Problem: Content users were experiencing slowness in SNL Document form and SNL DocViewer in WestX.

Solution: Multiple support teams (DSE, Documents and Filling B, VMO, Storage & Network Support) were engaged to investigate the issue. The DSE team identified that there was a blockage on the Bizwire loader?(D:\Bizwire\BizWireLoad.exe) on the SNLDB2 server. Documents&Filling B team stopped Bizwire services on SNL Process (1, 7 & 16) and then re-enabled them. Documents & Filling B team has removed the old 30K and 0KB documents from the input folder and also reduced the threading from 15 to 10 per server to mitigate the issue at 3:44 ET, 05/09/2023.

Problem: Multiple Content Applications (CTS, West, WestX, Extractor, DocViewer, Celsus, Pathfinder) were impacted. GCC application was also impacted.

Solution: It was reported that Multiple Content Applications (CTS, West, WestX, Extractor, DocViewer, Celsus, Pathfinder) across multiple locations (AMD, HYD, Manila and GGN) were impacted. Network Data Team confirmed that there was a network interruption with Zayo 10G circuit between CHO and ASH Data Centre which resulted in " routing hang state " , which led to network interruption for the traffic passing between both Data Centers . This is a known risk (R127) which is already logged. Network Data team removed and re-added the static route to mitigate the issue at 3 AM ET,5/8/2023.

Problem: Users are experiencing issues with ZScaler ZPA.

Solution: IAM Ops team performed a configuration change to modify ZPA birthright Access rule for Ratings Users in North America (RITM1213184). This config changes disabled end-users SailPoint access, causing the issue. The Access Rule change was reverted by the IAM Ops team at 09:36 ET. All the impacted users are added back to the required AD group and the AD group is performing a force sync of profiles (ETA ~1 hour). All the impacted users are advised to use CISCO VPN through their Email ID and Authenticator App as a workaround. Zscaler team has confirmed that after the Sync of Azure AD to ZPA SCIM, 4832 IDs are now available and will not have any issues and the issue is mitigated at 00:30 AM ET, 04/29/2023. However, there are 18 missing IDs from all divisions, which is a negligible count and can be ignored for now. The Ratings IM team was able to perform the initial validations and confirmed that 8 Ratings users were able to access ZPA without any issues. Complete validations will be performed on 05/01/2023. A reconvene call has been scheduled. for 08:00 ET, 05/01/2023 to discuss further course of action.

Problem: Priority Score and Sort Order was not getting assigned in CT admin application due to failure of a job attributed to a wrong value in the crawler admin page.

Solution: It was identified by Data collection G team that the job (job_AssignDocumentPriorityRank_prc) on FDCA server is failing at 4th step from 05:06 AM ET onwards and is throwing the error: Arithmetic overflow error for data type tinyint. It was also identified bad element values collected against type id 510 for couple documents (1930490316, 1930490450) in the tables (DocumentElementInteger_tbl/

DocumentToObjectRelElementInteger_tbl). The same are deleted by Data collection J team from couple tables to resolve the issue at 14:35 ET. The job is running successfully now.

Problem: Extreme Slowness in Content Collection Applications (CTS/WEST/WETX/Extractor and Docviewer) due to a MT Schema Server issue

Solution: The MT Support team observed errors on one of the Schema servers (CHOSCHEMAPROD01) which seems to be the cause of issue. MT Support restarted the ?Schema service to resolve the issue at 6:43 AM ET. The Content teams confirmed that the content applications are working fine and they are no longer experiencing any slowness.

Problem: Content Apps dependent on SNLDB2 & SNLDB3 were down due to a ISP Link (Fiberlight) flap issue

Solution: Multiple Support teams (Network Data, Network Security, Wintel, DSE, Content users) were engaged to investigate the issue. The network data team has confirmed that there was an ISP Link (Fiberlight) flap which has caused the issue. The Impacted ISP link (Fiberlight) has been shut down at 10:25 ET, 05/02/2023 to mitigate the issue and the traffic is traversing through the secondary ISP Link (Zayo). Content users have validated and confirmed that they are no longer experiencing any issues.

Problem: Multiple users receiving errors when opening stories in CCP

Solution: TechOps restarted services on the prod-us-chp1-us-ccp node.

Problem: Stale Consensus Estimates data on CIQ & CIQ Pro due to an Informatica issue

Solution: " It was identified that intermittent issues were observed between Informatica and Consensus Data refresh service since 4/26/2023, due to which queue built up. Although, queue caught up on 4/27, but it was observed that Consensus Estimates Data was reprocessing older messages from Informatica and causing bad data. A case with Vendor (Informatica # 04482901) has been logged to identify the cause of the issue and investigate further. CIQ Dev team identified the jobs which were not processed from the backlogs. IM-CSD-Estimates Standardization disabled incremental flow to Consensus Calculator app, purged the existing queues, post which Estimates Calculator was brought to process all backlogs. The estimates team completed processing the backlogs for CIQ (1.2 million) and CIQ pro (3.5 million) at 7:08 AM ET, 05/02/2023 to resolve the issue. After restarting Informatic UME store by SOA team issue got resolved."

Problem: Users working from Manila & Pune ODC (SPGI & IHS) were unable to access internet via LAN due to a power failure on a legacy switch in Secaucus DC

Solution: The onsite Engineer visited the Datacenter and powered on the switch which mitigated the issue.

Problem: IndexMetadataFeed - Error occurred when validating remote object GRIP.INDEX_DEST_FOR_IDS@GRIPXP

Solution: DV team have executed the ARPING command for the Nutley DNS

Problem: Documents in EDCA application were picked up in delay due to timeout error on the SQL Database Server

Solution: 1   Multiple teams (MI Database, Scrum Mount Trisul, Content SRE) teams were engaged on bridge call to investigate the issue. Scrum Mount Trisul team identified that there was timeout error on the SQL Database Server (COL21DBSQLPRD\COL21),? and indexing job running slow which had caused the issue. MI Database team have killed the Indexing job to mitigate the impact at? 16:42 ET, 04/28/2023. Validation has been performed by the Users which states that AutoExtractionService are now picking up the documents.

Problem: External clients & IHS users were experiencing intermittent issues with email delays due to an exchange server connection to AD issue

Solution: Messaging team has confirmed that they identified two problematic Exchange servers (VA06EXM5005 & VA06EXM5006) that have caused the intermittent issues and the email delay. Messaging team removed impacted servers from the cluster at 10:30 ET, 04/28/2023 to mitigate the issue. The remaining servers (NJ12EXM5005 & NJ12EXM5006) have processed the backlog messages and the backlogs cleared at 11:30 ET, 04/28/2023. No pending emails in the queue.

Problem: Documents were not flowing to downstream applications from Foreseer Application due to few filings mistakenly added to production instead of Staging

Solution: Extraction A team, identified that the issue was caused due to few filings that were mistakenly added to production by Fundamentals content team instead of Staging CT Admin. Due to multiple retry attempts for these bad filings, the queue built up and delay was observed in processing the documents. Extraction A team stopped the NiFi processes to stop the flow of new filings and cleared the bad filings from queue to resolve the issue. The queue cleared at 10:28 AM ET and the NiFi process was restarted.

Problem: Publications are not making it to Alphamail.

Solution: Missing reports were manually re-published and DBOps cleared the DB blocking sessions after which the remaining publications that had been stuck processed automatically.

Problem: Delay in delivery of profiling data from CIQ to CIQPro Platform due to changes rolled out in production against a user story

Solution: F1 Avengers team identified that the issue was caused due to changes rolled out in production against user story (5900984) on 4/25/2023. The Data Architecture team rolled back the change to fix the issue. However, App pool recycle which was scheduled at 6 AM ET did not happen.

Hence, MI Data Services B team manually recycled the app pool for the changes to come into effect , thereby mitigated the impact at?7:30 ET,4/26/2023 post which backlog data started flowing and which got cleared to resolve the issue at 12:09 ET, 4/26/2023 .

Problem: Internal/External users are not able to search the forward curve symbols under Forward Curve Charting under Platts Dimensions Pro

Solution: The CloudOps team restarted linkerd and microservice deployments that injected linkerd proxy containers into the pods which helped in service-to-service communication & resolved the issue.

