBSQL12\BFC : Automation for historical data refresh Created: 21/02/2025 09:14 Updated: 25/02/2025 09:58 Resolved: 25/02/2025 09:58

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	Rishi SAXENA	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Is linked to	~~HCLCR-8261~~	FRGNBSQL12\BFC : Automation for histo...	Resolved
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-BI/Web-apps			
Problem Manager:	KUMAR Yogesh			
Organisations:	None			

Description

Creating a process where user can refresh the data for historical period if required.

Comments

Comment by Rishi SAXENA [25/02/2025 09:58]

Created a process to refresh the data for any period at any point of time under CR ~~HCLCR-8261~~.

Comment by Rishi SAXENA [25/02/2025 09:57]

Assigned.

User Reported that Rucher in VIA is not working (HCLPB-1886)

[HCLPB-1888] Final RCA Created: 18/12/2024 09:33 Updated: 11/02/2025 11:51 Due: 01/01/2025 00:00 Resolved: 11/02/2025 11:51

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar

Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-209438~~	Severity 2 - Rucher in VIA KO	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [11/02/2025 11:51]

Detailed Problem Statement: The user reported that the Rucher functionality in VIA was not working. The support team identified that due to a regression from patch 2.99.1, the replanning for pickup orders was not functioning correctly in Rucher.

Precise Resolution Statement: The support team deployed the patch provided by Wexlog using ECR (~~HCLCR-7599~~). After the deployment, the user confirmed that the application was working fine.

5 Whys Analysis:

Why was Rucher in VIA not working?
Because replanning for pickup orders was not functioning correctly.
Why was replanning for pickup orders not functioning correctly?
Because there was a regression from patch 2.99.1.
Why did the regression occur in patch 2.99.1?
Because the patch introduced changes that affected the replanning functionality.
Why were changes introduced in the patch that affected the replanning functionality?
Because the patch was not thoroughly tested for all functionalities, including replanning for pickup orders.
Why was the patch not thoroughly tested for all functionalities?
Because there might have been gaps in the testing process or insufficient test coverage for the specific functionality.
Conclusion: The root cause of the issue was the regression introduced by patch 2.99.1, which was not thoroughly tested for all functionalities, leading to the malfunction of replanning for pickup orders in Rucher. To prevent such issues in the future, it is essential to ensure comprehensive testing of patches before deployment, especially for critical functionalities.

Preventive Action Plan:

Collaboration with the CAT Business Team: The support team will work closely with the CAT Business team during the testing phase to ensure that all critical functionalities are thoroughly tested in every release and its patches.
Notification to Wexlog: The team will notify Wexlog to ensure they provide high-quality code to prevent regressions in future releases and patches.
These steps aim to enhance the testing process and improve the quality of code provided by Wexlog, thereby preventing similar issues from arising in future updates

User Reported that Rucher in VIA is not working (HCLPB-1886)

[HCLPB-1887] Interim RCA Created: 18/12/2024 09:33 Updated: 19/12/2024 08:22 Due: 20/12/2024 00:00 Resolved: 19/12/2024 08:22

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2

Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Fixed	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**		
	Linked ~~HCLSM-209438~~	Severity 2 - Rucher in VIA KO	Closed
Problem Type:	Reactive		
Participants à la requête:	None		
HCL Team's:	HCL-LC-Apps		
Organisations:	None		

Comments

Comment by KAUSHIK Vikramaditya [19/12/2024 08:22]

Initial RCA shared

Comment by KAUSHIK Vikramaditya [19/12/2024 08:21]

Initial RCA shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-209438~~	**Problem Record#** ~~HCLPB-1886~~	
**		
Incident Logged: 15-12-2024 07:06 PM	**Incident Resolved:** 18-12-2024 09:34 AM	**Outage Duration**: 01H 13M
**		
Detailed Problem Statement: User Reported that Rucher in VIA is not working		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart): Support team found that due to regression from the patch 2.99.1, where replanning for pickup orders is not functioning correctly in Rucher. Team deployed the patch which was given by Wexlog using ECR (~~HCLCR-7599~~), post which user confirmed that application is working fine.		
Business Impact: User Reported that Rucher in VIA is not working		
Root Cause/Potential Root Cause: Under Investigation		

[HCLPB-1886] User Reported that Rucher in VIA is not working

Created: 18/12/2024 09:32 Updated: 11/02/2025 11:52 Resolved: 11/02/2025 11:52

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2

Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Information	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:	**Is linked**			
	Linked	~~HCLSM-209438~~	Severity 2 - Rucher in VIA KO	Closed
Sub-Tasks:	**Key**	**Summary**	**Type**	**Status**	**Assignee**
	HCLPB-1887	Interim RCA	Interim RCA Task	Closed	MALLIPUDI Manohar
	HCLPB-1888	Final RCA	Final RCA Task	Closed	MALLIPUDI Manohar
Problem Type:	Reactive				
Participants à la requête:	None				
HCL Team's:	HCL-LC-Apps				
Problem Manager:	KUMAR Yogesh				
Organisations:	None				

Comments

Comment by KUMAR Yogesh [11/02/2025 11:52]

Detailed Problem Statement: The user reported that the Rucher functionality in VIA was not working. The support team identified that due to a regression from patch 2.99.1, the replanning for pickup orders was not functioning correctly in Rucher.

Precise Resolution Statement: The support team deployed the patch provided by Wexlog using ECR (~~HCLCR-7599~~). After the deployment, the user confirmed that the application was working fine.

5 Whys Analysis:

Why was Rucher in VIA not working?
Because replanning for pickup orders was not functioning correctly.
Why was replanning for pickup orders not functioning correctly?
Because there was a regression from patch 2.99.1.
Why did the regression occur in patch 2.99.1?
Because the patch introduced changes that affected the replanning functionality.
Why were changes introduced in the patch that affected the replanning functionality?
Because the patch was not thoroughly tested for all functionalities, including replanning for pickup orders.
Why was the patch not thoroughly tested for all functionalities?
Because there might have been gaps in the testing process or insufficient test coverage for the specific functionality.
Conclusion: The root cause of the issue was the regression introduced by patch 2.99.1, which was not thoroughly tested for all functionalities, leading to the malfunction of replanning for pickup orders in Rucher. To prevent such issues in the future, it is essential to ensure comprehensive testing of patches before deployment, especially for critical functionalities.

Preventive Action Plan:

Collaboration with the CAT Business Team: The support team will work closely with the CAT Business team during the testing phase to ensure that all critical functionalities are thoroughly tested in every release and its patches.
Notification to Wexlog: The team will notify Wexlog to ensure they provide high-quality code to prevent regressions in future releases and patches.
These steps aim to enhance the testing process and improve the quality of code provided by Wexlog, thereby preventing similar issues from arising in future updates

Comment by KUMAR Yogesh [11/02/2025 11:52]

Detailed Problem Statement: The user reported that the Rucher functionality in VIA was not working. The support team identified that due to a regression from patch 2.99.1, the replanning for pickup orders was not functioning correctly in Rucher.

Precise Resolution Statement: The support team deployed the patch provided by Wexlog using ECR (~~HCLCR-7599~~). After the deployment, the user confirmed that the application was working fine.

5 Whys Analysis:

Why was Rucher in VIA not working?
Because replanning for pickup orders was not functioning correctly.
Why was replanning for pickup orders not functioning correctly?

Because there was a regression from patch 2.99.1.
Why did the regression occur in patch 2.99.1?
Because the patch introduced changes that affected the replanning functionality.
Why were changes introduced in the patch that affected the replanning functionality?
Because the patch was not thoroughly tested for all functionalities, including replanning for pickup orders.
Why was the patch not thoroughly tested for all functionalities?
Because there might have been gaps in the testing process or insufficient test coverage for the specific functionality.
Conclusion: The root cause of the issue was the regression introduced by patch 2.99.1, which was not thoroughly tested for all functionalities, leading to the malfunction of replanning for pickup orders in Rucher. To prevent such issues in the future, it is essential to ensure comprehensive testing of patches before deployment, especially for critical functionalities.

Preventive Action Plan:

Collaboration with the CAT Business Team: The support team will work closely with the CAT Business team during the testing phase to ensure that all critical functionalities are thoroughly tested in every release and its patches.
Notification to Wexlog: The team will notify Wexlog to ensure they provide high-quality code to prevent regressions in future releases and patches.
These steps aim to enhance the testing process and improve the quality of code provided by Wexlog, thereby preventing similar issues from arising in future updates

User reported VIAS - VIAP data discrepancy issues (HCLPB-1802)

[HCLPB-1804] Final RCA

Created: 20/09/2024 16:02 Updated: 04/10/2024 13:41 Due: 04/10/2024 00:00 Resolved: 04/10/2024 13:41

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-1
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-187954 - User reported VIAS - VIAP data discrepancy issues - HCLPB-1802 - Final RCA.pdf
Issue Links:	**Is linked** Linked ~~HCLSM-187954~~ Incorrect data on Jasper reports _fin... Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [04/10/2024 13:41]

Final RCA has been sent.

