# 2023-05-11 Placement 100974 Revenue and click drops

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| **Environment** | Prod |
| **Description** | <https://adsshepherd.muse.vip.ebay.com/monitoring/metrics/v2?compare_with=7d&end=1683917610&flat_currency=0&metrics=Realtime.PLS.Revenue&placement_id=100974&start=1683828000&step=1h> |
| **Reviewed by** | [Liang, Andy](file:////display/~shliang) [Dolan, Tom](file:////display/~todolan) [Shanka, Ram](file:////display/~bshanka) [Friday, Angela](file:////display/~afriday) [Ma, Yuchu](file:////display/~yucma) [Wang, Freecia](file:////display/~freewang) [Liu, Pavel](file:////display/~yualiu) |
| **Problem Report** | **Incident:**  Control Center <https://adsshepherd.muse.vip.ebay.com/incident/176>  Ops (aka ServiceNow) [INC1380694](https://ebayinc.service-now.com/incident.do?sys_id=5b2a1e741b3e29d40a8841d8b04bcb22&sysparm_stack=incident_list.do?sysparm_query=active=true)  **Start time:** 15:00 MST **Time of detection:** 17:00 MST  (Escalation time: 20:00 MST)  **Rollback time:** 21:25 MST **End time** 23:00 MST |
| **FCI** | Minimum  Customers were not able to see Merch carousel recommendations on Cart Page  Expected placement below Checkout button  Actual was not surfaced |
| **Domain Impacted** | Native placement [100974 Merch on Cart - Native Placement 1](https://adsshepherd.muse.vip.ebay.com/metadata/placements?placement_id=100974&status=Active&status=Experiment)  [101693 Merch on Cart - Native Placement 1](https://adsshepherd.muse.vip.ebay.com/metadata/placements?placement_id=101693&placement_id=101693&status=Active&status=Experiment) |
| **Triage** | ​​<https://ebay-eng.slack.com/archives/C01A1SU0LCX/p1683850926352779?thread_ts=1683850024.374309&cid=C01A1SU0LCX>  PagerDuty alert <https://ebay-cpt.pagerduty.com/incidents/Q1XM4L2ZKHWWS4?utm_campaign=channel&utm_source=slack>  [*Rajasekaran, Gowtham*](file:////display/~grajasekaran) notified MFE/PO QE about click drop  Ads Infra team escalated to MFE team and found out the placement was maintained by the Cart Service team  [Shanka, Ram](file:////display/~bshanka) rolled back placement config change within 90 minutes of discovering the issue  [Wang, Yixin](file:////display/~yixiwang)  Sent email Production Outage[ 05/11 14:00 MST] - The click and revenue dropped significantly in placement 100974 |
| **Examine** | 05/11 9:25 PM Rolled back cartexsvc via Config Editor by @Shanka, Ram   * There is a nori migration from 100974 -> 101693 but there is no traffic of 101693 right now.   DCS Device Configuration System -  100974 was turned off on native starting in release 6.111.0 to make way for 101693, which supports current DIC (dynamic item card behavior). The legacy placement (100974) will be deprecated soon but still needs to be supported for pre-existing apps |
| **Root Cause** | service team flipped switch, but native side was not ready to go |
| **Cure** | Rollback |
| **SLI** | Did any SLIs record the incident? If not, why not? Is there a gap? |
| **Opportunities** | Code fix [***SCART-17857***](https://jirap.corp.ebay.com/browse/SCART-17857) ***- ANDR/iOS: Merch on Cart - Service only returns new placement (should return both) Closed***  Native placement migration process   * 1. Observability into config-edits   <https://cfgedit.vip.ebay.com/cfgedit/static/mongo_change_review.html?target=Global&project=cartexsvc&version=1.0.0&config=Features&oldid=cfe_2515484444358018&newid=cfe_5770846967944215>   Migration to GlobalConfig? (Cart Service to **send Ads Infra CR tickets**)   Better communication during and post rollout.   Ads team - realtime validation of the rollout   * 1. ​​PLI / PLC [trends](https://console.sherlock.io/explore?orgId=1&left=%7B%22datasource%22:%22000000007%22,%22queries%22:%5B%7B%22refId%22:%22A%22,%22datasource%22:%7B%22type%22:%22prometheus%22,%22uid%22:%22000000007%22%7D,%22editorMode%22:%22code%22,%22expr%22:%22sum%28increase%28TotalPLRecord_total%7B_namespace_%3D%5C%22promotedlisting%5C%22,%20placement%3D~%5C%22100974%7C101693%5C%22%7D%5B5m%5D%29%29%20by%20%28eventType,%20placement%29%22,%22legendFormat%22:%22__auto%22,%22range%22:true,%22instant%22:true%7D,%7B%22refId%22:%22B%22,%22datasource%22:%7B%22type%22:%22prometheus%22,%22uid%22:%22000000007%22%7D,%22editorMode%22:%22code%22,%22expr%22:%22sum%28increase%28TotalPLRecord_total%7B_namespace_%3D%5C%22promotedlisting%5C%22,%20placement%3D~%5C%22100974%7C101693%5C%22%7D%5B5m%5D%20offset%201w%29%29%20by%20%28eventType,%20placement%29%22,%22legendFormat%22:%22-1w%22,%22range%22:true,%22instant%22:true%7D%5D,%22range%22:%7B%22from%22:%22now-24h%22,%22to%22:%22now%22%7D%7D)   2. [Clicks](https://adsshepherd.muse.vip.ebay.com/monitoring/metrics/v2?compare_with=7d&end=now&flat_currency=1&metrics=NuMonitor.PLS.Clicks&placement_id=100974_101693&start=now-2d&step=1h)   3. Any custom metrics?   CartService **PagerDuty** contact info |
| **Flow** | [Shanka, Ram](file:////display/~bshanka) can you please work with [Dolan, Tom](file:////display/~todolan) put something like architecture diagram links here |
| **Related items** | r1cartexsvc CHNG tickets:  Config Refresh change ticket: <https://ebayinc.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsysparm_query%3Dx_ebay_message_bus_msb_transaction_id%253dee154749-abb8-476e-9dcd-32aa7c8d2061%26sysparm_view%3DStandard%26sysparm_view_forced%3Dtrue>  Sample deployment ticket: <https://ebayinc.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsysparm_query%3Dx_ebay_message_bus_msb_transaction_id%253dd4c952bd-eb68-4dd3-b730-7dcbf2acf07f%26sysparm_view%3DStandard%26sysparm_view_forced%3Dtrue> |
| **Status** | Resolved |