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My Role

My role was a Software Engineer at Cognizant, and at Schneider, which is one of Cognizant's clients, my role was IT Solution Developer Senior.

The screenshot shows the OneCognizant Associate 360 profile page for Eonshik Kim (871988). The profile card displays basic details: Name (Eonshik Kim), ID (871988), Title (Software Engineer), Location (Milwaukee Wisconsin), and Home Manager (Venkata Subba Reddy Bommir... (526514)). Below the profile card, there are three main sections: Personal (Date of Birth: 10/02/1992, Place of Birth: -, Gender: Male, Marital Status: Single), Location (Address: 2233 N Summit Ave, Apt 506, Milwaukee, Wisconsin, 53202-1288, United States, Seat No.: Not Applicable), and National ID (Social Security Number: XXXXXXXX). At the bottom, tabs for Education and Experience are visible.

The screenshot shows the OneCognizant Associate 360 profile page for Eonshik Kim (871988). The profile card displays basic details: Name (Eonshik Kim), ID (871988), Title (Software Engineer), Location (Milwaukee Wisconsin), and Home Manager (Venkata Subba Reddy Bommir... (526514)). Below the profile card, there are four tabs: Personal, Education, Experience, and Travel. The Experience tab is selected, showing detailed information: Designation (Software Engineer), Date of Joining (MM/DD/YYYY) (08/03/2020), Grade (A & eqvt.), BU Name (IT Services - United States), Practice Name (ADM), Department Name (ADM-MLEU-Delivery), Parent Department (ADM), and Home Manager Name (Venkata Subba Reddy Bo... (526514)).

The screenshot shows the Microsoft My Account interface. On the left, a sidebar lists options like Overview, Security info, Devices, Password, Organizations, Settings & Privacy, My sign-ins, Office apps, and Subscriptions. The main area displays a profile for Kim, Eonshik (Cognizant), Software Engineer, Milwaukee - WI USA CLT. It includes an email address (Eonshik.Kim@cognizant.com) and location (Milwaukee). A link to 'Why can't I edit?' is present. To the right, there's a 'Security info' section with a 'UPDATE INFO >' button and a 'Devices' section. The taskbar at the bottom shows various pinned icons and the date/time (10:42 AM, 2/13/2023).

This screenshot shows a Microsoft 365 contact card for Kim, Eonshik. It includes her photo, name, title (IT Solution Developer Sr - Support Tech - Services General Administra...), and status (Available). Below this are sections for Contact (last seen 8:48 AM, email kime2@schneider.com, Home Office) and Reports to (> Richardson, Scott, Mgr - IT Operations). A 'Show organization' link is also present.

Work Examples

URGENT! M000006769 Stuck in Transmission Manager - OTM SCM PROD issue

The screenshot shows an Outlook inbox with one unread email from Kim, Eonshik. The subject line is "RE: URGENT! M000006769 Stuck in Transmission Manager - OTM SCM PROD". The email body contains a message to the App Support Team about a customer order being stuck. The message is from Hilary Ewoldt, Process Analyst II at Schneider, with contact information: 920-592-8264 and www.schneider.com. The email was sent on Wednesday, September 29, 2021, at 1:34 PM.

A user reported an urgent issue regarding a customer order that was stuck in OTM/SCM during transmission. Upon investigation, I found that transaction 668856795 was causing the error. When I validated the transaction using code RC, I discovered that stop 1 and the name of stop 4 were missing. I informed the user of the issue and requested that they validate the stops and reprocess the transmission.