User reported VIAS - VIAP data discrepancy issues (HCLPB-1802)

[HCLPB-1803] **Interim RCA** Created: 20/09/2024 16:02 Updated: 26/09/2024 13:50 Due: 24/09/2024 00:00 Resolved: 26/09/2024 13:50

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-1
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Fixed	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-187954~~	Incorrect data on Jasper reports _fin...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KAUSHIK Vikramaditya [26/09/2024 13:50]

Interim RCA shared

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-187954~~	**Problem Record#** ~~HCLPB-1802~~	
**		
Incident Logged: 02-09-2024 01:09 PM	**Incident Resolved:** 20-09-2024 04:00 PM	**Outage Duration**: 96H 27M
**		
Detailed Problem Statement: User reported VIAS - VIAP data discrepancy issues		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart): HCL Support team found that there is an old running environment (frlbmwex70.groupecat.com:8180) running on VIAS since 2019 with old version of VIA (2.50) . Support team have stopped WEXF service & cleaned up the historical data (~~HCLCR-6642~~) . Post which it was confirmed that reports are correct & got the confirmation that its working fine.		
Business Impact: User reported VIAS - VIAP data discrepancy issues		
Root Cause/Potential Root Cause: Under Investigation		

Comment by KAUSHIK Vikramaditya [26/09/2024 13:50]

Interim RCA shared

INITIAL ROOT CAUSE ANALYSIS REPORT

Incident# ~~HCLSM-187954~~	**Problem Record#** ~~HCLPB-1802~~	
**		
Incident Logged: 02-09-2024 01:09 PM	**Incident Resolved:** 20-09-2024 04:00 PM	**Outage Duration**: 96H 27M
**		
Detailed Problem Statement: User reported VIAS - VIAP data discrepancy issues		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart): HCL Support team found that there is an old running environment (frlbmwex70.groupecat.com:8180) running on VIAS since 2019 with old version of VIA (2.50) . Support team have stopped WEXF service & cleaned up the historical data (~~HCLCR-6642~~) . Post which it was confirmed that reports are correct & got the confirmation that its working fine.		
Business Impact: User reported VIAS - VIAP data discrepancy issues		
Root Cause/Potential Root Cause: Under Investigation		

[HCLPB-1802] User reported VIAS - VIAP data discrepancy issues

Created: 20/09/2024 16:01 Updated: 04/10/2024 13:42 Resolved: 04/10/2024 13:42

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-1
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Attachments:	FW_ Sev1 -HCLSM-187954 (Incorrect data on Jasper reports).msg HCLSM-187954 - User reported VIAS - VIAP data discrepancy issues - HCLPB-1802 - Final RCA.pdf
Issue Links:	**Is linked** Linked ~~HCLSM-187954~~ Incorrect data on Jasper reports _fin... Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1803	Interim RCA	Interim RCA Task	Closed	SINGH Janardan
HCLPB-1804	Final RCA	Final RCA Task	Closed	SINGH Janardan

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [04/10/2024 13:42]
Final RCA has been sent.
Comment by KUMAR Yogesh [04/10/2024 13:42]

User Reported that EasyCAT is not working (HCLPB-1745)

[HCLPB-1772] **Communication and Documentation** Created: 29/08/2024 09:34 Updated: 03/10/2024 17:16 Due: 30/09/2024 00:00 Resolved: 03/10/2024 17:16

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	RE_ Request for Updates on Action Items - HCL-LC-Apps.msg
Issue Links:	**Is linked** Linked ~~HCLSM-184348~~ EasyCat system is not working Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Description

- Improve communication between development, support, and DBA teams to ensure all parties are aware of required changes.
- Document all database changes and ensure they are reviewed and approved by relevant stakeholders.

Comments

Comment by KUMAR Yogesh [03/10/2024 17:16]
• Wexlog provides all the bug fixes and version changes in the Release notes. We will check and review the deployment code for every deployment.

User Reported that EasyCAT is not working (HCLPB-1745)

[HCLPB-1771] **Database Schema Management:** Created: 29/08/2024 09:33 Updated: 03/10/2024 17:16 Due: 30/09/2024 00:00 Resolved: 03/10/2024 17:15

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	RE_ Request for Updates on Action Items - HCL-LC-Apps.msg
Issue Links:	**Is linked** Linked ~~HCLSM-184348~~ EasyCat system is not working Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Description

- Maintain a version-controlled database schema to track changes and ensure consistency across environments.
- Automate database schema updates using migration tools to reduce human error.

Comments

Comment by KUMAR Yogesh [03/10/2024 17:15]

Comments by Manohar - Database schema management is managed by vendor. Performing necessary updates in DB is also part of the deployment activity. As part of sanity checks, we are making sure to check the Release version is properly updated in DB post deployment

Comment by KUMAR Yogesh [03/10/2024 17:15]

Database schema management is managed by vendor. Performing necessary updates in DB is also part of the deployment activity. As part of sanity checks, we are making sure to check the Release version is properly updated in DB post deployment

User Reported that EasyCAT is not working (HCLPB-1745)

[HCLPB-1770] **Code Review and Testing:** Created: 29/08/2024 09:32 Updated: 03/10/2024 17:12 Due: 30/09/2024 00:00 Resolved: 03/10/2024 17:12

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		

Remaining Estimate:	Not Specified
Time Spent:	Not Specified
Original Estimate:	Not Specified

Issue Links:	**Is linked**			
	Linked	~~HCLSM-184348~~	EasyCat system is not working	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Description

- Implement a more rigorous code review process to ensure all necessary database changes are included in future releases.
- Conduct thorough testing in a staging environment before deploying to production to catch any missing elements.

Comments

Comment by KUMAR Yogesh [03/10/2024 17:12]

Application team is now reviewing deployment code before deploying it in UAT and Production Environments

User Reported that EasyCAT is not working (HCLPB-1745)

[HCLPB-1747] Final RCA Created: 13/08/2024 09:17 Updated: 29/08/2024 10:32 Due: 30/08/2024 00:00 Resolved: 29/08/2024 10:31

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-184348 - Users reported that EasyCAT application was not working - HCLPB-1745 - Final RCA.pdf			
Issue Links:	**Is linked**			
	Linked	~~HCLSM-184348~~	EasyCat system is not working	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [29/08/2024 10:31]

Final RCA has been sent.

User Reported that EasyCAT is not working (HCLPB-1745)

[HCLPB-1746] Interim RCA Created: 13/08/2024 09:17 Updated: 29/08/2024 10:33 Due: 15/08/2024 00:00 Resolved: 29/08/2024 10:32

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-184348~~	EasyCat system is not working	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [29/08/2024 10:33]

PROBLEM ID	~~HCLPB-1745~~	Incident#	~~HCLSM-184348~~
Client	Groupe CAT	Problem Reported By	VYSNIAUSKAS Dainius
Incident Logged	12/08/2024 14:23	Incident Resolved	13/08/2024 09:15
Outage Duration	00h 28m	Incident Severity	SEV-2
Service(s) Affected	EasyCAT	1. Of Users Affected	Application wide
Monitored Device?	Y	Discover by Monitoring?	N
Platform	Application	RCA Status	Final RCA
Due to Change? If yes, mention Change#	~~HCLCR-6361~~		
RCA REVIEW & APPROVAL			
RCA Author	Yogesh Kumar	Date & Remark (if any)	28/08/2024
RCA Reviewer	Manohar Mallipudi	Date & Remark (if any)	28/08/2024
RCA Approver		Date & Remark (if any)	

MANAGEMENT SUMMARY INC. IMPACT

Users reported that EasyCAT application was not working.

HCL Support team found that there is key column missing in VS_BOOKING table and Wexlog shared below work around to fix the bug & DBA team

performed the same.
create the column CUSORD_STATUS in the table VS_BOOKING same than VS_CUSORD: vs_cusord.ord_status (varchar2(3)).
Root Cause: The missing column CUSORD_STATUS in the VS_BOOKING table was due to a change implemented in ~~HCLCR-6361~~ (Delivery of the CAT-VIA WexVS 2.95.3).

RCA METHOD – 5 WHY's	
ISSUE	**WHY IT HAPPEN?**
Why was EasyCAT not working?	Because there is a key column missing in the VS_BOOKING table.
Why is there a key column missing in the VS_BOOKING table?	Because the column CUSORD_STATUS was not created in the VS_BOOKING table.
Why was the column CUSORD_STATUS not created in the VS_BOOKING table?	There were database errors in both EasyCAT (order creation) and VIA (trip allocation). After consulting with Wexlog, they proposed adding the column vs_booking.cusord_status (varchar2(3)) to the VS_BOOKING table.
Why were there database errors in EasyCAT and VIA?	This was identified as a code issue. Wexlog fixed it in the delivery 2.96 done last week. They requested the removal of the column once 2.96 is deployed in production.
Why was the column not added initially?	The HCL Support team found the missing key column in the VS_BOOKING table. Wexlog shared a workaround to fix the bug, and the DBA team performed the necessary actions to create the column CUSORD_STATUS in the VS_BOOKING table, similar to VS_CUSORD.ord_status (varchar2(3)).

