# 2022-05-20 PLS Revenue Drop mWeb - Mongo Config Update resulted in blank Placement Whitelist for reco

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| **Environment** | Production |
| **Description** | Brief Issue Description:  COS config was wiped out resulting in failures in ad placements for mweb and marketing emails.  Change [ATMOS-5809](https://jirap.corp.ebay.com/browse/ATMOS-5809) - Whitelist a Placement ID for COS Endpoint Closed  What was failing: ad placements for mweb and marketing emails were failing. |
| **Reviewed by** |  |
| **Problem Report** | Incident Ticket: INC0976008  2022-05-20 13:54:07 SJC - Capacity team notified SEC that the Cassini ActiveItem had been running at 10%-15% higher CPU since 11:00 Pacific due to increased traffic/latency on mbesim, plsim and few other Ads tenants. Then at 13:40 traffic suddenly dropped to 40% of the traffic.  14:52 Ads reco team noted that the MFE whitelist was empty. There was a recent change [ATMOS-5809](https://jirap.corp.ebay.com/browse/ATMOS-5809) - Whitelist a Placement ID for COS Endpoint Closed after which the whitelist was empty and calls failed.  15:02 Reco team reinstated the data with a backed up copy and found that it wasn't picking up. Requested reco, recotls, recocrm, and reco0 pools be nuked by TDO, as they also had some errors while nuking. |
| **FCI** | mWeb Revenue Loss of ~ $4,051 based on week over week comparisons. |
| **Domain Impacted** | Ads Reco |
| **Triage** | Capacity team reported as they were examining CPU. |
| **Examine** |  |
| **Root Cause** | MFE whitelist was wiped out on update. // Need clarification if the post was incorrect environment, undetermined |
| **Cure** | Remediation or Recovery Steps |
| **Opportunities** | What can be improved   * Monitoring - Revenue alert did get triggered. * Code * Automation - This change is a manual change. * Process - No SNOW ticket - MFE Reco team decided that rarely changed configs would be migrated to config as code to be rolled with altus.  Moving it to code also gains PR reviews.  Known tradeoffs include having to rollback to revert config change which may roll back other non-impacted features and longer time to roll back. |
| **Flow** | Data/Pool Dependencies |
| **Rollback** |  |
| **Related items** | Follow up on why nuke was needed [ATMOS-5825](https://jirap.corp.ebay.com/browse/ATMOS-5825) - MFE can't recover from bad WidgetPlacementWhitelist config value Closed  Follow up on why app owner and SEC nuke attempts failed [Jones, Clyde](file:////display/~cljones)  Action to remedy lack of Change ticket & very occasional change process - Next iteration of reco is slated for this year [ATMOS-5517](https://jirap.corp.ebay.com/browse/ATMOS-5517) - MFE Config Migration Done which will migrate off Mongo onto NuData.  Team will transition to including such rarely changed configs as code which will go with rollout (altus generated SNOW ticket, rollback to turn off).  This will be subject to standard dev practices including branch, PR review.  Ads Infra team requested the MFE team document the change process via an SOP since it is an infrequent change. |
| **Status** | Incident Status, RCA edit status |