Problem: Delay with RatingsXpress V4 SPAN Files due to a job failure

Solution: Ratings Xpress feed team identified that the autosys job (p_mi_xf_PullMerge_RX_CoreInstrumentRevenueSource) failed on SQL server (RXF01DBSQLPRD\RXF) as one of the record (CHARTER SCHOOL) ?in SectorID inactivated caused this issue. PSS team ran the autosys job to mitigate the impact at 1:13 ET,4/25/2023.

Problem: Issue with US Tagging Server as Elastic Search Service was consuming High CPU Utilization.

Solution: TechOps increased JAVA space memory on the US Tagging Server from 1GB to 6GB (emergency CR?CHG0326576).

Problem: The SPGLOBAL site that hosts Crown peak pages was not accessible.

Solution: The SPGLOBAL.com site that hosts the Crownpeak pages are not accessible and multiple Technical Teams tested the application servers and refreshed the load balancers, but the issue persisted.Crownpeak (Vendor) has been engaged with the case #83382. The Crownpeak vendor team verified that inbound traffic to the site was stable throughout the day and did not see any issues. In addition, the CrownPeak Vendor Team have performed multiple IIS (Internet Information Services) restarts, but the issue continues to persist.he Crownpeak support team was able to mount the backups and reconfigure Microsoft IIS to server to reference the backup disks instead of waiting for the completion of full copy/restore to the server disk. The site came back up at 20:10 ET,04/20/2023 after restarting IIS and has been stable without any site interruptions in the EU-WEST POD. The US-East POD was also brought into the rotation, with the same mounted drive and Ratings site pages were validated and working as expected after mounting to the drive. This configuration will remain in place until the restore of content to the actual server drives and there will be a content publishing freeze to the sites until full restoration is completed on 04/21/2023 .Crownpeak Vendor team is going to built a script to incrementally run though the published items from the last two days in small batches while monitoring the performance of the site.Teams confirmed that publishing scripts has been completed and they haven't received any further alerts from the site. The site is stable and fully back on the original disks with updated content. Initial validation of all content seems to be functioning as expected. Teams to conduct further in depth testing on 04/24/2023 to ensure all other content sourced from automated processes has been accounted.

Problem: Ratings users were unable to save/upload files in Box.

Solution: Box support team had raised a case with the Vendor (Box case #2836213) Network Security raised a Zscalar Sev1Case# 04076495. Network Security team has bypassed all BOX URLs from proxy and added a firewall rule with port 443 to mitigate the impact for few locations (Japan, Australia, Hongkong, Singapore, Sydney & Melbourne). (Emergency Change - CHG0324448). Few users were still facing issue. BOX vendor team Confirmed that IP Address (107.152.29.224) was decommissioned and should not be in use anymore and suspect that this may be the cause. Network Security team has raised an emergency change (CHG0325030) to Disable Invalid IP from BOX for few of the APAC Locations (to check if impact gets mitigated. As per Box Vendor recommendation the IP is a part of /20 prefix, the Emergency change (CHG0325030) implemented by N/S team to Disable Invalid IP from BOX on 04/18/2023 has been reverted (107.152.29.0/24 is re-enabled). BOX Vendor has confirmed that they had stopped serving the content / CDN traffic since last year AUG 2022. Network Data & Network Security teams identified that the AD servers are forwarding requests from server (upload.app.box.com) to Singapore Infoblox DNS forwarder (SG07ibx105.mhf.mhc Infoblox) and it is returning to decommissioned BOX IP (107.152.29.224).? Network Data team raised a case with vendor (InfoBlox case#00388287).? Box vendor team has confirmed that they have identified NS1 was returning incorrect DNS in some cases and hence they deployed a fix to resolve the issue at 16:05 ET, 04/20/2023Teams validated with users from all the APAC region who are currently working from office and got the confirmation that they are able to save/upload file on box.

Problem: Content users were getting error message as " Exception in closing the Job " while committing documents in Foreseer application due to server application pool being stuck/flooded

Solution: Multiple teams (DSE team, Wintel Team, Extraction A team) joined the call to investigate the issue. DSE team checked and confirmed that there is no issue from database side. Extraction A Team suspected that there was an issue with Server Application pool (II48ISP5001/II48ISP5002) which got flooded. MI Content SRE team recycled the app pool at 2:50 AM to resolve the issue. Users have validated and confirmed the issue is resolved.

Problem: Intermittent access issues on Capital IQ plugin on CIQ Classic platform due to tempdb contention on the OSLO SQL Database server

Solution: Multiple support teams (DSE, CIQ SRE, and Storage) was engaged on the call to investigate the issue. CIQ SRE team recycled the app pool on the web servers - (qtciqwbpd01-08). DSE team identified a tempdb contention on the OSLO SQL database server.? DSE team restarted the OSLO SQL Server to mitigate the issue at 13:35 et, 04/21/2023. Validations have been performed and confirmed that the issue has been mitigated.

Problem: Few placeholders are randomly copying RAP links in case of Create placeholder(Delete placeholder already handled)

Solution: we have applied a fix to rebuild workspace placeholder list afresh from database whenever a placeholder is added. Same fix was applied for placeholder deletion as part of March 10 th release.

Problem: Span files were delayed on RatingsXpress V4 due to SQL database server constraints.

Solution: It was identified that Span files was delayed on Ratings Xpress V4 since 15:44 ET, Rattings Xpress team identified that SQL Database Server (RXF01DBSQLPRD\RXF) had two strings (Louisiana, LA Appropriation Service Contract P3 project) and (Louisiana, LA Appropriation Service Contract P3 Project) that two strings acted as a same string which caused this issue. Ratings Xpress Feed team was restarted the database job (p_mi_xf_PullMerge_RX_CoreInstrumentRevenueSource) on the SQL Server which issue got mitigated at 17:56 ET, 04/17/2023. No further clients cases has been reported so far since 15:44 ET, 04/17/2023. Validations have been successfully completed with the user and confirmed that the issue has been resolved.

Problem: Multiple Functionalities in CIQ Pro platform experienced degradation on US-EAST stacks due to huge influx of calls from Portfolio analytics via Data API Services saturating the system.

Solution: It was reported that multiple critical functionalities (Company Profiles Pages and DocViewer) experienced performance degradation on US-East (Stack 1 and 2) . CIQ SRE team moved traffic from US East to US-West to mitigate the impact at 7:40 ET, 4/17/2023. Upon further investigation , CIQ SRE Team along with Desktop Architecture team identified that Portfolio Analytics made large number of calls via Data API Services, which overwhelmed the system caused this issue. Performance QA Team performed load test on US East Stack 2 .Since, Services seemed stable, CIQ SRE Team put back US East into the mix to resolve the issue at 10:21 ET, 4/17/2023.

Problem: Content users experienced slowness while performing activities in Compustat data collection application (FRDE) due to high CPU utilization on few of the Citrix prod servers

Solution: The Sybase processes were killed, and the impacted Citrix servers were restarted, however there was no improvement. Wintel support has doubled the capacity of the virtual CPUs for the Citrix servers in production to mitigate the issue.

Problem: " AutoSys - # HIGH # Status: Job: <p_cfs_api_entitlements   "

Solution: MC_OTC_INT_CFSDS_UPD_DATALOAD_STATUS was killed and the Informatica DB team triggered two jobs to close out the current record in the cfs_stg_dataload_status table & allow subsequent CFS loads and feed files to run.

Problem: Blue Prism automation Bots were down due to connectivity loss between Azure & On-Prem vs load balancer.

Solution: Network Security team confirmed there was connectivity loss between Azure & On-Prem Virtual machines? which resulted in Blue Prism automation Bots going down? As a part of Change (CHG0315835-Firewall upgrade) ,after rebooting the firewall ,BGP session was cleared and switch took other path? SNLDMVPN on firewall (II48IRT015) Network Data team ?modified the route configuration on the core switch (II48CD101) and diverted traffic to firewall II48TFW ?to mitigate the impact at 5:10 ET, 4/10/2023.