CONCLUSIONS & RECOMMENDATIONS	
Summary of Issue	Users reported that EasyCAT application was not working.
Summary of Resolution	HCL Support team found that there is key column missing in VS_BOOKING table and Wexlog shared below work around to fix the bug & DBA team performed the same. create the column CUSORD_STATUS in the table VS_BOOKING same than VS_CUSORD: vs_cusord.ord_status (varchar2(3)). **Root Cause:** The missing column CUSORD_STATUS in the VS_BOOKING table was due to a change implemented in ~~HCLCR-6361~~ (Delivery of the CAT-VIA WexVS 2.95.3).

CORRECTIVE / PREVENTIVE ACTION(S) AND RISK			
1	Description	Code Review and Testing	
Comments	· Implement a more rigorous code review process to ensure all necessary database changes are included in future releases. · Conduct thorough testing in a staging environment before deploying to production to catch any missing elements.		
Change/Problem#	~~HCLPB-1770~~	Target Date	30/09/2024
Assignee	HCL-LC-Apps	Marked Complete Date	
Status	In-Progress		

2	Description	Database Schema Management:	
Comments	• Maintain a version-controlled database schema to track changes and ensure consistency across environments. • Automate database schema updates using migration tools to reduce human error.		
Change/Problem#	~~HCLPB-1771~~	Target Date	30/09/2024
Assignee	HCL-LC-Apps	Marked Complete Date	
Status	In-Progress		

3	Description	Communication and Documentation	
Comments	• Improve communication between development, support, and DBA teams to ensure all parties are aware of required changes. • Document all database changes and ensure they are reviewed and approved by relevant stakeholders.		
Change/Problem#	~~HCLPB-1772~~	Target Date	30/09/2024
Assignee	HCL-LC-Apps	Marked Complete Date	
Status	In-Progress		

INCIDENT CHRONOLOGY	
Date/Time Stamp	Comment/Progress
12-08-24 3:25 PM CET	HCL Support team found that there is key column missing in VS_BOOKING table and Wexlog shared below work around to fix the bug & DBA team performed the same. create the column CUSORD_STATUS in the table VS_BOOKING same than VS_CUSORD: vs_cusord.ord_status (varchar2(3)) . Now application is under monitoring
Resolution Comments: -	HCL Support team found that there is key column missing in VS_BOOKING table and Wexlog shared below work around to fix the bug & DBA team performed the same. create the column CUSORD_STATUS in the table VS_BOOKING same than VS_CUSORD: vs_cusord.ord_status (varchar2(3)) .

Comment by KUMAR Yogesh [29/08/2024 10:32]

RCA sent

[HCLPB-1745] User Reported that EasyCAT is not working

Created: 13/08/2024 09:17 Updated: 28/05/2025 17:05 Resolved: 28/05/2025 17:05

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:

Is linked

Linked ~~HCLSM-184348~~ EasyCat system is not working Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1746	Interim RCA	Interim RCA Task	Closed	MALLIPUDI Manohar
HCLPB-1747	Final RCA	Final RCA Task	Closed	MALLIPUDI Manohar
HCLPB-1770	Code Review and Testing:	Action Item	Closed	MALLIPUDI Manohar
HCLPB-1771	Database Schema Management:	Action Item	Closed	MALLIPUDI Manohar

	HCLPB-1772	Communication and Documentation	Action Item	Closed	MALLIPUDI Manohar

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [28/05/2025 17:05]

Final RCA has been sent.

Comment by KUMAR Yogesh [28/05/2025 17:05]

Final RCA has been sent.

[HCLPB-1638] multiple SSIS packages which are running under SQL Agent as a batch files and whenever it get fail Zabbix raised an alert in the system.

Created: 13/05/2024 09:35 Updated: 30/08/2024 10:04 Resolved: 30/08/2024 10:04

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	KUMAR Yogesh	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:

Cloners

is cloned by	~~HCLCR-6454~~	FRGNBBIP01 - Sequence Batch SSIS pack...	Resolved
is cloned by	~~HCLSM-163161~~	frgnbbip01||15873436::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-163806~~	frgnbbip01||15939579::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-164098~~	frgnbbip01||15970352::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-164639~~	frgnbbip01||16018433::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-164802~~	frgnbbip01||16043027::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-165727~~	frgnbbip01||16177709::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-168400~~	frgnbbip01||16405357::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-168874~~	frgnbbip01||16435030::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-169237~~	frgnbbip01||16477462::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-169605~~	frgnbbip01||16504330::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-170375~~	frgnbbip01||16544098::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-170837~~	frgnbbip01||16582090::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-171383~~	frgnbbip01||16611010::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-171832~~	frgnbbip01||16654624::Zabbix|| PROD S...	Closed
is cloned by	~~HCLSM-172172~~	frgnbbip01||16695700::Zabbix|| PROD S...	Closed

	is cloned by	~~HCLSM-172488~~	frgnbbip01||16716670::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-172995~~	frgnbbip01||16754208::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-173243~~	frgnbbip01||16769187::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-173630~~	frgnbbip01||16812348::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-174353~~	frgnbbip01||16843701::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-174900~~	frgnbbip01||16870770::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-175293~~	frgnbbip01||16912614::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-175542~~	frgnbbip01||16922808::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-175601~~	frgnbbip01||16928214::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-175839~~	frgnbbip01||16941339::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-176071~~	frgnbbip01||16958028::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-177239~~	frgnbbip01||17049012::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-177920~~	frgnbbip01||17079042::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-178385~~	frgnbbip01||17126182::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-178964~~	frgnbbip01||17161101::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-179252~~	frgnbbip01||17175732::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-179517~~	frgnbbip01||17190303::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-180838~~	frgnbbip01||17290821::Zabbix|| PROD S...	Closed
	is cloned by	~~HCLSM-181374~~	frgnbbip01||17344944::Zabbix|| PROD S...	Closed
	Is linked			
	Linked	~~HCLSM-56948~~	frgnbbip01||5534860::Zabbix|| SQL Ins...	Closed
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-BI/Web-apps			
Problem Manager:	KUMAR Yogesh			
Organisations:	None			

Description

The Issue is related to multiple SSIS packages which are running under SQL Agent as a batch files and whenever it get fail Zabbix raised an alert in the system.
1)Multiple queries are going in Deadlock situation specially during morning time when multiple jobs are running. Problem ticket raised to further analyze the problem
2) Sometimes source files are having data issues for which we are making aware to suppliers to ensure correct files are getting raised with correct formats.

Runner - 60

Comments

Comment by KUMAR Yogesh [30/08/2024 10:04]

In order to resolve this issue, we have done changes in the SSIS package, In old process there was two and more Update and select statement running at the same time due to which deadlock situation created.

We have re design and now all update and select statement are running in sequence one after other.

Also, we have fine-tuned some SQL query as well for fast processing of data.

Comment by KUMAR Yogesh [30/08/2024 10:04]

Comment by SHARMA Amit (HCL) [07/08/2024 12:11]

Issue was due to SSIS package where two and more updates was running at the same time for some conditions, we redesigned it and running statements in sequence instead of parallel to avoid the deadlock.
We monitored the situation after changes and now this issue is fixed and no more alert for the failure.

VIAP and VIAS not in sync (HCLPB-1455)

[HCLPB-1537] **DB Scripts to be executed on production** Created: 07/03/2024 09:44 Updated: 07/03/2024 10:38 Due: 31/03/2024 00:00 Resolved: 07/03/2024 10:38

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-1
Reporter:	KUMAR Yogesh	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-140172~~	VIAP and VIAS not in sync ==> ALL rep...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Description

1. Only standard (agreed and approved) DB scripts to be executed on production DB. These will be approved by track leads of HCL.
2. non-standard scripts need to be reviewed and approved by Track lead and SME.
3. Scripts will be executed in UAT before it will be executed in production.
4. Select needs to run first and backup of data will be taken before insert, update and delete will be executed.
5. Scripts will only be executed in production under shadow of peer.

Comments

Comment by KUMAR Yogesh [07/03/2024 10:38]

All the required steps have been conveyed with the HCL application team.

VIAP and VIAS not in sync (HCLPB-1455)

[HCLPB-1534] **While performing DB updates, the resource must complete this checklist and attach it to the incident in Jira** Created: 07/03/2024 09:31 Updated: 07/03/2024 09:32 Due: 07/03/2024 00:00 Resolved: 07/03/2024 09:32

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-1
Reporter:	KUMAR Yogesh	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	Checklist format.xlsx
Issue Links:	**Is linked** Linked ~~HCLSM-140172~~ VIAP and VIAS not in sync ==> ALL rep... Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [07/03/2024 09:32]

Checklist attached.