668856791	PROCESSED	ItemMaster	IU	SCM/RHEM.654317	Details	Raw XML
668856792	PROCESSED	ItemMaster	IU	SCM/RHEM.656854	Details	Raw XML
668856794	PROCESSED	ItemMaster	IU	SCM/RHEM.648583	Details	Raw XML
668856795	ERROR	Release	RC	SCM/RHEM.RSM000006769	Details	Raw XML
+ 668856800	STOP_PROCESS_ON_ERROR	GenericStatusUpdate	IU	SCM/RHEM.RSM000006769	Details	Raw XML
+ 668856803	STOP_PROCESS_ON_ERROR	Topic	I		Details	Raw XML
+ 669236474	STOP_PROCESS_ON_ERROR	Location	II	SCM/RHEM.LAREDO-152_ORGN_INDU_78045	Details	Raw XML
+ 669236475	STOP_PROCESS_ON_ERROR	Location	II	SCM/RHEM.LAREDO-277_PLAN_INDU_78045	Details	Raw XML
+ 669236477	STOP_PROCESS_ON_ERROR	Location	II	SCM/RHEM.2029142_THEP_6232_70809	Details	Raw XML
+ 669236478	STOP_PROCESS_ON_ERROR	Location	II	SCM/RHEM.2029142_THEP_6232_70809	Details	Raw XML
+ 669236479	STOP_PROCESS_ON_ERROR	Location	II	SCM/RHEM.2069610_THEP_6232_70433	Details	Raw XML
+ 669236480	STOP_PROCESS_ON_ERROR	ItemMaster	IU	SCM/RHEM.671611	Details	Raw XML
+ 669236481	STOP_PROCESS_ON_ERROR	ItemMaster	IU	SCM/RHEM.671611	Details	Raw XML
+ 669236482	STOP_PROCESS_ON_ERROR	ItemMaster	IU	SCM/RHEM.671611	Details	Raw XML

[Top](#) [Refresh](#)

```
<TransactionCode>RC</TransactionCode>
```

```
<OrStopSeq>2</OrStopSeq>
```

```
<LocationGid>
```

```
<Gid>
```

```

<DomainName>SCM/RHEM</DomainName>
<Xid>LAREDO-277_PLAN_INDU_78045</Xid>
</Gid>
<TransactionCode>RC</TransactionCode>
<OrStopSeq>3</OrStopSeq>
<LocationGid>
<Gid>
<DomainName>SCM/RHEM</DomainName>
<Xid>2029142_THEP_6232_70809</Xid>
</Gid>
<TransactionCode>RC</TransactionCode>
<OrStopSeq>4</OrStopSeq>
<LocationGid>
<Gid>
<DomainName>SCM/RHEM</DomainName>
<Xid/>

