# 2021-07-12 Traffic Page shows Zero metrics for seller carvana : seller blocked on tracking/charging activities

| Zero metrics on Traffic page | | **Notes & Reviewer's comments** |
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| Participants | **2021-07-14**  Insights Experience:  [Roy, Puja](about:blank)  Ads QE/Infrastructural: [Liu, Pavel](about:blank) |  |
| Issue Description | **Brief Issue Description**:  code release of timezone feature introduced an invalid filter caused empty result from ClickHouse  **What was failing:**  Traffic page showing Zero metrics  **Timeline (MST):**   1. **Ads Data Pipeline**:    1. 07/12 night - release timezone feature [manifest](https://cmpaas.cloud.ebay.com/dashboard/manifest.jsp?method=manifests&manifestid=/manifests/plreports/versions/0.0.117_20210712233749812&appserviceid=%2FENVinghhgo1j5jcp%2Fplreports-app__ENVinghhgo1j5jcp)    2. 07/14 afternoon - Bindia reported via email    3. 07/15 morning - figured out root cause    4. 07/15 afternoon - started to roll forward with [fix](https://github.corp.ebay.com/adplatform/plreports/pull/341/files), done in evening 2. **Traffic ramp timeline**: |  |
| Impact | **Impact duration**:  2 days  **Revenue impact** :   0  **Sellers Impact:**  should be large some sellers saw less data, some saw no data (with non-Ads items) |  |
| How it was detected | reported by customer [BANDRUI-2080](https://jirap.corp.ebay.com/browse/BANDRUI-2080) |  |
| How it was fixed | fixed in code to use correct filter(s), deployed on 07/15 |  |
| How it was investigated | **Team:** Ads Attribution and Charging  **Method:** |  |
| Root Cause Analysis | The issue is about different Organic data request from PTab and MTab….  CH Organic table include two kinds of organic items info   1. PL items showed as organic (in not promoted status) 2. Other items (non-Ads) impression and clicks   PTab want both a) and b), and MTab just want a)  By the issue introduced in timezone, we only return a) to PTab as well… which impact sellers who only has other items … |  |
| Lessons LearnedandAction Items | * **Planning – how are we doing in these following** * **Requirements/Agreement/Contract:** * **Testing:**   + automatioin testing glitch already corrected details in [SHPERF-3273](https://jirap.corp.ebay.com/browse/SHPERF-3273). Testing should not depend 100% on PD's input * **Detection and Monitoring**   + To reduce TTD - data is correct there, need to monitor api level for sellerhub pTab. Approach TBD [Roy, Puja](about:blank) * **Documentation**   + is already good [**https://github.corp.ebay.com/adplatform/plreports/wiki**](https://github.corp.ebay.com/adplatform/plreports/wiki) * **Any other Areas to add?**   + ~~To reduce time to find root cause - do we have an approach to show backend cql on a page, by appending showdiag=1, or debug=1 to the url?~~ Puja confirmed it's already logged in CAL |  |
| **Sign-off** | | **Name** | **Team/Role** | **Signoff** | | --- | --- | --- | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |
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