Problem: Addiing Team Members to RELEASE TEAM / Post Release Workbasket Issue

Solution: 1) RELEASE TEAM -?Added missing records in work group table for this team.(Table Name: SIMPLIFYDATA74.pr_data_admin), this records insert from Pega Designer Studio Class instances. 2) Post Release Workbasket -?Added missing records in Region Hierarchy & Business Hierarchy table.(Table Names: SIMPLIFYDATA74.SP_TEAM_REGION_HIERARCHY & SIMPLIFYDATA74.SP_TEAM_BUSINESS_HIERARCHY)

Problem: Issues with pipeline during DB patching exercise that caused East DB Patching to be put on hold

Solution: " Spcom failover ansible code failed as the dependent aws repo branch it was referring to was missing in github. SP-RATINGS-Ansible-aws repo was using dmz-spcom-redesign-no-proxy-failover which got deleted during branch cleanup. Issue is fixed with new branch creation and updated changes.   New branch is tested on alpha failover is working fine.? "

Problem: Unable to create Hierarchy Review case when length of Entity Name Exceeds 64 chars and special characters.

Solution: Due to field length discrepancy error was triggered. field length is increased and made consistent

Problem: Filings accumulating in Extraction Service on Foreseer Application due to requests not getting pushed to active Messaging Queue.

Solution: Fundamentals team reported that they are seeing Filings Accumulating in Extraction Service on Foreseer Application. IM-DT-Fundamentals-Transformation-Dev confirmed that requests were not getting pushed to Active MQ (Active Messaging Queue). DT foreseer team restarted the Active MQ at 12:00 AM ET to mitigate the impact and new Filings started processing. IM-DT-Fundamental-Transformation-Dev team completed the reprocessing of the Filings previously accumulated before the fix was applied. Validations are successful.

Problem: Rating Advisor RRO submission created a Lead not an Opportunity

Solution: Now we are sending the user selected entity in case of ratings advisory when user search any rated issuer in the search box and storing in session storage?

Problem: Akkurat LL Fonts are missing in CAP windows servers

Solution: We suspect this font installation done through sharepath and it deleted after server restart. However We have redeployed fonts again in production servers as part of April release and monitoring also in place hence resolving this.

Problem: Annual Review CRA3 article publications

Solution: " We have removed the where condition check to related to CRA3 at the denodo level and fetching the entire data and then written the logic to filter out the instrument related to CRA3 entity. So it will remove both parent and child entities related to that CRA3.   Fix is deployed to QA and UAT environment. Fix is tested and certified by QA . We have done UAT with users and?got the signoff.

Problem: Remove Black JPCR from PCR list on S&P.com

Solution: This issue will be handled as part of the JPCR Republishing Feature Project (FEATURE 5814962). We will ensure that when an entity in Japan has both a Financial Enhancement Rating (FER) and an Issuer Credit Rating (ICR) with a JPCR (JR indicator = ?Y?), the system identifies the FER as an entity-level rating, and that?when a Financial Enhancement Rating (FER) is processed, the system does not consider this as an Issue Rating.

Problem: Variable section data missing in DA

Solution: DSP service should be migrated to KONG

Problem: Upon deletion of older RA job, the new job created does not refresh when opened

Solution: " We have made the changes in code so as to get the updated status for the jobs.?Once the old RA-job is cancelled and its status it set to cancelled, the updated status will now be?mapped on the page instead of mapping the old status of the job.?   Called the Activity in step 1 of Ruleset?SPRTG:18-04-90.   Call RTG-Work.ValidateDuplicateOrgAndRole and comment off the step 2.1.4 to avoid the double time property set. "

Problem: As simplify is observing that there is change in the existing and recommended scores as we are fetching different existing scores in the RAP & Simplify. Simplify system is blocking the user due to th

Solution: " Fixes done from RAP side: # Updating Input and Output codes: ??? a) Need to update label and meLabel for business_position & business_position in model-scenario-lovs.const.ts file   # Summary Section: ??? a) Need to change the displaying logic for Business and Risk position values   # Business Position area: ??? a) Need to change the input mnemonic code and lov's data point ??? b) Need to change the output mnemonic code ??? c) Need to change Highlighting the change logic ??? d) Need to change the required for SACP Calculation logic ??? e) On change, need to? change update Model Engine value logic(in updateWithModelEngineData method)   # Risk Position area: ??? a) Need to change the input mnemonic code and lov's data point ??? b) Need to change the output mnemonic code ??? c) Need to change Highlighting the change logic ??? d) Need to change the required for SACP Calculation logic ??? e) On change, need to? change update Model Engine value logic(updateWithModelEngineData method)   # Model Engine Area: ?? a) Need to update the meLabel's? in model-scenario-lovs.const.ts to reflect the input values chagnes ?? b) Need to chage the logic to update the model engine output values(in setModelEngineOutputData method) ?? c) Reset model output values, need to change the logic to reflect the changes(in resetModelEngineOutValuesOnUi method)   # List View: ?? a) Need to update the mnemonic codes

to reflect the new changes # UI - Test cases: ?? a) Need to updated few test cases in model-scenario-sample.component.spec.ts to work with the new changes? # Observations in Lov data(SI, QA & UAT): ? for BUSINESS_POSITION_ASSESSMENT, RISK_POSITION_ASSESSMENT, the Very Strong lov value coming without space in between

Problem: Search for Object cannot be performed when there are special characters in Entity.

Solution: When calling Search object service pega will be passing escape character for the service to be able to parse when there is a double quote character in the search string

Problem: New entry to add list of organization that have recevied a RES or CA.

Solution: As per SOP Ops team will update RES/CA Org invoice dates in RPM and Mongo DB.

Problem: RPM does not let me attach documents

Solution: As part of the fix, we are indicating the user to enter up to 64 characters only and ensuring that user can only enter within the limit in the subject field available in the RL job attachment popup?

Problem: CDO Evaluator is Missing From the Models Page

Solution: Archiving newly created test version, model is displayed on r360. "

Problem: New Bicra template is not pulling the scores into RAMP (Enhancement CAP May 2023 Release)

Solution: Simplify will pass CAP A flag saying iti is Birca org, CAP will pass that flag to Data service, Data Service will reverse lookup the ID and get the data to come back in the service response.? Data will then flow to the RAMP tables.

Problem: Log4j Vulnerability   - Impacting multiple DMZ and Internal Applications

Solution: " Team continue to address log4j vulnerabilities that have evolved since the initial identification in December 2021.   We are taking steps to ensure that teams prioritize updates to address these vulnerabilities through CAB, ADO Pipelines and exception logging.??   The remediation of additional log4j vulnerabilities will be moved into BAU support and there will likely be renewed office hours around Vulnerability Support overall to express the need for teams to keep their log4j files updated.? There are exceptions in place for some apps that could not make the required changes.? Those teams will need to ensure those exceptions are maintained and not expired and renewed where necessary. "

Problem: Enable ROS Team to publish/Extract JPCR for ticket reduction.

Solution: Build the functionality to provide Japan ROS the ability to perform the following: 1) Extract JPCR XML 2) Upload JPCR XML 3) View amended PCR in PCR Preview of RPM job 4) Republish JPCR with amended XML

Problem: Multiple users were unable to launch applications hosted on Citrix Workspace

Solution: Multiple teams (Citrix, Network Data, Network Security, AWS Cloud) were engaged. Network data team found that the issue is not related to ZPA since the applications are internet based and hosted on Citrix cloud. As part of troubleshooting, Network Data team disabled internet security (ZIA proxy) option in Zscaler application (ZCC), post which the applications were launching. Network Security team raised a Sev # P1 Case (03796236) with Zscaler vendor to troubleshoot t proxy level. Wireshark logs were captured and shared with the vendor (Zscaler). Network Security team added URL (spglobal.cloud.com) in Zscaler App connector and updated the policy for few users, as a workaround recommended by vendor (Zscaler), but the issue persisted. Network Security team has hitelisted few more URLs suggested by Citrix vendor, but the issue remained same. Wireshark logs were again captured by Zscaler vendor for further anlaysis. Network security team then bypassed added "spglobal.cloud.com" Zscaler portal windows app profile to mitigate the issue at 11:15 EST, 12/06/2022.

Problem: Content users are unable to open company profiles in Celsus.

Solution: DSE team identified blocking on database server (QTCOL01DBSQLPD\QTCOL01DBSQLPD) due to a long running user query from server (QTMSCTSIN011). DSE team killed the user query to resolve the issue at 5:25 AM ET.