```

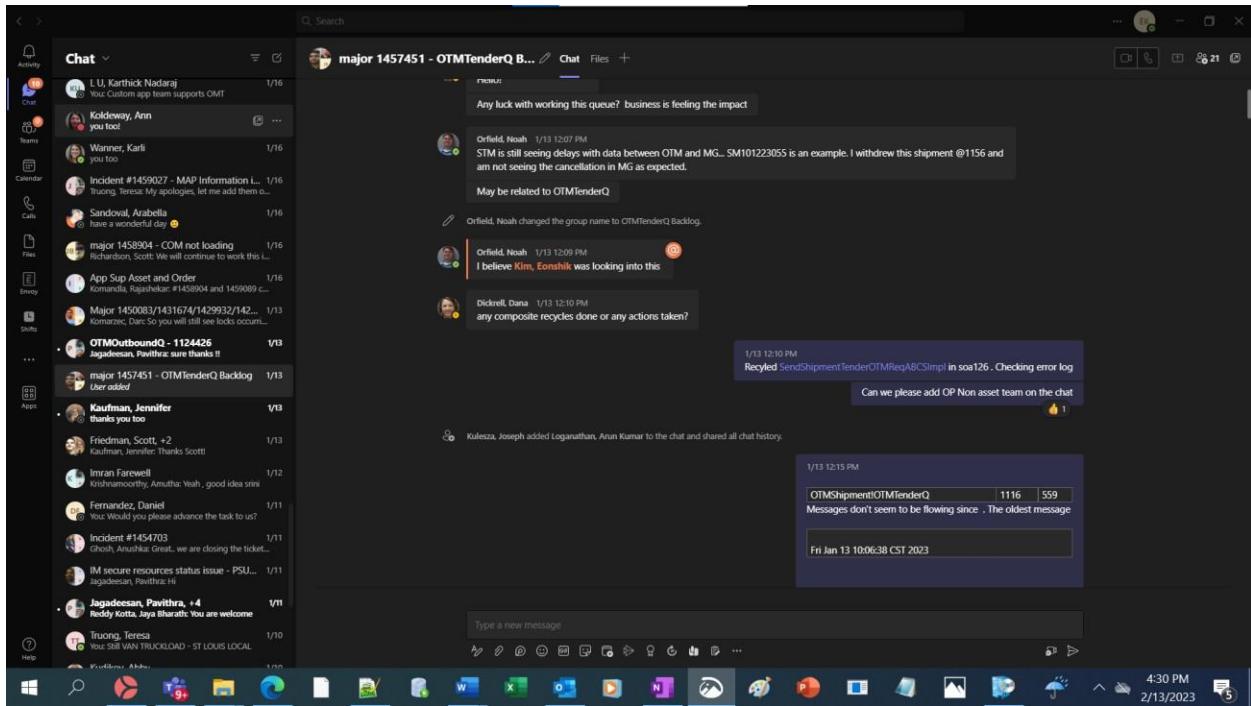
2021-09-29 14:15:08.461	18535	Error	Exception	[2268461] Cannot add the I_TRANSMISSION_REFNUM record. [I_TRANSMISSIO
2021-09-29 14:15:08.461	18535	Error	Exception	insert into i_transmission_refnum (I_TRANSMISSION_NO, I_TRANSMISSION_RE SCM.DATA QUEUE, SYNCORDER_EDI_STANDARD, SCM/RHEM]
2021-09-29 14:15:08.502	18535	Error	Exception	[2268462] Cannot add the I_TRANSMISSION_REFNUM record. [I_TRANSMISSIO
2021-09-29 14:15:08.502	18535	Error	Exception	insert into i_transmission_refnum (I_TRANSMISSION_NO, I_TRANSMISSION_RE SCM.SENDER PROCESS NAME, CREATEEDIORDERRELEASEOTM_EDI_STANDARD
2021-09-29 14:15:08.512	18535	Error	Exception	[2268463] Cannot add the I_TRANSMISSION_REFNUM record. [I_TRANSMISSIO
2021-09-29 14:15:08.512	18535	Error	Exception	insert into i_transmission_refnum (I_TRANSMISSION_NO, I_TRANSMISSION_RE SCM.SEQUENCE ID, M000006769, SCM/RHEM]
2021-09-29 14:15:08.516	18535	Error	Exception	[2268464] Cannot add the I_TRANSMISSION_REFNUM record. [I_TRANSMISSIO
2021-09-29 14:15:08.517	18535	Error	Exception	insert into i_transmission_refnum (I_TRANSMISSION_NO

The user added the name of stop 4 and it resolved the issue.

Major 1457451 - OTMTenderQ Backlog

"STM is still experiencing delays with data between OTM and MG. SM101223055 is an example of a shipment that was withdrawn at 11:56, but the cancellation was not reflected in MG as expected.

The issue was caused by a backlog in the OTMTenderQ, which is the queue for the OTM to MG flow. Upon checking the queue, it was found that it was not processing.

