# 2022-08-05 Item Metadata 3 Days Gap Issue

| **Environment** | Production |
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| **Description** | Brief Issue Description:  Item-Metadata real time pipeline is stopped on 01 Aug 2022 by human fault.  Rheos and CH. environments are both production but preprod has separate partition. instead of stopping preprod pipeline, prod pipeline is stopped.  What was failing:  CDP has discrepancies with Mtab and seller are not able to update unsynced items on CDP.  Error rate : 75 errors per hour |
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| **Problem Report** | Incident Ticket  No direct Incident ticket. Only cdp. related seller ticket ;  [ADSHUB-736](https://jirap.corp.ebay.com/browse/ADSHUB-736) - PLS UI - active campaign with 0 active listing in campaign dashboard (simple flow) Closed  ATB  Timeline (MST):   1. 01 Aug 2022 -  09:30 CET pipeline stopped accidentally 2. 04 Aug 2022 - 23:20 CET pipeline started 3. 05 Aug 2022 - 03:00 CET pipeline restarted since it was not able catch up 4. 08 Aug 2022 - 10:00 CET reimport from DSS export is done for partition 20220520 and started regression test by using  reporting infra DQ tests with BES feature 5. 09 Aug 2022 - 16:00 CET reimport from DSS export is done for partition 20220520 and started regression test by using  reporting infra DQ tests for 1000 campaigns 6. 09 Aug 2022 - 20:00 CET started regression test by using reporting API. 7. 10 Aug 2022 -  21:00 CET switch to partition 20220520 on reporting api 8. 10 Aug 2022 -  23:00 CET reviewed the dashboard of CDP reporting api and confirmed that discrepancies are all gone. |
| **FCI** | None |
| **Domain Impacted** | Revenue : no revenue loss  Other:  Unscynced data ratio is explained :  [https://docs.google.com/document/d/15DDT5c1Rh-r00GeDosKhZf9nhT0F\_VJ1-u8vVC4EudY](https://docs.google.com/document/d/15DDT5c1Rh-r00GeDosKhZf9nhT0F_VJ1-u8vVC4EudY/edit) |
| **Triage** | Monitoring the unsynced events :  Reimport DSS data to new partition. |
| **Examine** | CDP dashboard : <https://srestar.vip.ebay.com/d/m_PRP7IMk/ex-2-error-detail?orgId=1&var-name=pldomain_404&var-status=404&var-type=Error&var-pool=r1feadsdashcdp34&var-resolution=sherlockio.appevent_1min&from=now-7d&to=now> |
| **Root Cause** | Direct cause : Testing on Prod (which may cause human fault )  Indirect cause : Alerts were not working. Multiple fixes has been done ;   * PromQL statements are totally wrong. * Routing is not added to itemmetadata rule group. |
| **Cure** | Reimport data from DSS and switch reporting api to new partition.  Alerts are fixed. |
| **Opportunities** | What can be improved   * Acceptance/regression testing needs to be performed in Staging environment. * DQ needs to be updated. Currently it first fetch last updated 1000 campaigns from CH first, it should be reversed . (Fetch last updated campaigns from Oracle first) |
| **Follow up Actions** | [ADP-697](https://jirap.corp.ebay.com/browse/ADP-697) - Testing online part of ES data fix pipeline Closed |
| **Flow** | Item Metadata Flow (both impacts offline and online since item metadata is the only dimension table for PL\_V2 and organic\_v2) |
| **Rollback** |  |
| **Related items** |  |
| **Status** | Resolved - Testing enhancements in progress |