# 2021-11-17 PL Revenue Drop

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| **Environment** | Production |
| **Description** | Brief Issue Description:  PL revenue drop from 2021-11-16 16:26 to 2021-11-17 03:06 due to data inserted in sales\_v2 table lost eventWeek. |
| **Reviewed by** |  |
| **Problem Report** | Started 2021/11/16 16:26 release  Issue surfaced 2021/11/17 02:00  Rollback in 2021/11/17 03:02  Fixed in 2021/11/17 17:34 |
| **FCI** | Ads-PL-Seller  Impacted seller cannot query their pl sales data from 2021-11-16 16:26 to 2021-11-17 03:06 if query by eventWeek.  No Revenue impact. |
| **Domain Impacted** |  |
| **Triage** | pl revenue is 0 in <https://adsshepherd.muse.vip.ebay.com/> |
| **Examine** | See error in plsales, organicrealtimeingest application, find the log looks normal. Query data from clickhouse sales\_v2 table, find the data's eventWeek is 0 |
| **Root Cause** | Forgot to calculate eventWeek before sales data insert into clickhosue.  This cause sales data cannot be queried from 2021-11-16 16:26 to 2021-11-17 03:06 due to lost eventWeek in sales\_v2 table, and cannot get pl revenue. |
| **Cure** | 2021/11/17/ 03:02:31 Rollback organictimeingest pool, the pl revenue recover.  2021/11/17 Fix the code logic. |
| **Opportunities** | 1. Be more careful when rolling out, and inform QA to help monitor. 2. Check multiple monitoring metrics.    1. <https://adsshepherd.muse.vip.ebay.com/>    2. <https://sherlockio-grafana.vip.ebay.com/d/qXhdV9MMz/clickhouse-realtime-ingestion-overview?orgId=1&refresh=30s>    3. <https://console.sherlock.io/d/2L_iQC2Mk/clickhouse-pl-sales?orgId=1> 3. Set more alert rule, data column monitoring. |
| **Flow** |  |
| **Rollback** |  |
| **Related items** |  |
| **Status** | Incident Status, RCA edit status |