# 2022-07-07 BES2 Framework Issue

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| **Environment** | Production |
| **Description** | Brief Issue Description:  After creating a new BES2 eventType and assign to existing application which has BES1 integration, application started failing to emit BES1 events.  What was failing:  PULSAR.CLICK BES1 event from ads team publishing failed |
| **Reviewed by** | [Lim, Zin](file:////display/~zlim) [Iyamperumal, Ganesh](file:////display/~gaiyamperumal) [Mathew, Rekha](file:////display/~rekmathew) [Liu, Pavel](file:////display/~yualiu) |
| **Problem Report** | Incident Ticket  INC1052724  [MESSAGING-5865](https://jirap.corp.ebay.com/browse/MESSAGING-5865) - Missing pre-check before BES producer deleting Closed  ATB  Timeline (MST):   1. 7:30am 07/07/2022 Created BES2 EventType and assign to existing BES1 application adstrackingcollectionsvc. 2. 9:30am 07/07/2022 adstrackingcollectionsvc release started and notice that newly released instances has issue with emitting BES1 events. 3. 09:45am 07/07/2022 rollback started, but rolling back does not fix the issue with BES.  So impacted instances are taken out of LB. 4. 10:34 am 07/07/2022 Contacted TDO/SDC  Johnathan Ng 5. 10:45 am 07/07/2022 PagerDuty to CCOE messaging team. 6. 11:00 am 07/07/2022 Messaging team deleted the BES2 publish config. 7. 11:30 am 07/07/2022 Issue ended. |
| **FCI** | None |
| **Domain Impacted** | ~10K PLS revenue |
| **Triage** | Cal log and Monitoring Dashboard. |
| **Examine** | Error message in Cal log. |
| **Root Cause** | Issue in messaging platform lib. that causes the outrage.   [MESSAGING-5865](https://jirap.corp.ebay.com/browse/MESSAGING-5865) - Missing pre-check before BES producer deleting Closed |
| **Cure** | Remediation or Recovery Steps  Platform is fixing the known issues.  BES2 and BES1 conflict and Messaging Dashboard. |
| **Opportunities** | What can be improved   * Platform team to fix known issue. * Canary Team to enhance to improve error detection early. |
| **Flow** | Data/Pool Dependencies |
| **Rollback** |  |
| **Related items** |  |
| **Status** | Incident Status, RCA edit status |