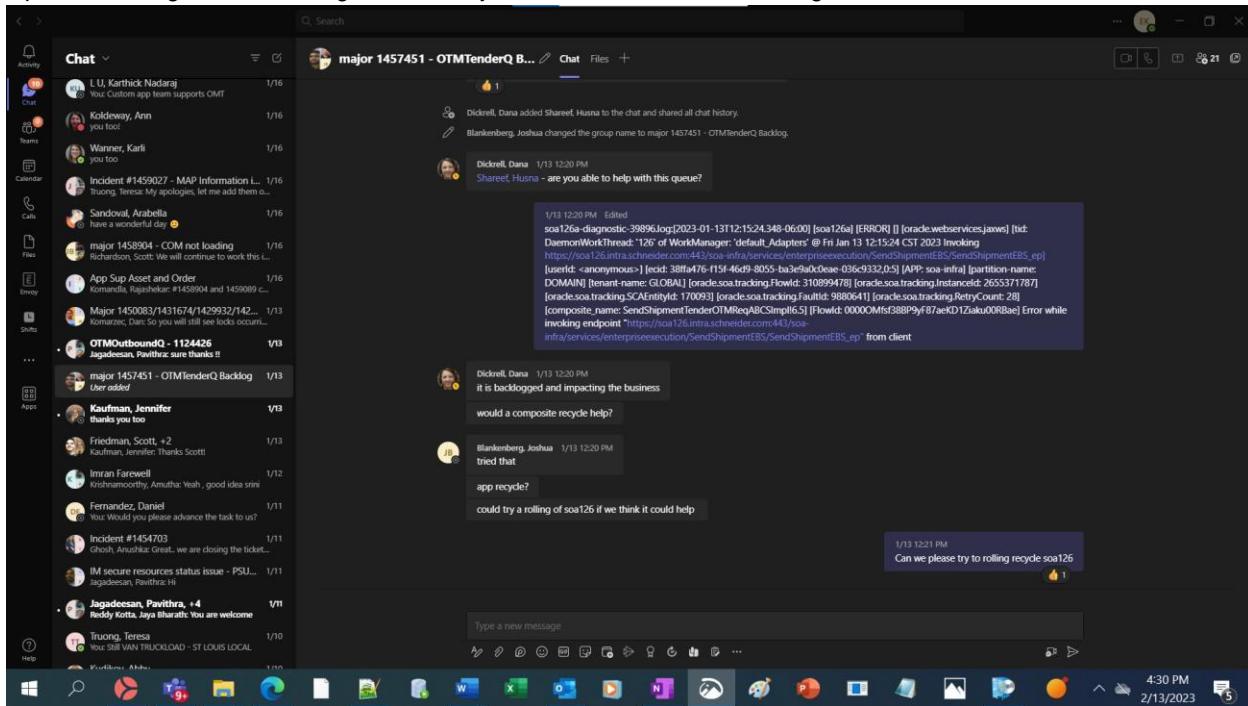


The OTMTenderQ is consumed by the SendShipmentTenderOTMReqABCSImpl composite in SOA126. I recycled the composite, but the count did not decrease.

Server/Subsystem Name	State	Health	Reason
AdminServer	RUNNING	✓ OK	
soa126a	RUNNING	✓ OK	
soa126b	RUNNING	✓ OK	
soa126c	RUNNING	✓ OK	
soa126d	RUNNING	✓ OK	

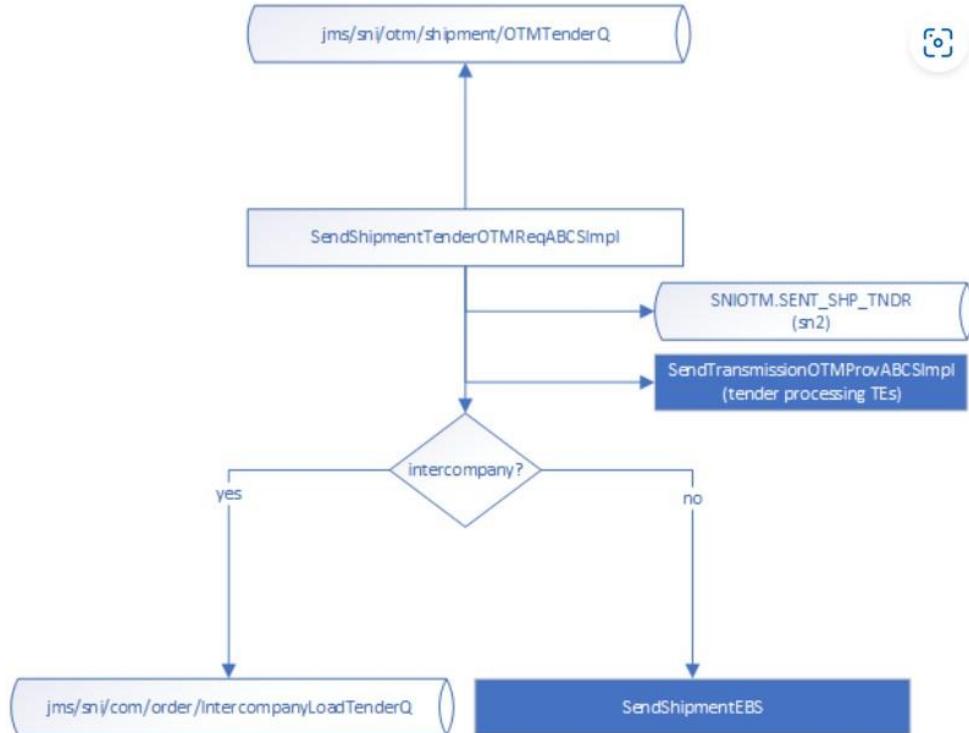
SOA126 was running smoothly, but we decided to recycle it in an attempt to resolve the issue. However, this did not fix the problem.

