**Subject:** Request for Firmware Rollback on LGRIDBUS DataPower Appliance to Resolve Non-Prod Issue

**Overview:**

Following a thorough investigation, it is evident that the root cause of the notification failure in the Digital-to-DSF flow stems from a potential issue introduced by the recent firmware patch applied to the LGRIDBUS DataPower appliance. To verify this hypothesis and resolve the issue, we request leadership's approval to roll back the December firmware patch on the LGRIDBUS appliance in the non-prod environment.

**Issue Details:**

The Digital-to-DSF flow involves five intermediate components using HTTP and MQTT protocols:

**Digital -> CCAP -> ACAPS -> LGRIDBUS -> LG Event Manager -> CASS -> DSF**

This flow ceased functioning on **12/10/2025**, with events failing to reach DSF.

Post-incident research identified that no other component in the chain experienced changes except for the LGRIDBUS DataPower appliance, which underwent a scheduled firmware patch at that time.

The **LGRIDBUS DataPower appliance** connects to LG Event Manager via the secure MQ channel **LGRID.EMW.SCL**.

Investigations reveal that no active handles are present for the input queue **EM.queue**, indicating a likely connection failure between LGRIDBUS and the Event Manager input queue.

**Hypothesis:**

The December firmware patch likely introduced a bug in the MQ client dependencies, which now prevents LGRIDBUS from successfully connecting to the Event Manager channel.

**Steps Taken So Far:**

All teams in the flow have coordinated with LG Production Support and executed the following without success:

1. Testing individual components in isolation.
2. Tracing transactions through the flow.
3. Restarting the LGRIDBUS appliance.
4. Testing MQ connections using older configurations.

Despite these efforts, the issue persists, leaving a firmware rollback as the most logical next step.

**Request for Action:**

We request approval to roll back the December firmware patch on the **LGRIDBUS DataPower appliance** in the **non-prod environment** and re-test the flow.

**Expected Outcome:**

* If the rollback resolves the issue, it confirms the presence of a bug in the latest firmware.
* This allows us to raise a ticket with IBM to address the bug before the patch is applied in production.

**Risks of Inaction:**

* A potentially defective firmware patch will be promoted to production.
* Flows involving a DataPower-to-MQ hop may fail in production, causing **business disruptions, financial loss, and reputational damage**.
* Troubleshooting in production would carry higher risks and costs than proactive resolution in non-prod.

**Conclusion:**

The firmware rollback in non-prod is a low-risk, high-reward action that enables us to confirm the root cause and resolve the issue before it impacts production. We believe this approach is critical to safeguarding business continuity and minimizing potential downstream impacts.

We seek leadership’s urgent approval to proceed with the rollback.