Problem: Auto article instantiation fails

Solution: Updated Java certificate file by importing required server certificatie.

Problem: CIQ site was running extremely slow and while searching for companies or data set an error message was received.

Solution: The issue is resolved by restarting the Zookeeper nodes. However the SOA team is investigating with the application team on improving the resource levels and configuration to provide better stability and availability. The work has started with the current sprint 22.02.06 and we will close the open items asap.

Problem: Users reporting multiple issues with Pathfinder

Solution: Log backups were not happening as the backup preference was set to secondary as a result the log file got full on the primary database. Changed the backup preference to 'Any Replica' to take the log backups on the primary. We do not anticipate these issues again.

Problem: Users are unable to access Docshare links which are share via email once the jobs is released

Solution: We have replaced the functionality by using insight protocol with chronicle id of the document. This will eliminate the dependency on the document location. Change is moved verified by QA and deployed in Prod on 03/31/2022.?

Problem: Security calculation issue for S&P/ASX bank bill index   when rebalancing day falls on a holiday.

Solution: this is fixed as part of release on 16april CHG0233674?

Problem: Users are experiencing intermittent login issues on CIQPro

Solution: Worked with EPS (End Point Security) Team and whitelisted folders. Additional trace flags added to mute dump generation while MS fixes bug in Product as part of SQL Server 2019 + CU16.

Problem: Data Loader Service not running daily as per schedule automatically.

Solution: CDC processor was running in the streaming cluster. Now, its changed to JOB Cluster

Problem: Incorrect Industry Score populating for Switzerland

Solution: Fix provided in prod. Industry Risk for Switzerland is hard coded to get correct value

Problem: User requested access to APAC, EMEA and US templates

Solution: This was a user access issue and the user was re-directed to the ARP Team who were able to resolve the issue.

Problem: 973491- Not allowing ICR RL to be drafted; job cannot be sent to billing

Solution: Enabled the logs to identify the issue on next occurrence and logs are planned to move production.

Problem: Unable to move forward on Ratings Screen due to EDC.

Solution: Made logical fix when EDC - when NA - Not Applicable option is selected for EDC, this NA value tag is not sent to Core at all, as the tag is not sent to Core it doesn't validate anything and allow case to process. Alpha names will bypass the validation stage. This is a permanent fix, deployed via CHG0250571 on May 7 2022.

Problem: R360 - Missing performance data on UI -(Timing issue)

Solution: The missed Id's have been reprocessed and verified in R360 UI. After reprocessing the data is available on R360 UI.

Problem: DR deployment was not 100% successful for rap-servingdeployerwin-caas

Solution: " Corrected the host name in the YAML file and added the missing key RAP_OAUTH_TOKEN_USERNAME

Problem: User transferred from MI to Ratings and caused profile issues/Multiple Names in system

Solution: There is now a feed from Sailpoint to ARP - there is additional work being undertaken to automate tasks from the Sailpoint

Problem: "502 Bad Gateway" error while creating data source for the v_pw_performance view in Immuta

Solution: The issue has been resolved after upgrading Immuta to 2021.5. Now, the data source is being created and the view can be queried from reporting cluster.

Problem: Unable to load documents in Simplify case.

Solution: " Fix: as part of child requestor initiation process we are verifying the run time context and resetting the context if it is getting the wrong context. Context will reset to Simplify after RPM and WFM are used, instead of leaving it in the most recent state. If multiple applications (RPM, WFM and Simplify are opened at the same time, Simplify will be prioritized. Attached the change to the PRB "

Problem: Unable to execute Python Commands in Databricks Notebook resulting in Timeout Error

Solution: Its Server Restart. No Permanent Fix needed

Problem: When signoff analyst tries to signoff an AR, takes them to RPM screen

Solution: Post updating right endpoint URL cases are now routed to correct application SIMPLIFY

Problem: Multiple Content Applications were not working as expected on both Local and Remote Apps. The Snltxprocess memory leak issue.

Solution: Completed- Replaced that code with a method using native C++ and the memory leak when away. This was rolled out to production2/1/2022.

Problem: Excel files in Docshare are opening only in Read-only format.

Solution: Excel files read only issue was fixed by updating the configuration files in Docshare servers with Emergency CR #CHG0219778

Problem: Incorrect Date showing up in the Reports Section

Solution: Updated date format provided through code fix.

Problem: Intermittent login issues on Cflow

Solution: Technical teams restarted the CFlow Webgate servers in a rolling fashion following which users confirmed they could log in to the application consistently.

Problem: Constituent characteristics are not showing for newly launched indices.

Solution: User training issue - no corrective action is needed -

Problem: Compustat files are not uploading to EDX Platform due to couple of job failures.

Solution: The access keys have been updated to the latest ones.

Problem: Automated health checks were failing for https://www.ratefilings.com

Solution: We have updated the configuration so that the service always picks up the latest installed version on the machine.

Problem: EDX API service was not working due to an issue with the resolution of VIP (https://soaapi.ws.spglobal.com/edx_prod_spg/).

Solution: " SOA team suspected there was an issue with SOA VIP. SOA team had rolled back the new certificate (SSL), suspecting it to be the cause. This certificate was installed at 06:00 AM (approx.), issue persisted. Network security had confirmed that the external client facing SOA load balancer was fine, and the inbound connections were being forwarded to the SOA backend servers. EDX team had confirmed that the EDX backend servers were good. SOA team has failed over the traffic from Secaucus to Ashburn to mitigate the issue. "

Problem: Delay in Xpressfeed, RatingsXpress V3 and V4 files.

Solution: " INC3086614 - Network team identified that there was a network blip for 6 minutes (09:24 to 09:30) ET. Jobs were restarted, and all Ratings jobs are available as of 11:03 ET. INC3161299 -PSS Team restarted these jobs to fix the issue at 11:54 ET. "

Problem: email notification of CMT RAMP points to RPM but loads nothing

Solution: Now right endpoint URLs been aligned to Simplify application

Problem: Bug: 4688750: Customer cannot create an ARP request due to Enterprise Policy Role Missing

Solution: " There were two fixes associated to this issue. 1) Additional daily synchronization was instituted by the OPDM Team - Synchronization will run between and Opdm (9 am and 5 pm) to allow the system to update changes that come in after 9 am so that the customer is not left waiting a full 24 hours for synchronizations to complete.   Secondary change was on the Sailpoint side to address the following issue- ARP ACREP Default policy role is not triggering. This was fixed on 2/25 through change control. "

Problem: ADS not finalized (FR & EDR)

Solution: Fix implemented: Rule base mismatch with the service request- We updated existing service to send the correct rulebase in the rulesets, thus enabling Simplify to consume this data and trigger the closure of the Y case. Code fix deployed to prod on 18th March 2022.

Problem: Rating Letter Job Upload Issue - RLs are replaced by another RL from a different deal

Solution: corrected the code to stop tagging incorrect jobs

Problem: Security IDs expected to appear on Ratings360 CLO Collateral Universe

Solution: This particular issue is due to the timing and this has been taken care as part of Containerization (CHO Data Center Migration) of Data Pipeline solutions.

Problem: Few of the Capitaliq.com platform functionalities are impacted

Solution: Subsequent patches to clustered instances were done manually.

Problem: Additional rating in Pvt rating_RA-284704 mismatch in history

Solution: Revised the sort logic for Regulation L of the U.S. PCR (Historical Performance of Credit Rating) for Private Ratings so the rating history table is sorted properly. This was released on 14th January 2022. In addition, RA-284704 where the issue was first identified as been corrected by Ops.

Problem: User was seeing an error message while trying to access GRE. Clearing browser cache resolved the issue.

Solution: User cleared the browser cache which resolved the issue and the application started functioning as expected.

Problem: There is a FTP connection issue due to which the data did not flow down from CS to Finmaster.

