

RCA Document

Jira issue (AESEDI-53447)

**Customer data was not sent from AES
EDI**

Date: 17-04-2020

Version : < 1.0>

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1. Problem Statement

1.1 Customer data was not sent from AES EDI.

2. Impact of the issue

2.1 About 486,000 records were affected.

3. Source of Problem

3.1 Jira issue (AESEDI- 53447) has been created

4. Case Details

Service request Owner	: Tarun Sharma
Customer Contact	: Name of the Customer

5. Problem Diagnosis

- 5.1 After Investigation of the issue, it is found that the file with the data was sent, but it did not get processed due to an issue with AES CIS Service at that point of time.
- 5.2 The same issue affected EDI to CIS monitoring service working on the CIS Side. So the missed records were not discovered automatically.

6. Troubleshooting Done

7. Root Cause Analysis

- 5.3 Customer data was not sent from AES EDI.
- 5.4 The issue affected around 486,000 of records.
- 5.5 After Investigation, it is found that the file with the data was sent, but it did not processed due to an issue with the AES CIS Service at that point of time.
- 5.6 The same issue affected EDI to CIS monitoring service working on the CIS side. So missed records were discovered automatically.
- 5.7 The file was resent and the issue got resolved.
- 5.8 The missing records were discovered at 11:56 AM, processed at 1:00 PM.

8. Review

Each problem has been reviewed internally in the team.