Jasper issues - Slowness and scheduling issues (HCLPB-1530)

[HCLPB-1533] **Final RCA** Created: 06/03/2024 16:40 Updated: 16/04/2024 17:19 Due: 20/04/2024 00:00 Resolved: 16/04/2024 17:19

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	JOJANE Prakash [X] (Inactive)	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	HCLSM-147137-Jasper issues - Slowness and scheduling issues(HCLIPB-1532) Final RCA.docx
Issue Links:	**Is linked** Is linked to ~~HCLSM-147137~~ Jasper issues - Slowness and scheduli... Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [16/04/2024 17:19]

Final RCA attached.

Jasper issues - Slowness and scheduling issues (HCLPB-1530)

[HCLPB-1532] Interim RCA Created: 06/03/2024 16:40 Updated: 06/03/2024 17:17 Due: 06/03/2024 00:00 Resolved: 06/03/2024 17:17

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	JOJANE Prakash [X] (Inactive)	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**		
	Is linked to ~~HCLSM-147137~~	Jasper issues - Slowness and scheduli...	Closed
Problem Type:	Reactive		
Participants à la requête:	None		
HCL Team's:	HCL-LC-Apps		
Organisations:	None		

Comments

Comment by GOYAL Pradeep (HCL) [06/03/2024 17:17]

Initial RCA Sent

Comment by GOYAL Pradeep (HCL) [06/03/2024 17:16]

.

Comment by JOJANE Prakash [X] (Inactive) [06/03/2024 17:15]

Please take care problem ticket

[HCLPB-1530] Jasper issues - Slowness and scheduling issues Created: 05/03/2024 10:42 Updated: 16/04/2024 17:21 Resolved: 16/04/2024 17:21

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	JOJANE Prakash [X] (Inactive)	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0

Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Attachments:	HCLSM-147137-Jasper issues - Slowness and scheduling issues(HCLIPB-1532) Final RCA.docx
Issue Links:	**Is linked** Is linked to ~~HCLSM-147137~~ Jasper issues - Slowness and scheduli... Closed
Sub-Tasks:	

Key	Summary	Type	Status	Assignee
HCLPB-1532	Interim RCA	Interim RCA Task	Closed	SINGH Janardan
HCLPB-1533	Final RCA	Final RCA Task	Closed	VELURI Pooja (HCL)

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [16/04/2024 17:21]

Final RCA Attached.

Comment by KUMAR Yogesh [16/04/2024 17:20]

Final RCA attached.

VIAP and VIAS not in sync (HCLPB-1455)

[HCLPB-1466] Final RCA Created: 23/01/2024 10:35 Updated: 07/03/2024 10:13 Due: 08/03/2024 00:00 Resolved: 07/03/2024 09:59

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-1
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	20240222 - HCLSM-140172 - VIAP and VIAS were not in sync - (HCLPB-1466) - Final RCA.docx 20240222 - HCLSM-140172 - VIAP and VIAS were not in sync - (HCLPB-1466) - Final RCA.docx 20240222 - HCLSM-140172 - VIAP and VIAS were not in sync - (HCLPB-1466) - Final RCA.pdf Checklist format.xlsx
Issue Links:	**Is linked** Linked ~~HCLSM-140172~~ VIAP and VIAS not in sync ==> ALL rep... Closed
Problem Type:	Reactive
Participants à la requête:	None

HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by KUMAR Yogesh [07/03/2024 09:59]

Final RCA has been attached.

Comment by VELURI Pooja (HCL) [23/02/2024 10:15]

Checklist format.xlsx

VIAP and VIAS not in sync (HCLPB-1455)

[HCLPB-1465] **Interim RCA** Created: 23/01/2024 10:35 Updated: 25/01/2024 17:17 Due: 25/01/2024 00:00 Resolved: 25/01/2024 17:17

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-1
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked** Linked ~~HCLSM-140172~~ VIAP and VIAS not in sync ==> ALL rep... Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Organisations:	None

Comments

Comment by GOYAL Pradeep (HCL) [25/01/2024 17:17]

initial RCA Sent

Comment by GOYAL Pradeep (HCL) [25/01/2024 17:16]

.

[HCLPB-1455] **VIAP and VIAS not in sync** Created: 15/01/2024 08:51 Updated: 28/05/2025 15:20 Resolved: 28/05/2025 15:20

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None

Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-1
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	VELURI Pooja (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:

Is linked

Linked ~~HCLSM-140172~~ VIAP and VIAS not in sync ==> ALL rep... Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1465	Interim RCA	Interim RCA Task	Closed	VELURI Pooja (HCL)
HCLPB-1466	Final RCA	Final RCA Task	Closed	VELURI Pooja (HCL)
HCLPB-1534	While performing DB updates, the reso...	Action Item	Closed	VELURI Pooja (HCL)
HCLPB-1535	Purging of Archival logs	Action Item	Closed	CHOUDHARY Brajendra (HCL)
HCLPB-1536	Preventing and restricting Production...	Action Item	Closed	SINGH sunilkumar
HCLPB-1537	DB Scripts to be executed on production	Action Item	Closed	VELURI Pooja (HCL)
HCLPB-1538	Quick investigation and resolution	Action Item	Closed	CHOUDHARY Brajendra (HCL)
HCLPB-1539	Alerting and Monitoring	Action Item	Closed	CHOUDHARY Brajendra (HCL)

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [28/05/2025 15:20]

Final RCA has been sent.

Comment by KUMAR Yogesh [28/05/2025 15:20]

Final RCA has been sent.

Slowness in VIA and Jasper (HCLPB-1445)

[HCLPB-1447] Final RCA Created: 09/01/2024 11:03 Updated: 25/01/2024 12:16 Due: 23/01/2024 00:00 Resolved: 25/01/2024 12:16

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar

Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**		
	Linked	~~HCLSM-133771~~	Lot of slowness in VIA and Jasper... Closed
Problem Type:	Reactive		
Participants à la requête:	None		
HCL Team's:	HCL-LC-Apps		
Organisations:	None		

Comments

Comment by KUMAR Yogesh [25/01/2024 12:16]

Incident# ~~HCLSM-133771~~

**

Incident Logged: 01-Dec-23 14:20 CET

Incident Resolved: 09-Jan-24 11:00 CET

**

Detailed Problem Statement:
Users were facing slowness while accessing VIA & JASPER applications.

Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):
The HCL Support team found that there was some load for a few minutes on node-2 (frlbmwex02.groupecat.com) due to ongoing month-end activities, which caused blocking session in the database. The team had killed the session and noticed an improvement in the performance. For further improvement in the application, the support team performed "Create Index VS_RATING_TEMPLATE_INV_IDX in VIAP production database under (~~HCLCR-4569~~)" & release a patch in the production "Delivery of the CAT-VIA WexVS 2.89.2 under (~~HCLCR-4628~~)".

Business Impact:
Users were facing slowness while accessing VIA & JASPER applications.

Comment by KUMAR Yogesh [25/01/2024 12:16]

Slowness in VIA and Jasper (HCLPB-1445)

[HCLPB-1446] **Interim RCA** Created: 09/01/2024 11:03 Updated: 25/01/2024 12:15 Due: 11/01/2024 00:00 Resolved: 15/01/2024 17:22

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar

Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**		
	Linked	~~HCLSM-133771~~	Lot of slowness in VIA and Jasper... Closed
Problem Type:	Reactive		
Participants à la requête:	None		
HCL Team's:	HCL-LC-Apps		
Organisations:	None		

Comments

Comment by KUMAR Yogesh [25/01/2024 12:15]

Incident# ~~HCLSM-133771~~

**

Incident Logged: 01-Dec-23 14:20 CET

Incident Resolved: 09-Jan-24 11:00 CET

**

Detailed Problem Statement:
Users were facing slowness while accessing VIA & JASPER applications.

Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):
The HCL Support team found that there was some load for a few minutes on node-2 (frlbmwex02.groupecat.com) due to ongoing month-end activities, which caused blocking session in the database. The team had killed the session and noticed an improvement in the performance. For further improvement in the application, the support team performed "Create Index VS_RATING_TEMPLATE_INV_IDX in VIAP production database under (~~HCLCR-4569~~)" & release a patch in the production "Delivery of the CAT-VIA WexVS 2.89.2 under (~~HCLCR-4628~~)".

Business Impact:
Users were facing slowness while accessing VIA & JASPER applications.

Comment by GOYAL Pradeep (HCL) [15/01/2024 17:22]

Initial RCA Sent

Comment by GOYAL Pradeep (HCL) [15/01/2024 17:22]

.

[HCLPB-1445] Slowness in VIA and Jasper Created: 09/01/2024 11:02 Updated: 25/01/2024 12:16 Resolved: 25/01/2024 12:16

Status:	Closed		
Project:	HCL Problem Management		
Component/s:	None		
Affects Version/s:	None		
Fix Version/s:	None		

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	MALLIPUDI Manohar

Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:	**Is linked** Linked ~~HCLSM-133771~~ Lot of slowness in VIA and Jasper... Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1446	Interim RCA	Interim RCA Task	Closed	MALLIPUDI Manohar
HCLPB-1447	Final RCA	Final RCA Task	Closed	MALLIPUDI Manohar

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-LC-Apps
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [25/01/2024 12:16]

Incident# ~~HCLSM-133771~~

**

Incident Logged: 01-Dec-23 14:20 CET

Incident Resolved: 09-Jan-24 11:00 CET

**

Detailed Problem Statement:
Users were facing slowness while accessing VIA & JASPER applications.

Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):
The HCL Support team found that there was some load for a few minutes on node-2 (frlbmwex02.groupecat.com) due to ongoing month-end activities, which caused blocking session in the database. The team had killed the session and noticed an improvement in the performance. For further improvement in the application, the support team performed "Create Index VS_RATING_TEMPLATE_INV_IDX in VIAP production database under (~~HCLCR-4569~~)" & release a patch in the production "Delivery of the CAT-VIA WexVS 2.89.2 under (~~HCLCR-4628~~)".

Business Impact:
Users were facing slowness while accessing VIA & JASPER applications.

Comment by KUMAR Yogesh [25/01/2024 12:16]

Incident# ~~HCLSM-133771~~

**

Incident Logged: 01-Dec-23 14:20 CET

Incident Resolved: 09-Jan-24 11:00 CET

**

Detailed Problem Statement:
Users were facing slowness while accessing VIA & JASPER applications.

Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):
The HCL Support team found that there was some load for a few minutes on node-2 (frlbmwex02.groupecat.com) due to ongoing month-end activities, which caused blocking session in the database. The team had killed the session and noticed an improvement in

the performance. For further improvement in the application, the support team performed "Create Index VS_RATING_TEMPLATE_INV_IDX in VIAP production database under (~~HCLCR-4569~~)" & release a patch in the production "Delivery of the CAT-VIA WexVS 2.89.2 under (~~HCLCR-4628~~)".

Business Impact:
Users were facing slowness while accessing VIA & JASPER applications.

EAD is KO (HCLPB-1388)

[HCLPB-1389] Interim RCA Task Created: 08/12/2023 15:34 Updated: 11/12/2023 10:51 Due: 12/12/2023 00:00 Resolved: 11/12/2023 10:51

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	GOYAL Pradeep (HCL)	**Assignee:**	MISHRA Indramani Kumar
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Is linked to	~~HCLSM-134921~~	User reported EAD portal is not working	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [11/12/2023 10:51]

Classification: **Confidential**

INITIAL ROOT CAUSE ANALYSIS REPORT		
Incident# ~~HCLSM-134921~~	**Problem Record#** ~~HCLPB-1388~~	
**		
Incident Logged: 07-Dec-23 11:08	**Incident Resolved:** 08-Dec-23 14:59	**Outage Duration:** 01h 25m
**		
Detailed Problem Statement: Users reported that the EAD portal was down.		
Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):		

To restore the services, the HCL support team has restarted the IIS services for the EAD application. After being re-started, it is working fine. The user confirmed the same. Precise root cause is under investigation.
Business Impact: Users reported that the EAD portal was down.
Root Cause/Potential Root Cause: Under Investigation

Thanks and Regards,
Yogesh Kumar
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ADVANCE LEAVE NOTIFICATION:-- None

General issue in B2Bi LC (HCLPB-1182)

[HCLPB-1216] **The HCL LC team has separated script into two different scripts, which fixed the issue** Created: 20/09/2023 16:19 Updated: 30/08/2024 13:33 Due: 22/09/2023 00:00 Resolved: 20/09/2023 16:50

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-113683~~	General issue in B2Bi LC	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [20/09/2023 16:50]

The HCL LC team has an IPR-279 with a union in the script that retrieves data and stores it in a temporary table. When tested in UAT, there was no problem, but when deployed in production, a large amount of data was fetched into the temporary table, and the issue occurred while deleting the data in that table. To fix this issue permanently, the HCL LC team has separated it into two different scripts, which fixed the issue and was confirmed by Adam.

General issue in B2Bi LC (HCLPB-1182)

[HCLPB-1184] **Final RCA** Created: 06/09/2023 09:22 Updated: 20/09/2023 16:49 Due: 20/09/2023 00:00 Resolved: 20/09/2023 16:49

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Attachments:	20230905 - HCLSM-113683 - Inbound and outbound messages were failing, impacting partners (W2W partners_Carglass_DIVA) - (HCLPB-1182) – Final RCA.pdf
Issue Links:	**Is linked** Linked ~~HCLSM-113683~~ General issue in B2Bi LC Closed
Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-EDI
Organisations:	None

Comments

Comment by KUMAR Yogesh [20/09/2023 16:49]

Final RCA has been sent.

[HCLPB-1182] **General issue in B2Bi LC** Created: 06/09/2023 09:22 Updated: 20/09/2023 16:50 Resolved: 20/09/2023 16:50

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	KAUSHIK Vikramaditya	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:	**Is linked**			
	Linked	~~HCLSM-113568~~	VIAP and VIAS are not in sync ==> Man...	Closed
	Linked	~~HCLSM-113683~~	General issue in B2Bi LC	Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-1183	Interim RCA	Interim RCA Task	Closed	Yash Rawat
HCLPB-1184	Final RCA	Final RCA Task	Closed	SINGH Janardan
HCLPB-1216	The HCL LC team has separated script ...	Action Item	Closed	SINGH Janardan

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCL-EDI
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [20/09/2023 16:50]

Final RCA has been sent.

Comment by KUMAR Yogesh [20/09/2023 16:50]

The HCL LC team has an IPR-279 with a union in the script that retrieves data and stores it in a temporary table. When tested in UAT, there was no problem, but when deployed in production, a large amount of data was fetched into the temporary table, and the issue occurred while deleting the data in that table. To fix this issue permanently, the HCL LC team has separated it into two different scripts, which fixed the issue and was confirmed by Adam.

[HCLPB-995] FRGNBBIP01 : CAST : Purge file older then 15 day's

Created: 12/05/2023 16:09 Updated: 12/05/2023 16:09 Resolved: 12/05/2023 16:09

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-4
Reporter:	KUMAR Yogesh	**Assignee:**	SHARMA Amit (HCL)
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**

	Is linked to	~~HCLCR-2649~~	FRGNBBIP01 : CAST : Purge file older ...	Resolved
Problem Type:	Proactive			
Participants à la requête:	None			
HCL Team's:	HCL-BI/Web-apps			
Problem Manager:	KUMAR Yogesh			
Organisations:	None			

Comments

Comment by GOYAL Pradeep (HCL) [12/05/2023 16:09]

change implemented

Comment by GOYAL Pradeep (HCL) [12/05/2023 16:09]

.

can't do trip departure in any platform (HCLPB-882)

[HCLPB-883] Interim RCA Created: 03/04/2023 11:02 Updated: 04/04/2023 22:30 Due: 05/04/2023 00:00 Resolved: 04/04/2023 22:30

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Interim RCA Task	**Priority:**	SEV-2
Reporter:	SINGH Lovely (Inactive)	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-84768~~	Severity 2: can't do trip departure i...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [04/04/2023 22:30]

**

INITIAL ROOT CAUSE ANALYSIS REPORT

Incident# ~~HCLSM-84768~~	**Problem Record#** ~~HCLPB-882~~	
**		
Incident Logged: 03-Apr-23 09:21	**Incident Resolved:** 03-Apr-23 09:52	**Outage Duration:** 26m

**

Detailed Problem Statement:
Users reported all trip departures were blocked in VIA.

Precise Resolution Statement (if service restarted – service name, server name, and what was the need for service restart):
The HCL Team investigated and discovered that all trip departures were blocked in VIA due to an incorrect configuration in index ES_FLOTA 1. CARMEN Accenture entered '1628' for the second quarter of 2023, which was incorrect because user missed the decimal value. HCL LC Apps and Julien LESBATS worked together to correct it to'1.628,' and Julien LESBATS sent an email to Accenture reminding them to pay attention to the decimal value the next time. The user-reported issue has been resolved across all platforms.