Solution: " Root Cause : Upstream source Creditscope rebuild has happened with an emergency re-start required from OpsTeam and was down. Please see the attached communication on the same. As the Creditscope was down, this has caused the existing jobs failures and caused the delay in reaching updates to CST system.   Fix : We have requested Creditscope team not to rebuild or apply any patches with re-start on business days to avoid these failures going forward. Also including consumers for the communication incase of rebuild happening in urgency and the latency i.e is expected. This will be fully resolved once Creditscope is fully retired.   Additionally we will review the notification dls to be used for such maintenance notifications so if there is a need to let additional consumers know of such unplanned activities, we will include those notification dls in the process. "

Problem: Hogging thread / High CPU load average in Prod App servers (Stability)

Solution: As a part of stability initiative, RDR, Docshare Content Servers were moved to new infrastructure and migrated from VM to EC2 instances. Additionally the COSI Client was upgraded upgraded to 6.4 version. Related change from 10/14 release is attached.

Problem: CRISIS : AAR2-overnight process to calculate and refresh analyst rotation data failed to complete successfully

Solution: Emergency Change (CHG0218666) was executed on January 5, 2021 to address the field size of ROTATION_CYCLE field in the AAR2.ROTATION table. It was increased from 1 BYTE to 2 BYTES to accommodate double digit rotations (greater than 9). This change was identified as a workaround pending additional review of upper limits and determination if there is a need to accommodate any rotation cycles above 99. If the max limit of 99 is sufficient after analysis, then this change will be considered a permanent fix.

Problem: Zscaler service status is throwing error and i'm unable to connect to VPN.

Solution: The Zscaler Client Connector (ZCC) agent version was upgraded from 3.5.0.108 to 3.6.1.25 based on the recommendation from Zscaler to improve the performance of Zscaler Internet Proxy (ZIA) and Zscaler Private Access (ZPA) services.

Problem: Hybrids : Issues with caching process , which went down making application unusable

Solution: Wipro changed the permissions

Problem: Unknown Macro Errors while accessing some of the Platts Wiki Pages

Solution: In order to resolve the issue, the wiki site was taken offline and each Prod node was started one-by-one in order to re-sync settings between all nodes

Problem: IDS and DOT CMS are down and showing 502 error.

Solution: "Immediate resolution: TOMCAT restart was done to resolve the issue during the incident period. Permanent resolution: 1. CHG0168632 (05/14/2021) - Update target groups PROD-IDS-WEB-TG-04 and DR-IDS-WEB-TG-04. Change Deregistration delay from 60 Secs to 600 secs for target groups PROD-IDS-WEB-TG-04 and DR-IDS-WEB-TG-04. Deregistration delay will give enough time to complete such requests and will help reduce 502 errors. 2. CHG0169205 (05/21/2021) - Urgent IDS Production Release V_21_2_3 to resolve to resolve 5xx errors ADO: 3831551 ttps://spglobal.visualstudio.com/SPDJI/_workitems/edit/3831551 1. To avoid dotCMS container recycling when response time becomes high 2. To complete the ECS migration of the Apache (Part 1 implemented in CHG0130317) Below are the changes implemented. 1) Increase DB connections from 150 to 300 2) Change JVM memory parameters (move from initial percentage to XMX option) 3) Tomcat Catalina output logging to console 4) Apply Oracle recommendations to CMSP DB. 5) Apache and Apache maintenance logging to console 6) Enable AWS ES Snapshot and Restore for IDS

Problem: News, Ratings Action, Credit Research and Credit Analytic Alerts are down

Solution: Successfully , bring back the servers by restarting the brokers.

Problem: Autosys: Weekly symbol job (p_iftp_fc_symbol) got failed: Delay in Posting the weekly symbol files to the business partners

Solution: ETL weekly symbol job ran successfully after the IFTP secondary node was shut back down, and read/write permissions were corrected on the archive directory.

Problem: Ratings Major Incident - Can't save/check in documents

Solution: Session load balancer issue is fixed and deployed in to production. Issue is with configurations and it has been worked with Open text and Cosi vendor to address the issue

Problem: Multiple nodes belongs to subnet 10.25.228.0 & 10.25.230.0 were inaccessible.

Solution: Network Security team extended the bandwidth license to 5Gbs per sec on F5 load balancer virtual device (VA06BigIPSTRInt1/2.mhf.mhc).

Problem: Users were facing intermittent connectivity issues on Singapore VPN for internet based business applications.

Solution: "Network Security team confirmed that they don't have product license contract, which is expired. Moved SG VPN users to US VPN. Informed to Engineering Team to migrate SG VPN on ZScaler."

Problem: Arrow global application is not accessible

Solution: Monit script startup was pointing to wrong script name ,hence the managed server failed to come up automatically.

Problem: Latest Research Documents by contributors were not being published to the platform (Capital IQ Desktop & SPG Platform)

Solution: "SSIS Jobs were not able to pick up configuration from Config Files. there was no Change done in CIQ release, but after CIQ release, since SSIS jobs were not able to pick up data from Config files, we requested GDPS to set the config values explicitly and that fixed the issue. It took some time for backlog to get cleared"

Problem: Ratings Major Incident: cannot open GRE filter

Solution: Veda from Middleware team has provided details on the infrastructure issue. From the application site we have migrated to CAAS infrastructure from EC2 so this issue will not happen again.

Problem: Hi Team, please can you add the the region (Europe) to the pw job on the back end

Solution: Fixed an issue where PW-jobs were not appearing in the Business Liason workbasket due to the user not selecting the 'Region Providing Rating' field prior to saving the job. Users will now be required to select the 'Region Providing Rating' field prior to saving (or submitting) the job.

Problem: IDS 502 gateway error

Solution: "Investigation complete - Fixes implemented for 502 errors Immediate resolution: TOMCAT restart was done to resolve the issue during the incident period. Permanent resolution: 1. CHG0168632 (05/14/2021) - Update target groups PROD-IDS-WEB-TG-04 and DR-IDS-WEB-TG-04. Change Deregistration delay from 60 Secs to 600 secs for target groups PROD-IDS-WEB-TG-04 and DR-IDS-WEB-TG-04. Deregistration delay will give enough time to complete such requests and will help reduce 502 errors. 2. CHG0169205 (05/21/2021) - Urgent IDS Production Release V_21_2_3 to resolve to resolve 5xx errors ADO: 3831551 https://spglobal.visualstudio.com/SPDJI/_workitems/edit/3831551 1. To avoid dotCMS container recycling when response time becomes high 2. To complete the ECS migration of the Apache (Part 1 implemented in CHG0130317) Below are the changes implemented. 1) Increase DB connections from 150 to 300 2) Change JVM memory parameters (move from initial percentage to XMX option) 3) Tomcat Catalina output logging to console 4) Apply Oracle recommendations to CMSP DB. 5) Apache and Apache maintenance logging to console 6) Enable AWS ES Snapshot and Restore for IDS ECS Go-Live Part 2 1. Update unhealthy threshold from 5 to 2 and Timeout from 10 seconds to 5 seconds for the following Target Groups. Update health check path to /health-checks/index.html PROD-IDS-WEB-TG-04 DR-IDS-WEB-TG-04 2. Update the DNS - spindices.com to point to ECS cloudfront.spindices.com -> PROD-IDS-APACHE-PUB-ALB-01-172732379.us-east-1.elb.amazonaws.com (IDS-PROD-PRIMARY WEIGHT 255) cloudfront.spindices.com -> DR-IDS-

APACHE-PUB-ALB-01-1165569200.us-west-2.elb.amazonaws.com (IDS-DR WEIGHT 0) lb.spindices.com -> PROD-IDS-APACHE-PUB-ALB-01-172732379.us-east-1.elb.amazonaws.com (IDS-CP-PROD-PRIMARY WEIGHT 255) lb.spindices.com -> DR-IDS-APACHE-PUB-ALB-01-1165569200.us-west-2.elb.amazonaws.com (IDS-CP-DR WEIGHT 0) 3. Make sure DR-IDS-APACHE-PUB-ALB-01 has proper WAF(You can compare it to DR1-IDS-APACHE-ALB). Update it if required."

Problem: Heards were not updating in PMC, Platts Platform and Eclipse

Solution: PAS and Dev team worked together to clear the filtered content queue on PRP Sonic server & restarted the Sonic services, Marklogic DBOps team manually triggered the messages which were not triggered.