Upon checking the server logs from Putty, we found the error message below.

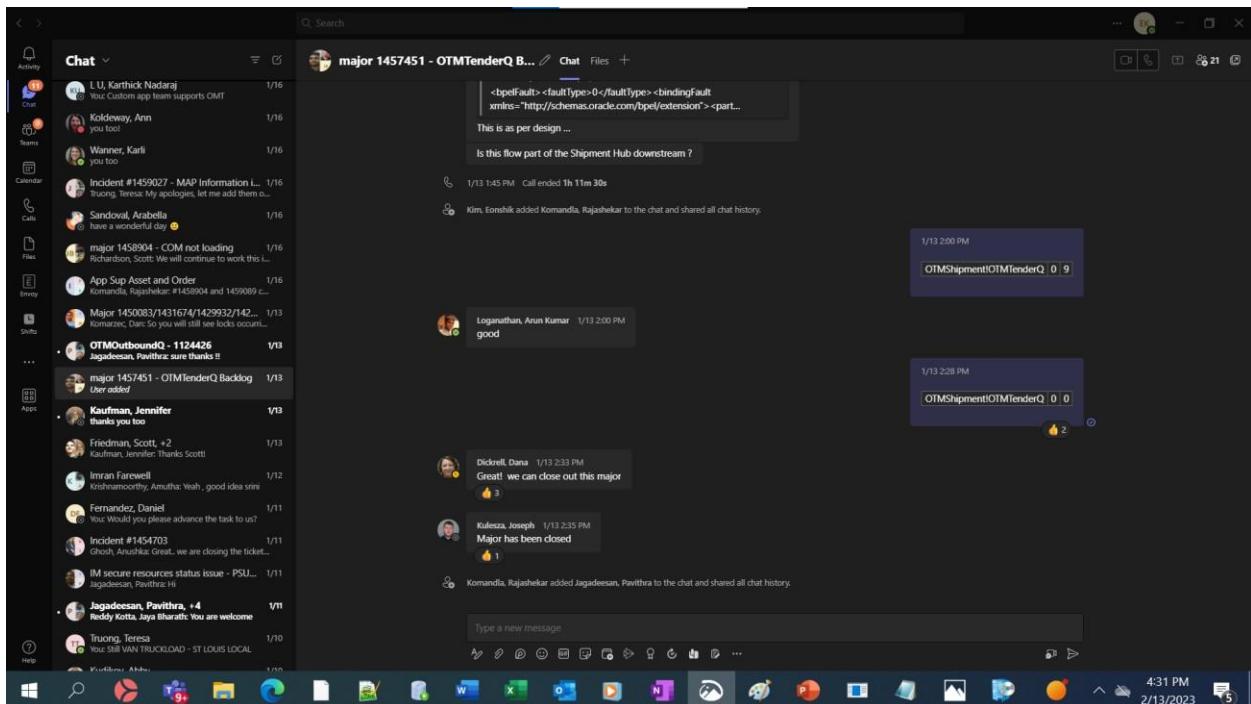


```
[2023-01-13T12:48:56.737-06:00] [soa126a] [ERROR] [] [oracle.soa.adapter.jms.inbound] [tid: DaemonWorkThread: '42' of WorkManager: 'default_Adapters'] [userId: <anonymous>] [ecid: f48bef39-67ee-479f-9d12-3cfcf7247fa3-0001afbe,0:5:11] [APP: soa-infra] [partition-name: DOMAIN] [tenant-name: GLOBAL] [oracle.soa.tracking.FlowId: 310942990] [oracle.soa.tracking.InstanceId: 2655872763] [oracle.soa.tracking.SCAEntityId: 170090] [oracle.soa.tracking.FaultId: 9890032] [oracle.soa.tracking.RetryCount: 2] [composite_name: SendShipmentTenderOTMReqABCSImpl!6.5] [FlowId: 0000OMfu77IBP9yF87aeKD1Ziaku00RDaY] [composite_name: SendShipmentTenderOTMReqABCSImpl] [composite_version: 6.5] [endpoint_name: Dequeue_OTMTENDERQ] JmsConsumer_JmsCosumer.doSend(): Caught an exception while invoking MessageListener.onMessage: BINDING.JCA-12509]
The JCA Listener of the JCA Binding Component was unsuccessful in delivering an inbound message from the endpoint Dequeue_OTMTENDERQ due to the following reason:
oracle.fabric.common.FabricInvocationException: faultName:
{{http://xmlins.oracle.com/pcbpel/adapter/jms/SNIOTMShipmentTenderServices/SendShipmentTenderOTMReqABCSImpl/Dequeue_OTMTENDERQ}SNIFault}
messageType:
{{http://xmlins.oracle.com/pcbpel/adapter/jms/SNIOTMShipmentTenderServices/SendShipmentTenderOTMReqABCSImpl/Dequeue_OTMTENDERQ}SendShipmentTenderOTMReqABCSImplFaultMessage}
```