Business Impact:
Users reported all trip departures were blocked in VIA.
**

Root Cause/Potential Root Cause:
Under investigation
**

VIA is not available in Prod _ all users in Poland (HCLPB-655)

[HCLPB-661] Analysis of the queries that caused this issue. Created: 03/01/2023 13:06 Updated: 13/02/2023 18:01 Due: 28/02/2023 00:00 Resolved: 13/02/2023 18:01

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Action Item	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-66605~~	VIA is not available in Prod _ all us...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Description

SELECT WSR_ORU.PK, WSR_ORU.CREATED_DATE, WSR_ORU.CREATED_BY, WSR_ORU.UPDATED_DATE, WSR_ORU.UPDATED_BY, WSR_ORU.VERSION, WSR_ORU.PRF_PK, WSR_ORU.ID, WSR_ORU.TPA_TYPE, WSR_ORU.MASTER_TPA_FK, WSR_ORU.MASTER_TPA_ID, WSR_ORU.IS_INTERNAL, WSR_ORU.IS_COM_CENTRE, WSR_ORU.IS_PROFIT_CENTRE, WSR_ORU.TPA_STATUS, WSR_ORU.IS_REMOTELY_SYNCHRONISED, WSR_ORU.TPA_SYNCHRO_STATUS, WSR_ORU.EXTERNAL_SYSTEM_REF_ID, WSR_ORU.EXTERNAL_SYSTEM_REF_ID2, WSR_ORU.CONSOLIDATED_TPA_FK, WSR_ORU.CONSOLIDATED_TPA_ID, WSR_ORU.IS_INVOICE_ADDRESS, WSR_ORU.IS_INV_POSTAL_ADDRESS, WSR_ORU.TPA_ENTITY_TYPE,

WSR_ORU.LEGACY_TYPE, WSR_ORU.NAME, WSR_ORU.NAME2, WSR_ORU.ADDRESS, WSR_ORU.ADDRESS2, WSR_ORU.HOUSE_NO, WSR_ORU.STREET_FK, WSR_ORU.STREET_ID, WSR_ORU.STREET_NAME, WSR_ORU.CNT_FK, WSR_ORU.COUNTRY, WSR_ORU.ZIC_FK, WSR_ORU.ZIP, WSR_ORU.CITY, WSR_ORU.STATE_FK, WSR_ORU.STATE, WSR_ORU.POBOX_NO, WSR_ORU.POBOX_ZIP, WSR_ORU.POBOX_CITY, WSR_ORU.LOCALISED_ADDRESS, WSR_ORU.PHONE_NO, WSR_ORU.FAX_NO, WSR_ORU.WEB_SITE, WSR_ORU.CERTIFIED_EMAI L, WSR_ORU.INDUSTRY_SECTOR_FK, WSR_ORU.INDUSTRY_SECTOR_ID, WSR_ORU.LANGUAGE_CODE, WSR_ORU.IS_KNOW, WSR_ORU.TOP_FK, WSR_ORU.TOP_ID, WSR_ORU.MOP_FK, WSR_ORU.MOP_ID, WSR_ORU.CUSTOMS_TOP_FK, WSR_ORU.CUSTOMS_TOP_ID, WSR_ORU.CUSTOMS_MOP_FK, WSR_ORU.CUSTOMS_MOP_ID, WSR_ORU.IS_PAYER_TO_RECEIVER, WSR_ORU.IS_CRM_MANAGED, WSR_ORU.IS_PRINCIPAL, WSR_ORU.IS_ADDRESS_FILTERED, WSR_ORU.IS_XACCOUNT_WAYBILL_VIEW, WSR_ORU.IS_XACCOUNT_GOODS_VALUE, WSR_ORU.IS_XACCOUNT_ALLOW_COD, WSR_ORU.IS_XACCOUNT_ITEM_MANAGE, WSR_ORU.IS_XACCOUNT_AUTO_SENDER, WSR_ORU.IS_XACCOUNT, WSR_ORU.IS_XACCOUNT_IMPLICIT_PKO, WSR_ORU.IS_GEOCODE_MANUALLY_UPDATED, WSR_ORU.XACCOUNT_MAN_GEN_MODE, WSR_ORU.DFLT_FORWARDING_CENTER_FK, WSR_ORU.DFLT_FORWARDING_CENTER_ID, WSR_ORU.DFLT_FORWARDING_PLATFORM_FK, WSR_ORU.DFLT_FORWARDING_PLATFORM_ID, WSR_ORU.DFLT_AGENT_AT_DESTINATION_FK, WSR_ORU.DFLT_AGENT_AT_DESTINATION_ID, WSR_ORU.IS_IFTSTA_COMPLIANT, WSR_ORU.IS_IFTSTA_COMPLIANT_CC, WSR_ORU.IS_SENDER, WSR_ORU.LOADING_TIME_START, WSR_ORU.LOADING_TIME_ END, WSR_ORU.IS_CONSIGNEE, WSR_ORU.UNLOADING_TIME_START, WSR_ORU.UNLOADING_TIME_END, WSR_ORU.NB_KEYS, WSR_ORU.COMMENTS, WSR_ORU.IS_HELP_FOR_UNLOADING, WSR_ORU.IS_LOCK_UP, WSR_ORU.IS_FORKLIFT, WSR_ORU.IS_ALARM, WSR_ORU.IS_AIRLINE, WSR_ORU.IS_AFR_PARTNER, WSR_ORU.IS_SEALINE, WSR_ORU.IS_HARBOUR_AGENT, WSR_ORU.IS_LCL_PARTNER, WSR_ORU.IS_TRUCKER, WSR_ORU.IS_PKD_PARTNER, WSR_ORU.IS_LTL_PARTNER, WSR_ORU.IS_WH_PARTNER, WSR_ORU.IS_HANDLING_PROVIDER, WSR_ORU.IS_CUSTOMS_BROKER, WSR_ORU.IS_PO_BUYER, WSR_ORU.IS_PO_SELLER, WSR_ORU.IS_PO_PRODUCER, WSR_ORU.IS_PO_EXPORTER, WSR_ORU.IS_PO_IMPORTER, WSR_ORU.IS_PO_DISTRIBUTOR, WSR_ORU.IS_RAILLINE, WSR_ORU.IS_RAIL_PARTNER, WSR_ORU.IS_COLLECT_REPRESENTATIVE, WSR_ORU.IS_3PL_CUSTOMER, WSR_ORU.IS_MANUFACTURER, WSR_ORU.IS_CARRIER_BOOKING, WSR_ORU.IS_CARRIER_BL_RECEIVED, WSR_ORU.IS_PARK, WSR_ORU.IS_WORKSHOP, WSR_ORU.IS_EXHIBITOR, WSR_ORU.IS_STAND_BUILDER, WSR_ORU.IS_EVENT_ORGANISER, WSR_ORU.IS_EVENT_AGENT, WSR_ORU.IS_SPM_MAIN_CUSTOMER, WSR_ORU.IS_SPM_MANUFACTURER , WSR_ORU.IS_SPM_FINAL_CUSTOMER, WSR_ORU.IS_SPM_REPAIR_STATION, WSR_ORU.IS_SPM_FOLLOWED_UP, WSR_ORU.IS_AM_PRINCIPAL, WSR_ORU.IS_LU_TYPE_RESTRICTED, WSR_ORU.IS_MEANS_TYPE_RESTRICTED, WSR_ORU.IS_EDI_SUPPORT, WSR_ORU.IS_LU_PROVIDER, WSR_ORU.SPM_MAIN_CUST_FK, WSR_ORU.SPM_MAIN_CUST_ID, WSR_ORU.AGENT_PROTOCOL, WSR_ORU.CUSTOMER_LABELLING_TYPE, WSR_ORU.COMPANY_CLASS_NO, WSR_ORU.COMPANY_REG_NO, WSR_ORU.COMPANY_REG_NO2, WSR_ORU.INSURANCE_COMPANY_FK, WSR_ORU.INSURANCE_COMPANY_ID, WSR_ORU.VAT_COUNTRY_FK, WSR_ORU.VAT_COUNTRY, WSR_ORU.VAT_NO, WSR_ORU.IS_VAT_NO_CUSTOMS_FORCED, WSR_ORU.VAT_PERSON_TYPE, WSR_ORU.FISCAL_NO, WSR_ORU.EXPORT_AUTHORISATION_NO, WSR_ORU.EXPORT_AUTHORISATION_DATE, WSR_ORU.EXPORT_AUTHORISATION_FROM_DATE, WSR_ORU.EXPORT_AUTHORISATION_TO_DATE, WSR_ORU.SAR_FK, WSR_ORU.SAR_ID, WSR_ORU.ISF_ID, WSR_ORU.ISF_ID_TYPE, WSR_ORU.CURRENCY_FK, WSR_ORU.CURRENCY, WSR_ORU.DEFAULT_IMPORT_VAT_FK, WSR_ORU.DEFAULT_IMPORT_VAT_ID, WSR_ORU.DEFAULT_EXPORT_VAT_FK, WSR_ORU.DEFAULT_EXPORT_VAT_ID, WSR_ORU.D EFAULT_DOMESTIC_VAT_FK, WSR_ORU.DEFAULT_DOMESTIC_VAT_ID, WSR_ORU.EXPORT_VAT_AUTH_FK, WSR_ORU.EXPORT_VAT_AUTH_ID, WSR_ORU.CUST_CRED_LIMIT_RANKING, WSR_ORU.IS_CUST_CRED_UNLIMITED, WSR_ORU.CUST_BAL_VAL, WSR_ORU.CUST_BAL_LAST_UPDATE, WSR_ORU.CUST_CRED_LIMIT_VAL, WSR_ORU.CUST_CRED_LIMIT_BAL_VAL, WSR_ORU.CUST_CREDIT_LIMIT_USAGE, WSR_ORU.NOT_OVERDUE, WSR_ORU.TOTAL_OVERDUE, WSR_ORU.OVERDUE_15, WSR_ORU.OVERDUE_30, WSR_ORU.OVERDUE_60, WSR_ORU.OVERDUE_75, WSR_ORU.OVERDUE_90, WSR_ORU.OVERDUE_120, WSR_ORU.OVERDUE_150, WSR_ORU.OVERDUE_180, WSR_ORU.OVERDUE_OVER, WSR_ORU.MAIN_CONTACT_FK, WSR_ORU.MAIN_CONTACT_ID, WSR_ORU.CONTACT_TYPE, WSR_ORU.CONTACT_NAME, WSR_ORU.CONTACT_PHONE_NO1, WSR_ORU.CONTACT_PHONE_NO2, WSR_ORU.CONTACT_MOBILE_NUMBER, WSR_ORU.CONTACT_EMAIL1, WSR_ORU.CONTACT_EMAIL2, WSR_ORU.CONTACT_FAX_NO1, WSR_ORU.CONTACT_FAX_NO2, WSR_ORU.FOOTER_TEXT, WSR_ORU.LOGO, WSR_ORU.ORE_LV1_PK, WSR_ORU.ORE_LVL1_ID, WSR_ORU.ORE_LV2_PK, WSR_ORU.ORE_LVL2_ID, WSR_ORU.ORE_LV3_PK, WSR_ORU.ORE_LVL3_ID, WSR_ORU.ORE *LV4_PK, WSR_ORU.ORE_LVL4_ID, WSR_ORU.ORE_LV5_PK, WSR_ORU.ORE_LVL5_ID, WSR_ORU.ORE_LV6_PK, WSR_ORU.ORE_LVL6_ID, WSR_ORU.ORE_LV7_PK, WSR_ORU.ORE_LVL7_ID, WSR_ORU.WFBC_KEY, WSR_ORU.INVOICED_NAME, WSR_ORU.INVOICED_NAME2, WSR_ORU.INVOICED_ADDRESS, WSR_ORU.INVOICED_ADDRESS2, WSR_ORU.INVOICED_COUNTRY_FK, WSR_ORU.INVOICED_COUNTRY, WSR_ORU.INVOICED_ZIP_FK, WSR_ORU.INVOICED_ZIP, WSR_ORU.INVOICED_CITY, WSR_ORU.INVOICED_STATE, WSR_ORU.INVOICED_POBOX_NO, WSR_ORU.INVOICED_POBOX_ZIP, WSR_ORU.INVOICED_POBOX_CITY, WSR_ORU.INVOICED_CONTACT, WSR_ORU.INVOICED_PHONE_NO, WSR_ORU.INVOICED_EMAIL, WSR_ORU.INVOICED_FAX_NO, WSR_ORU.BANK_COUNTRY, WSR_ORU.BANK_NO, WSR_ORU.BANK_AGENCY_NO, WSR_ORU.BANK_ACCOUNT_NO, WSR_ORU.BANK_ACCOUNT_KEY, WSR_ORU.BANK_IBAN_NO, WSR_ORU.US_FDA_NO, WSR_ORU.SCAC, WSR_ORU.IS_HH_MANAGED, WSR_ORU.HH_CLOSING_PERIOD, WSR_ORU.HH_RESEL_MODE, WSR_ORU.IS_OCCASIONAL_CUSTOMER, WSR_ORU.IS_HU_HETER_DETAILED, WSR_ORU.IS_PKP_ADDRESS, WSR_ORU.IS_DEL_ADDRESS, WSR_ORU.DFLT_CUSTOMS_BROKER_FK, WSR_ORU.DF LT_CUSTOMS_BROKER_ID, WSR_ORU.DFLT_CUSTOMS_BROKER_NAME, WSR_ORU.IS_OWN_CUSTOMS_BROKER, WSR_ORU.CUSTOMS_SURETY_NO, WSR_ORU.CUSTOMS_BOND_VALUE, WSR_ORU.IS_AEO, WSR_ORU.OEA, WSR_ORU.SIRET, WSR_ORU.OIB_NO, WSR_ORU.FWD_LICENSE, WSR_ORU.EXCISE_INTEPROD_LICENSE, WSR_ORU.EXCISE_LIQUOR_LICENSE, WSR_ORU.EXCISE_WINE_LICENSE, WSR_ORU.EXCISE_SPARKLING_WINE_LICENSE, WSR_ORU.EXCISE_BEER_LICENSE, WSR_ORU.EXCISE_ETHYL_LICENSE, WSR_ORU.EXCISE_INTEPROD_AUTH, WSR_ORU.EXCISE_LIQUOR_AUTH, WSR_ORU.EXCISE_WINE_AUTH, WSR_ORU.EXCISE_SPARKLING_AUTH, WSR_ORU.EXCISE_BEER_AUTH, WSR_ORU.EXCISE_ETHYL_AUTH, WSR_ORU.EXCISE_INTEPROD_TAXWH, WSR_ORU.EXCISE_LIQUOR_TAXWH, WSR_ORU.EXCISE_WINE_TAXWH, WSR_ORU.EXCISE_SPARKLING_TAXWH, WSR_ORU.EXCISE_BEER_TAXWH, WSR_ORU.EXCISE_ETHYL_TAXWH, WSR_ORU.SND_REF_PROMPT1, WSR_ORU.SND_REF_PROMPT2, WSR_ORU.SND_REF_PROMPT3, WSR_ORU.CGN_REF_PROMPT1, WSR_ORU.CGN_REF_PROMPT2, WSR_ORU.CGN_REF_PROMPT3, WSR_ORU.EXTRA_REF1, WSR_ORU.EXTRA_REF2, WSR_ORU.EXTRA_REF3, WSR_ORU.TPA_AXIS1_FK, WSR_ORU.TPA* AXIS_ID1, WSR_ORU.TPA_AXIS2_FK, WSR_ORU.TPA_AXIS_ID2, WSR_ORU.TPA_AXIS3_FK, WSR_ORU.TPA_AXIS_ID3, WSR_ORU.AWB_CGN_COMMENT, WSR_ORU.ANNUAL_TO, WSR_ORU.TPA_CRM_STATUS, WSR_ORU.TPA_CRM_RATING, WSR_ORU.SDFA, WSR_ORU.GEO_COORD_X, WSR_ORU.GEO_COORD_Y, WSR_ORU.AVG_TRUCK_PARKING_DURATION, WSR_ORU.AVG_HU_HANDLING_DURATION, WSR_ORU.TELEMATIC_CODE, WSR_ORU.IS_SND_PREALERT, WSR_ORU.IS_CGN_PREALERT, WSR_ORU.BARCODE_PREFIX, WSR_ORU.LAST_CMP_FK, WSR_ORU.LAST_CMP_CRM_STATUS,