Problem: change DG title and ensure DG is also added to another section--needed on rpm, wfm and simpifly

Solution: To comply with regulatory requirements and to align with the publishing of the Social Housing Providers (SHP) criteria, Disclosure Group "USPF: Revenue & Enterprise Debt" was renamed as "USPF/ IPF: Enterprise and Revenue Debt". The revised name will appear in the Sector-based Disclosure Group dropdown of RPM, in between the SovIPF and USPF disclosure groups. When this disclosure group is selected for either USPF or Sov/IPF, the existing disclosure text will be displayed in the PCR.

Problem: Users were unable to access older files in Shared Drive "\\ny01fil500\"

Solution: Wipro Storage team had rehydrated the archives files back to the primary storage to avoid causing recurrence issues and decommission the EOL archive owned and managed by Vendor EMC/CDC.

Problem: R360 : Sovereign : Financial Sector tab is NOT loading data due to race condition issue between DSMP and RDSH generating empty payload

Solution: The race condition in spscores_ref.proc_scores_ack that DSMP event was committed while the ack status hadn?t. The commit is at the very end while DSMP insertion is before the commit. This can be easily fixed by calling the DSMP.PKG_EVENT_QUEUE.Insrt_event_ext_trans_control instead of the DSMP.PKG_EVENT_QUEUE.INSRT_EVENT_INFO. Give the commit control to the caller.

Problem: Users were facing EDX slowness issues for QTS and Ashburn.

Solution: Issue was fixed by EDX Failover to Ashburn and then increasing TCP Time OUT on ftps-edxprdqts.capiqinc.com from 5 min to 60 mins

Problem: SNL.com website was intermittently failing to resolve from multiple locations globally.

Solution: Ting Vendor informed they are working with their existing vendors to improve DDoS mitigation services to address and rectify DDoS attacks in a timely manner also revise their architecture to further improve the overall security against malicious traffic.

Problem: Simplify System is not working in Production as we expected for Backup Team Leads when reassigning cases

Solution: " Issue has been fixed and now all the back up team lead can edit manage assignment and save data as per need.   Before code fix , there was a glitch on existing code where Application is able to find only 1 Back up team member and that to be who is the 1st row member and discarding all other.??   After the code fix,   now Application can able to identify all the back team Availability automatically and each Back up team Lead? member can able to edit the Presenting analyst or support analyst members. "

Problem: Users were facing intermittent connectivity and slowness on Serv-U (ftp.capitaliq.com and ftp.Clarifi.com).

Solution: As per the vendor recommendations team have increased of CPU and Memory from 2 CPU 4GB to 4 CPU 8 GB through CHG0165722 to resolve the issue.

Problem: T3 used old weight rules in the system (with effective date of 20200922) for S&P SMIT 40

Solution: We had a check in the system, system will fails the calculation on proforma date if index is rebalancing and weights are not uploaded as rebalance date for all the stocks which are part of the index, but this is broken in one of the old release, we identified it recently and fix is implemented as part of SPDJI\Release 21.07\Sprint 21.07.02

Problem: Ratings jobs are delayed on RatingsXpress V3

Solution: Network got glitched some how and jobs got failed, we have restarted them accordingly .

Problem: Portal logins are failing for Production CIQ Platform

Solution: CIQ Support team started the services manually on those servers post which teams confirmed that the Portal login issue was fixed at 5:58 AM ET

Problem: Article Service failing intermittently due to out of memory error

Solution: Team confirmed all problem tasks were completed and work was done to expand FaaS capacity to autoscale based on volume of data.

Problem: Users from different locations were unable to connect to AWS Workspaces

Solution: Vendor AWS Support disabled the original update script for all Prod AWS. Teams then renamed the PCoIP agent update script to bypass the script execution and observed that the machines did not reboot automatically. The "Rename script" Powershell script then was executed to all the impacted systems, post this execution of script users had confirmed that they were able to login.

Problem: Issues with Hydra Pages Service on Singapore Cloud S&P Global Platform. (Mitigated)

Solution: "Detect: We got Datadog alerts for P95 for stack 2 Singapore for Hydra data service and also for High number of Requests being stuck on AS2SOAHDTP162 server. Response - Singapore stack 2 was pulled out of the mix to avoid any issues to the customers and the server AS2SOAHDTP162 was rebooted to resolve issues. Prevention- Process to automatically pull the server from the mix if the number of Requests on the server starts piling up "

Problem: Intermittent slowness issues with the Sourcing Tab in Celsus Application.

Solution: We moved few apps [AM,OIDMapping,MSH Uploader & CRC generation] to point QTCOLAPPD(05-06) servers instead of QTCOLAPPD(01-04). It got reduced the load for celsus users and performance got increased.

Problem: Not receiving Emails | Nutley Environment

Solution: When the content switch was reloaded functionality was restored.

Problem: GCC users were unable to create and publish news to MI platform

Solution: Rebuilt indexes for articleindex table and added the table to automated stats updates process

Problem: High CPU utilization in IISFGR which result in DB performance issue - 4/7/2021

Solution: We are good after moving to new VM

Problem: Logout functionality was intermittently failing on CapitalIQ Platform.

Solution: "This can be closed a permanent fix. As team took necessary steps as below - ?   to ensure any routing changes should not be performed during the weekdays and should go through CAB/TAB approvals(PTASK0017756). Updated SOP for Emergency change (PTASK0017755)

Problem: Intermittent slowness on ServU (ftp.clarifi.com & ftp.capitaliq.com) .

Solution: We identified resources crunch on servers. We requested Wintel team to upgrade the RAM from 4GB to 8 GB, it is an VMware Wintel team upgraded the RAM to 8 GB on file. Contention issue was resolved.

Problem: [CRISIS] Multiple Iframe dependent applicaitons are not opening in chrome when launched through Ratings Gateway.

Solution: The problem is fixed by following steps: 1. Installation of webgate binaries which as suggested by Oracle ? IDM team has the binaries (and add a WG UDF parameter) 2. Added Secure;SameSite=none lines in apache extra.conf file. 3. Cookie domain fix for Pega

Problem: IDS site is down

Solution: "Due to the Large import done by Web team , the IDS site was inaccessible for 3 mins. After the Rolling restart of IDS Tomcat servers , the IDS nodes was healthy. Users have been advised to perform bulk uploads at low traffic times and to space them out such that you can confirm the first one is complete and synced across nodes before starting the next one."

Problem: Docker images in Artifactory preventing containers from starting

Solution: Team restored the images to artifactory and amended the scripts that were used as part of the cleanup process.

Problem: Users not able to Submit documents through DirectConnect

Solution: Server side confi was updated and deployed to prod.

Problem: Mismatch ratings on R360

Solution: Update the cache duration to zero seconds from 2 hours so that no delays on the ratings.

Problem: Slowness and errors with CIQ Excel plugin and CIQ Web Portal Login.

Solution: API Gateways have the connection count thread changed from 128 to 1000 and restarted the services

Problem: Industrial and Commercial Bank of China (New Zealand) Limited Issuance Ratings Missing

Solution: "Updated the hydrob to fix the issue and verified the fix on lower environments. It will be deployed to production as per the schedule."

Problem: CIQ portal and Excel Plugin IDM 12c delays due to the CIQ 12c Webgate API gateways servicing the Plugin calls exceeded limits

Solution: On the API Gateway servers we increased the CPU and Memory resource by 2x and also increased the concurrent connection pool configuration by 4x to allow for more concurrency and reducing the thread saturation.?

Problem: CreditPro experienced an outage.

Solution: The issue was resolved. Tanium scheduling was put in place.

Problem: Users are unable to see APHub Search screen (While login)

Solution: SearchEmployee / GetEmployeeDetailsBy ID service is returning huge response for General comments as result user is unable to see the complete ApHub screen due to response time out. we have suppressed General comments in response while user logins into APHUB application

Problem: Price metric was failing on charting and corporate profile on S&P Global Platform.

Solution: "the issue was caused as an unexpected update was pushed onto the proc. the issue was resolved when the 4 procs where updated to the expected status by jason johnson from the RSA team ."

Problem: Pipeline that brings Commodity Data from CIQ Platform to MI Platform is down.

Solution: Issue was resolved by re-processing the data and no more incidents of this type have been reported as of the end of 2021

Problem: Can't access https://neo.app.tricentis.com/ and https://vision-ai.app.tricentis.com/   in IE and Tosca Vision AI Agent

Solution: This issue was resolved when a package for the software installation was created and published to software center.