Flow Diagram

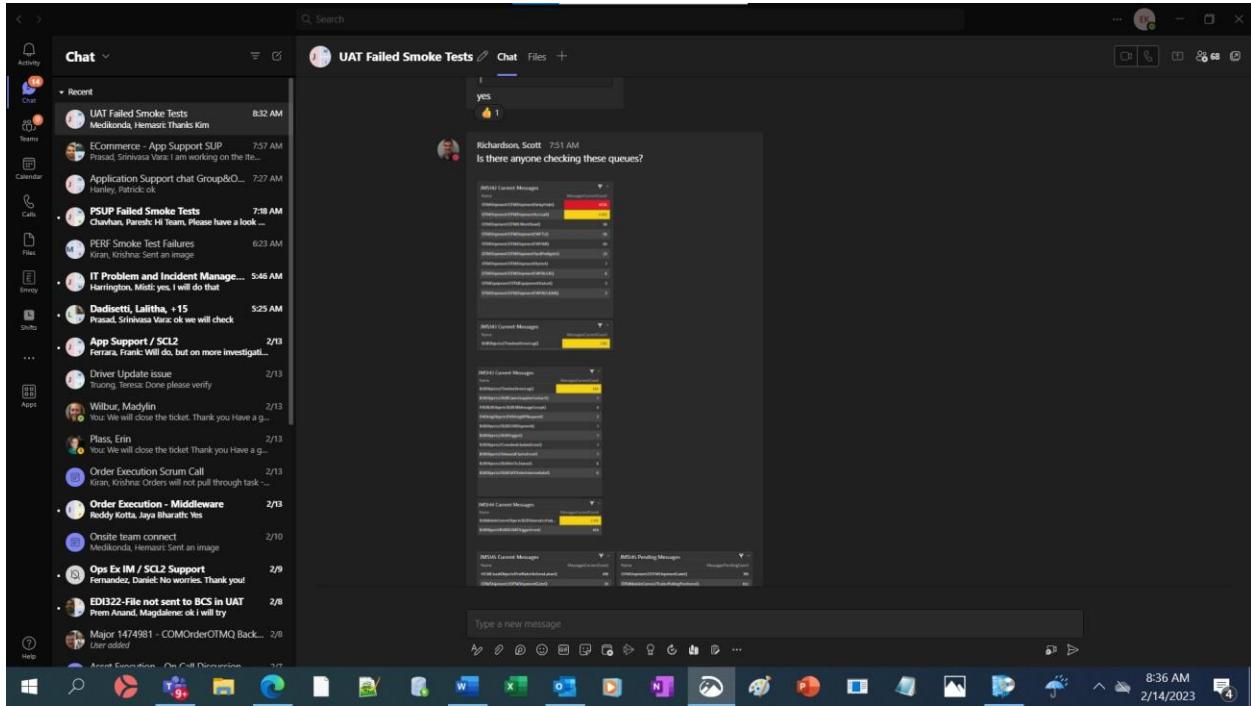


The issue was caused by the shutdown of `SendShipmentEBS`. Bringing up `SendShipmentEBS` resolved the problem.



Non prod -UAT issue

Multiple Qs were backed up



JMS142 Current Messages

Name	MessagesCurrentCount
OTMShipment!OTMShipmentDelayHubQ	47.5k
OTMShipment!OTMShipmentAccrualQ	4.91k
OTMShipment!OTMICWorkflowQ	58
OTMShipment!OTMShipmentEWFTLQ	56
OTMShipment!OTMShipmentEWFIMQ	50
OTMShipment!OTMShipmentYardPreRgstrQ	23
OTMShipment!OTMShipmentDlyInvQ	7
OTMShipment!OTMShipmentEWF BULK Q	6
OTMEquipment!OTMEquipmentStatusQ	3
OTMShipment!OTMShipmentEWF BULK IMQ	3

JMS143 Current Messages

Name	MessagesCurrentCount
B2BObjects2!TreelineDriverLogQ	1.8k

The screenshot shows a Microsoft Teams chat window. The sidebar on the left lists various channels and recent conversations. The main area is a chat titled "UAT Failed Smoke Tests". The messages are as follows:

- Prasad, Srinivas Vara 7:54 AM: Richardson, Scott - Good Morning. We checked the Q's having issues raised by Testing team
- Richardson, Scott 7:57 AM: Most of the Off shore team are facing issue with VM. It is very slow from yesterday. It is very troublesome to navigate between applications. We have raised Incidents also. Request you to escalate. Dana is following up with the respective team on this.