WSR_ORU.XACCOUNT_FK, WSR_ORU.XACCOUNT_ID, WSR_ORU.PLANNED_EMPTY_HU_VOL, WSR_ORU.SUBSTITUTE_SUPPLIER_CTT_FK, WSR_ORU.AR_FISC_IDENTITY, WSR_ORU.DELETED_DATE, WSR_ORU.DELETED_BY, WSR_ORU.NTFY_BFDL_PHONE_NR, WSR_ORU.NTFY_BFDL_EMAIL, WSR_ORU.NTFY_AFDL_MOBILE_NR, WSR_ORU.NTFY_AFDL_EMAIL, WSR_ORU.IS_SENDER_FREE, WSR_ORU.IS_CONSIGNEE_FREE, WSR_ORU.SHELF_LIFE_OUTGOING_PCT, WSR_ORU.SUPINV_MATCHING_RATE, WSR_ORU.IS_OCCASIONAL_SUPPLIER, WSR_ORU.SUBSTITUTE_SUPPLIER_CTT_ID, WSR_ORU.NETWORK_FK, WSR_ORU.NETWORK_ID, WSR_ORU.REAL_CUR_RATE_KIND, WSR *ORU.CLAIMS_COMPENSATION_PRICE, WSR_ORU.CLAIMS_COMPENSATION_MAX, WSR_ORU.IS_CLAIMS_COMPENSATION_DTS, WSR_ORU.IS_XACCOUNT_ALLOW_COD_FREIGHT, WSR_ORU.IS_EXPORT_WAYBILL, WSR_ORU.CLAIMS_MANAGER_FK, WSR_ORU.CLAIMS_MANAGER_ID, WSR_ORU.MARKET_LINE_ID, WSR_ORU.MARKET_LINE_FK, WSR_ORU.IS_ADDRESS_CREATION_ALLOWED, WSR_ORU.CSE_SERVICE_FK, WSR_ORU.CSE_SERVICE_ID, WSR_ORU.CFU_ROLE_TYPE, WSR_ORU.AUTH_PCS_WEIGHT_MODIFICATION, J_371623.NAME, J_371623.IS_INVOICE_ADDRESS, J_1631694.NAME, J_40786.NAME, J_40786.HOUSE_NO_POS_TYPE, J_40786.IS_EEC, J_30655.IS_STREET_MANAGED, J_30655.IS_STREET_REQUIRED, J_2042338.IS_FOREIGN_STATE, J_2292929.NAME, J_622000.NAME, J_622000.IS_COD, J_622012.NAME, J_1128244.NAME, J_1128244.IS_COD, J_371154.IS_EEC, J_1128253.NAME, J_770739.NAME, J_770739.CITY, J_770739.COUNTRY, J_770739.ZIP, J_770754.NAME, J_770754.COUNTRY, J_3363563.NAME, J_1244530.NAME, J_6337.CUR_FK, J_6337.CURRENCY, J_60904_6337.ROUNDING, J_2456671.NAME, J_2456671.COUNTRY, J_37115 4.NAME, J_6337.VAT_CNT_FK, J_6337.VAT_COUNTRY, J_6337.COMPANY_VAT_NO, J_45615.NAME, J_45615.COMPANY_ID, J_371129.NAME, J_371129.IS_OUT_OF_SERVICE, J_371129.ROUNDING, J_195216.VAT_NAME, J_195225.VAT_NAME, J_975720.VAT_NAME, J_1894259.VAT_NAME, J_6337.NAME, J_6344.NAME, J_6351.NAME, J_6358.NAME, J_6365.NAME, J_6372.NAME, J_6379.NAME, J_371190.IS_STREET_MANAGED, J_371190.IS_STREET_REQUIRED, J_371166.NAME, J_371623.EXCISE_LIQUOR_AUTH, J_371623.EXCISE_INTEPROD_AUTH, J_371623.EXCISE_WINE_AUTH, J_371623.EXCISE_SPARKLING_AUTH, J_371623.EXCISE_BEER_AUTH, J_371623.EXCISE_ETHYL_AUTH, J_2376793.CMP_ID, J_2376793.CMP_NAME, J_371623.EXTERNAL_SYSTEM_REF_ID, J_2438452.NAME, J_371623.IS_XACCOUNT, J_3998420.NAME, J_770739.ORE_LV1_PK, J_770739.ORE_LVL1_ID, J_4354747.FULL_NAME FROM WSR_ORU, WSR_ORU J_371623, WSR_ORU J_1631694, VS_COUNTRY J_40786, VS_ZIPCITY J_30655, VS_STATE J_2042338, VS_INDUSTRY_SECTOR J_2292929, VS_TOP J_622000, VS_MOP J_622012, VS_TOP J_11 28244, VS_COUNTRY J_371154, VS_MOP J_1128253, WSR_ORU J_770739, WSR_ORE J_770754, WSR_ORU J_3363563, WSR_ORU J_1244530, WSR_ORE J_6337, VS_CURRENCY J_60904_6337, WSR_ORU J_2456671, VS_SALES_REPRESENTATIVE J_45615, VS_CURRENCY J_371129, VS_VAT J_195216, VS_VAT J_195225, VS_VAT J_975720, VS_VAT J_1894259, WSR_ORE J_6344, WSR_ORE J_6351, WSR_ORE J_6358, WSR_ORE J_6365, WSR_ORE J_6372, WSR_ORE J_6379, VS_ZIPCITY J_371190, VS_COUNTRY J_371166, VS_CMP J_2376793, WSR_ORU J_2438452, VS_PARTNER_NETWORK J_3998420, WSR_USER J_4354747 WHERE WSR_ORU.MASTER_TPA_FK = J_371623.PK + AND WSR_ORU.CONSOLIDATED_TPA_FK = J_1631694.PK + AND WSR_ORU.CNT_FK = J_40786.PK + AND WSR_ORU.ZIC_FK = J_30655.PK + AND WSR_ORU.STATE_FK = J_2042338.PK + AND WSR_ORU.INDUSTRY_SECTOR_FK = J_2292929.PK + AND WSR_ORU.TOP_FK = J_622000.PK + AND WSR_ORU.MOP_FK = J_622012.PK + AND WSR_ORU.CUSTOMS_TOP_FK = J_1128244.PK + AND WSR_ORU.VAT_COUNTRY_FK = J_371154.PK + AND WSR_ORU.CUSTOMS* MOP_FK = J_1128253.PK + AND WSR_ORU.DFLT_FORWARDING_CENTER_FK = J_770739.PK + AND WSR_ORU.DFLT_FORWARDING_PLATFORM_FK = J_770754.PK + AND WSR_ORU.DFLT_AGENT_AT_DESTINATION_FK = J_3363563.PK + AND WSR_ORU.SPM_MAIN_CUST_FK = J_1244530.PK + AND WSR_ORU.ORE_LV1_PK = J_6337.PK + AND J_6337.CUR_FK = J_60904_6337.PK + AND WSR_ORU.INSURANCE_COMPANY_FK = J_2456671.PK + AND WSR_ORU.SAR_FK = J_45615.PK + AND WSR_ORU.CURRENCY_FK = J_371129.PK + AND WSR_ORU.DEFAULT_IMPORT_VAT_FK = J_195216.PK + AND WSR_ORU.DEFAULT_EXPORT_VAT_FK = J_195225.PK + AND WSR_ORU.DEFAULT_DOMESTIC_VAT_FK = J_975720.PK + AND WSR_ORU.EXPORT_VAT_AUTH_FK = J_1894259.PK + AND WSR_ORU.ORE_LV2_PK = J_6344.PK + AND WSR_ORU.ORE_LV3_PK = J_6351.PK + AND WSR_ORU.ORE_LV4_PK = J_6358.PK + AND WSR_ORU.ORE_LV5_PK = J_6365.PK + AND WSR_ORU.ORE_LV6_PK = J_6372.PK + AND WSR_ORU.ORE_LV7_PK = J_6379.PK + AND WSR_ORU.INVOICED_ZIP_FK = J_371190.PK + AND WSR_ORU.INVOICED_COUNTRY_FK = J_371166.PK + AND W SR_ORU.LAST_CMP_FK = J_2376793.PK + AND WSR_ORU.XACCOUNT_FK = J_2438452.PK + AND WSR_ORU.NETWORK_FK = J_3998420.PK + AND WSR_ORU.CLAIMS_MANAGER_FK = J_4354747.PK +