Problem: CAP QA Loading issue

Solution: query fine tuning in QA and UAT DB fixed the issue

Problem: Informatica Services were impacted in Charlottesville DC

Solution: Network security team has applied the fix by reloading the network firewalls and double the IP pool capacity at 23:50 01/26/2021.? Initial test results look positive and application team confirmed that there no more errors reported from informatica services.

Problem: SQL Service was restarted on DMZSQL3

Solution: "DMZSQL3 was restarted due to heavy purge activity on OnlineLogging.SessionState table causing high threadpool count/active sessions/blockings. Further analysis showed that the said table had high index fragmentatiom. GDPS have performed index maintanence of that table on 30th Jan'21 through the CHG0150921. Post the index maintenance, we do not see any issues with DMZSQL3. "

Problem: Parc Transaction Log is full due to replication

Solution: Replication was not working for TelekursData and the log reader agent had filled the transaction log up filling up the drive. I fixed replication and shrank the log. I also created a 2nd log for PARC to prevent this from happening again.

Problem: MHF1 users are intermittently unable to access folders/ contents within shared drives

Solution: Reported issues were resolved by reapplying / re-adding permissions & domain. Not reproducible anymore.

Problem: Research Articles for Realtime ratings, RD on CIQ and Xpressfeed files were delayed. The impacted files from Xpressfeed are Rating V2,V3,V4 and Credit research

Solution: The issue started on QTDFPDBPD01 Server got crashed due to that ATHENS with golden gate services failed over to QTDFPDBPD02 from QTDFPDBPD01 but services not started automatically. Manually started golden gate services on Passive node QTDFPDBPD02 fixed the issues

Problem: FIM connector showing empty values on Simple Access account creation for non employees.

Solution: "Permanent fix is deployed by:- - Removing the offending DC (NJ12ADC001) on 23rd Dec and updating the healthy ones - Team has monitored this for three months and no issues found. There were accounts in queue that did not get auto processed, hence few issues were noticed in January. - Exports are running fine via NJ12ADC003, Auto provisioning of accounts is in place now."

Problem: PLT ECLIPSE XPLORE: Latest outage data was not populated for NCS due to one tableau extract getting timedout

Solution: To mitigate the issue DBOPs Team changed the execution to live connection of a single data source to get the Realtime data.

Problem: Users working from Manila & Pune ODC (SPGI & IHS) were unable to access internet via LAN due to a power failure on a legacy switch in Secaucus DC

Solution: The onsite Engineer visited the Datacenter and powered on the switch which mitigated the issue.

Problem: IndexMetadataFeed - Error occurred when validating remote object GRIP.INDEX_DEST_FOR_IDS@GRIPXP

Solution: DV team have executed the ARPING command for the Nutley DNS

Problem: Meeting tab is showing as not entered for publishing job

Solution: Permanent fix applied? by removing hard coded values in meeting list and passing event to the function to call process action.

Problem: Case Shiller data Files not distributed to EDX causing delays of data updates on IDS

Solution: IMPG team corrected the file names (added hash tag around the date part) and did an immediate posting of the data files from CARE to EDX only.

Problem: Missing MD from vendor

Solution: This was fixed during Fierce release 6.31.1 5818907 PRB0062750 - Missing MD from vendor

Problem: Hyperlinks are not working from Outlook in Citrix VDI.

Solution: " Citrix vendor advised a registry workaround to add Outlook.exe to exclusion list of Citrix API Hooks. So that the Citrix API involvement of calling Outlook.exe processes will be excluded and outlook.exe runs on its own processes to execute. Tested the workaround by getting patching team deployed the Microsoft patches on the VDIs with registry added. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\CtxUvi Value Name: UviProcessExcludesType: REG_SZValue: outlook.exe   Citrix Team has deployed the registry to all the impacted VDI based on the user reports which resolved the issue. "

Problem: Search for Object cannot be performed when there are special characters in Entity.

Solution: " When calling Search object service pega will be passing escape character for the service to be able to parse when there is a double quote character in the search string   CR:? CHG0323638 RWI:? https://spglobal.visualstudio.com/Ratings/_workitems/edit/5906140   "

Problem: Models / RAMP Template / Documents opening in RAP eventhough it's not integrated.

Solution: We've added auto 'refresh' activity to the placeholders so that upon each deletion of a document/placeholder, the mapping is refreshed and that the new placeholder is mapped properly, it overrides the previous mapping details in Simplify DB.

Problem: Errors while saving in CTS institution form and delay in delivery of latest Company Profile data to CIQ Pro platform due to Middle Tier release.

Solution: " It was identified that the issue was caused due to 'SHIRE API' service was returning failed requests. 'SHIRE API' service started failing after new version of 'MTS Nuget' was released MiddleTier Release on 12/6 (Middle Tier - Sprint 23.01.03 - CHG0297109), to support future functionality for non-transactional batches.   MI DataServices Bteam stated that this functionality should not have had consumers in production. However, because SHIRE was incorrectly using non-transactional batches, therefore application started attempting to use this incomplete functionality. MI DataServices B team upgraded the MTS NuGet to support non-Transactional requests and deployed it in lower environment for testing. Validations were unsuccessful in staging and it was identified that queries are even failing with the latest version of MTS NuGet in staging and expected to fail in prodcution as well, due to Postgres version mismatch between lower(11.16) and prodution (10.2) environments, as older Postgre version does not support exception handling.   MI DataServices B team then made the code changes to MTS Nuget to force the SHIRE calls to use only 'Transactional' batches to correct the behavior from the backend. ReleaseEngineering team deployed the fix in production afer successful validation in lower environment, to mitigate the impact at 10:59 AM ET.(ECR# CHG0298685).   Company Profile data is flowing as expected as of 10:59 AM ET and the issue is resolved. "

Problem: Errors in RIL Workflow

Solution: " Index key profile got changed from 04/01/2019. When validating the profile with the source, the code is considering the latest index key instead of the current day index key. DML was executed in PROD & Staging to address this scenario and new transaction was triggered in Staging.

Problem: unable to ping or remote into any production machines in EWDC

Solution: Team to upgrade the software of the switches on Development and the Production environments.

Problem: Impact Assessment: SFDC email to case (E2C) delays--SPDJI

Solution: Salesforce?s 3rd Party vendor made a software update that caused emails to bounce. Once the update was rolled back, emails resumed sending

Problem: Unable to create new files on Drive D on DMZPROCESS4 due to Volume D had ReadOnly attribute set to "Yes".

Solution: No issues reported after last incident, this was due to backup set drive to read only

Problem: Criteria Workflow Reviews application is not accessible via Ratings Gateway

Solution: This issue occurred after the change CHG0057015 was implemented for patches deployed for vulnerabilities and exploits as part of a vulnerable remediation project, post patching one of the web server was not started as criteria workflow application were not aware this application has 2 apache instance and performed the post validation test only on the non SSO url and had not verified on the SSO url testing due to which users using the SSO url were facing the error on accessing the Criteria Workflow Reviews application

Problem: Production: CRITICAL: COL10DBSQLPRD failed over to HYCOLDBPD01 from HYCOLDBPD02

Solution: Installed Microsoft Visual Studio Tolls for Applications' and configured proxy settings on HYCOLDBPD02. After these fixes, tested them by failing over the instance to HYCOLDBPD02 and confirmed that the jobs are running fine.

Problem: No price updates on RDF after receiving a 'Record Dropped' message from Reuters

Solution: Wombat team implemented a code fix for this issue.

Problem: IR websites and MI Platform were facing intermittent issues

Solution: "Root Cause Code: Configuration Error As per the Case # 119021119653087 raised with Vendor Microsoft, the team had evaluated the cause of spinlock contention on database servers - DMZSQL1 & DMZSQL3 as slow TempDB objects creation which was impacting the performance of OLP DB. Additional Information: To mitigate the issue, Vendor Microsoft had suggested to enable the Trace log 8005 and also suggested for modifications of stored procedures which were using TempDB heavily. Post which, as a permanent fix, Vendor Microsoft had shared the on-demand hotfix to reduce the Spinlock contention."

