# 2022-07-12 Bid Ad Rate overwritten to 2% after ad rate floor launch

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| **Environment** | Production |
| **Description** | Brief Issue Description:   * 7/12 to 8/10 Bug: Bid Ad Rate is overwritten to 2% for RBC listings with ‘Set Ad Rate Cap’ <2% after ad rate floor launch   What was failing:  Issue originated in Guidance Service & rbcadrate batch. (Requirements miss)  [ADSINDS-1959](https://jirap.corp.ebay.com/browse/ADSINDS-1959) - <2% ad rate in automated campaigns but banner not shown Closed |
| **Reviewed by** |  |
| **Problem Report** | User reported Rule Based Campaign listings with Set Ad Rate Cap of < 2 % overwritten to 2%.  eBay policy was to enable user to update ad rate cap and not surface the ad if it was below the cap, not update the customer's cap on their behalf.  As part of daily scheduled rbc batch job, adrate got updated to 2%.  Issues Started on below dates:  US/UK/AU : 07/11/2022 All other sites : 07/25/2022  Issue reported by user in [ADSINDS-1959](https://jirap.corp.ebay.com/browse/ADSINDS-1959) - <2% ad rate in automated campaigns but banner not shown Closed 8/9/2022  Fix submitted: 8/10/2022  Fix deployed: 8/10/2022 & post fix job run 8/11/2022. We deployed the fix to production and all these item adrates will update back to 1% (as per the CAP). |
| **FCI** | Estimated potential refund to customers: $25.5K  3094 RBC campaigns were impacted   * Total sellers affected : 984 Total sellers affected : 3093 |
| **Domain Impacted** | Guidance Service & rbcadrate (Core Insights) |
| **Triage** | User reported Rule Based Campaign listings with Set Ad Rate Cap of < 2 % overwritten to 2%. |
| **Examine** | [ADSINDS-1959](https://jirap.corp.ebay.com/browse/ADSINDS-1959) - <2% ad rate in automated campaigns but banner not shown Closed |
| **Root Cause** | As part of daily scheduled rbc batch job, adrate got updated to 2%. |
| **Cure** | Fix to rbcadrate batch job <https://github.corp.ebay.com/adplatform/rbcadrate/pull/38>  Rollout <https://cmpaas.cloud.ebay.com/dashboard/job.jsp?method=jobs&jobid=2022-08-10%7CDeployJob.8a2af5aa1820a68b84a5d6bcfffffcd9%7CLSDSMraptor&appserviceid=/ENV4egyiyj8kk/rbcadrate-app__ENV4egyiyj8kk&platform=raptor>  Confirmed batch job run  This issue is fixed on Aug 11 2022, on post fix took bunch of impacted campaigns and validated that bid percentage is updated as per the Cap |
| **Opportunities** | What can be improved   * Code - Tests were added |
| **Flow** | Data/Pool Dependencies |
| **Rollback** |  |
| **Related items** |  |
| **Status** | Incident Status, RCA edit status |