Below is the details of sessions which were running above query

SID/Serial : 213,55669

Foreground : PID: 1234 - JDBC Thin Client

Shadow : PID: 229121 - oracle@frgnbora22

Terminal : unknown/ UNKNOWN

OS User : jboss on frlbmwex02

Ora User : CAT

SID/Serial : 1524,49921

Foreground : PID: 1234 - JDBC Thin Client

Shadow : PID: 41391 - oracle@frgnbora22

Terminal : unknown/ UNKNOWN

OS User : jboss on frlbmwex01

Ora User : CAT

Comments

Comment by KUMAR Yogesh [13/02/2023 18:01]

The file TIERS sent by SAP blocked the VIA nodes because we were received couple of third parties without ID value inside the file. Eric worked on a modification in the interface program to avoid this kind of issue. The new version is ready.

Comment by KUMAR Yogesh [13/02/2023 18:01]

In WRC, had a discussion with Nicolas to extend the due date.

VIA is not available in Prod _ all users in Poland (HCLPB-655)

[HCLPB-657] Final RCA Created: 28/12/2022 19:39 Updated: 11/01/2023 15:31 Due: 11/01/2023 00:00 Resolved: 11/01/2023 15:31

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Final RCA Task	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original Estimate:	Not Specified		

Issue Links:	**Is linked**			
	Linked	~~HCLSM-66605~~	VIA is not available in Prod _ all us...	Closed
Problem Type:	Reactive			
Participants à la requête:	None			
HCL Team's:	HCL-LC-Apps			
Organisations:	None			

Comments

Comment by KUMAR Yogesh [11/01/2023 15:31]

Final RCA has been sent and attached.

[HCLPB-655] VIA is not available in Prod _ all users in Poland Created: 28/12/2022 19:38 Updated: 16/03/2023 08:36 Resolved: 16/03/2023 08:36

Status:	Closed
Project:	HCL Problem Management
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Problème	**Priority:**	SEV-2
Reporter:	KUMAR Yogesh	**Assignee:**	SINGH Janardan
Resolution:	Done	**Votes:**	0
Labels:	None		
Σ Remaining Estimate:	Not Specified	**Remaining Estimate:**	Not Specified
Σ Time Spent:	Not Specified	**Time Spent:**	Not Specified
Σ Original Estimate:	Not Specified	**Original Estimate:**	Not Specified

Issue Links:

Is linked

Linked	~~HCLSM-66605~~	VIA is not available in Prod _ all us...	Closed
Linked	~~HCLSM-66832~~	VIA is down	Closed
Linked	~~HCLSM-66984~~	VIA is down again	Closed

Sub-Tasks:

Key	Summary	Type	Status	Assignee
HCLPB-656	Interim RCA	Interim RCA Task	Closed	CHOUDHARY Brajendra (HCL)
HCLPB-657	Final RCA	Final RCA Task	Closed	SINGH Janardan
HCLPB-661	Analysis of the queries that caused t...	Action Item	Closed	SINGH Janardan

Problem Type:	Reactive
Participants à la requête:	None
HCL Team's:	HCLSS-Database Platform-Group–C
Problem Manager:	KUMAR Yogesh
Organisations:	None

Comments

Comment by KUMAR Yogesh [16/03/2023 08:36]

Final RCA has been sent.

Comment by KUMAR Yogesh [16/03/2023 08:36]

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