Problem: SAN storage issue impacted limited functionalities on the CIQ platform

Solution: Implement bug fix on storage arrays by upgrading version from MU4 to MU6.

Problem: Latency issues with running certain functionality for Deal Analyzer

Solution: The underlying issue was the way storage was configured post AWS migration of the application. There were still dependencies on the legacy NAS system. Once the storage subsystem was updated to use AWS technology, performance was vastly improved

Problem: RCA - INC0799484 - P2 - Connectivity to secure ftp server(sftp.platts.com) was down

Solution: The outage is due to CPU utilization is high

Problem: SSO is down globally for external products, MI platform and capital IQ

Solution: As per Vendor F5 Product development ID 490174, need to update the load balancer OS.

Problem: XML documents not rendering in MI Platform

Solution: The style sheet was reverted in our Amazon S3 repository around 10:00 AM. However, any user that opened a document and leveraged the improper style sheet between 4:18 and 10:00 AM would continue to encounter an error until cache was cleared from the UDR buckets. Therefore, the cache was manually cleared, and functionality was restored for all XML files around 11:30 AM.

Problem: Major Incident - Market Intelligence - Conning client from US-Dallas location experiencing authentication errors while accessing S&P Global and CIQ Platforms.

Solution: as part of the Vendor Verizon case # 2020031035758, Verizon added statement (network 204.148.83.44 0.0.0.3 area 0) in OSPF process on router EQR5 (mchill-eqr5-20525789e001) which was missed by Vendor Verizon during their change implementation for the 1 to 10 Gig upgrades.

Problem: Monitoring Alert reported slow response times on in RatingsDirect on CIQ - INC1498796

Solution: Increased the heap size and RAM on the server

Problem: Simplify CCST Circular Reference Error (Case ID: C26367)

Solution: Model was updated and since the update there are no longer circular reference errors presenting with this model.

Problem: Major Incident - Market Intelligence - Automated Health checks of SPGP (On-prem): All Services/All Users - are failing for random locations

Solution: As per defined process, asked NOC to restart Spark Corosync services and then guided them to restart the spark servers which fixed this issue.

Problem: Not able to log into DotCMS for Vault

Solution: Restarted tomcats in rolling fashion .Issue was resolved.

Problem: Incomplete Proforma report generation

Solution: Added a report validation job before reports are triggered

Problem: WFM Analyst location change from Dallas to Farmers Branch

Solution: Updated with changes to include Farmers Branch Location

Problem: Major Incident - Market Intelligence - unable to access/login to multiple CIQ production servers

Solution: Unix servers were configured qts-dev-dc1.ciqdev.com and this server was rebuilt with new OS and new name, nj15dc003.ciq.dev.com. Unix support team replaced the old dc name with the new one to resolve the issues however as a permanent fix AD team has deleted the ciqdev.com dns stub zone from qts-inc-dc1.capiqinc.com and recreatedit. Support teams confirmed that they were able to login to Capiqinc.com Unix machines with Ciqdev ids.

Problem: Major Incident - Market Intelligence - Data is available in the IR Console but it's not visible on the IRW page

Solution: Fixed index optimization job to prevent future occurrences.

Problem: RCA - INC1421688,INC1389851 - P2 - PEA (Platts Excel Add-In) & API's - Streaming Connections were unavailable to internal and external users and hence were unab

Solution: PAS Team has restarted the Kaazing services on node1 and node2 to resolve the issue.

Problem: RCA - INC1355829 - Roll over dates were missing for London gas oil data for December 13

Solution: Database team manually inserted the rollover data as a temporary fix.?

Problem: Duplicate PCR jobs created because of agent running o two nodes

Solution: Coding change made to ensure the PCR Non-Workflow agent only runs on one node.

Problem: CTS Financial queries troubleshoot

Solution: MT Trigger was changed the way it was working to resolve the issue.

Problem: Re-post Reg Jurisdiction report

Solution: Workaround was done to manually upload the file to S3 bucket

Problem: The exisitng National scale rating does not display while cascading the rating in Simplify.

Solution: Scripts are applied to fix the issue

Problem: Issues with ESP and Linx following wan optimization

Solution: To resolve the issue Wipro NW team have bypassed the traffic in the riverbed from the source "Any" to the destination server IP 10.169.40.133, problem is co-related to WAN evolution project

Problem: Facing issue while connecting password for EQI_FGR_CLIENT on IISP

Solution: fixed it by placing the single quotes around the existing password in connections-AWS-PREPROD.properties in preprod environment.

Problem: CST is not capturing FY2019 'AUDIT' numbers

Solution: DVL cache needs to be refreshed post the FinMaster data load.

Problem: The criteri and guidance "Alternative Investment Funds Methodology" was published yesterday, we are not able to find the guidance in to Model Repository.

Solution: criteria search is updated to search for all criteria

Problem: W-341897 - showing automatically as cancelled

Solution: Enhanced the system to not automatically cancel jobs after 6 months of creation as long as users are actively working on it. Users will now receive multiple email notifications before an idle job is cancelled.

Problem: In Informatica | Webinfop_Rep spice folder, most workflow are long running

Solution: WFs migrated to Spark

Problem: Job folders are getting linked to taxonomy in DocShare

Solution: After enabling all failsafe jobs issue got fixed

Problem: COMPARE_GDB_EOD

Solution: DML was executed to resolve the issue permanently

Problem: Template upload is not allowing indices that it should be

Solution: Issue has been resolved by executing a DML

Problem: New Report: All-Time High and Low report

Solution: Issue has been resolved by executing a DML-Closing the Ticket

Problem: Translation issue

Solution: As per request changed the role wording and fix available from 6th Dec 2019

Problem: AoD(Analytics on Demand) Portal Not Working

Solution: This issue was due to java vulnerability work that was being done to update the vulnerable versions of java in the environment. It was later resolved by restoring java to the server.

Problem: Major Incident-Market Intelligence - Slowness in loading Credit Research and Investment Research pages on CIQ Platform.

Solution: Added 2 searcher nodes to IR search cluster

Problem: Server ashrtapiprd12.prod.mktint.global was not reachable

Solution: Unix team had worked with MI Dashboard team to get the ILO IP and brought up the Server - ASHRTAPIPRD12, post which the issue was resolved.

Problem: Xpertdoc DB Issue

Solution: The transaction log has been set to auto resize and alerting is no monitored via two tasks

Problem: AAR is not working - ERROR

Solution: one of the web server was down we have brought up and fixed the issue."

Problem: Cannot upload Documents to Box

Solution: The Box vendor has implemented the permanent fix to the issue.

Problem: Major Incident - All Divisions - Ticket Creation Not working in Snow.

Solution: Access control restriction implemented

Problem: AM user's are unable to launch the Look Back Review in production after Pega822 upgrade.

Solution: Issue got resolved by resaving the rule of "Data-Portal.ShowDesktop" to "Data-Portal.ShowDesktop_LB" and now either of them will work and should not be problem anymore.

Problem: The workflow flow ID is showing as undefined in WFM screen

Solution: Fixed the code to verify that Job ID value sent all times.

Problem: EASIDs being excluded when they shouldn't

Solution: Fixed include/Exclude issue. When one of the ASIDs is excluded (having common EASIDs with other ASID included)EASID is touched and move to final ratings and recalcualte, the EASIDs at that point are excluded from the job itself.

Problem: Report Generation not starting after Index Calculation

Solution: Report Thread Count was increased on 11/22 to fix this issue.

Problem: SPT - Surveillance & Publishing Tracker - Production

Solution: Added proper NULL checks for full review date objects in DROOLS code.

Problem: No Stream Display Errors and Slowness issues in Simplify - Post Patching.

Solution: The MDC settings were updated in 12 C for this issue.

Problem: DSOS North America Universe (Universe_id=442) index calculation issue

Solution: Index setup is fixed and issue is resolved. Closing this problem ticket.

Problem: LinX performance issues from Dallas, Boston, San Francisco, Chicago location

Solution: Resolved the issue by moving configuration to local machine

Problem: I am unable to access the pending document basket. Every time I click into pending document the system jammed and I cannot click into any job at all.

Solution: Fixed loading/performance issue on the Pending Docs Workbasket for SF and CGS by adding pagination, each page of size 200 records. Users will see improved loading time.