- Medikonda, Hemasri 8:22 AM: Hi Richardson, Scott
- Richardson, Scott 8:22 AM: Good Morning
- Medikonda, Hemasri 8:22 AM: We will check the Queues
- Richardson, Scott 8:22 AM: Good Morning Hema
- Medikonda, Hemasri 8:31 AM: Kim, Eonshik Please update here
- Medikonda, Hemasri 8:32 AM: Thanks Kim
- Sure Hema 8:35 AM: Sure Hema

The bottom of the screen shows the Windows taskbar with various pinned icons and the date/time (2/14/2023, 8:35 AM).

Server/Subsystem Name	State	Health	Reason
AdminServer	RUNNING	OK	
JMS141a	RUNNING	OK	
JMS142a	RUNNING	OK	
JMS143a	RUNNING	OK	
JMS144a	RUNNING	OK	
JMS145a	RUNNING	OK	

Verified JMS servers were working fine.

Configuration Monitoring Control Security Subdeployment Notes

A JMS destination identifies a queue (Point-To-Point) or a topic (Pub/Sub) that is targeted to a JMS server.

This page summarizes the active JMS destinations that have been created for this JMS module.

Customize this table

Destinations (Filtered - More Columns Exist)

Name	Messages Current	Messages Pending	Messages Total	Consumers Current	Consumers High	Consumers Total	Messa
OTMshipment!OTMshipmentDelayHubQ	53445	0	2189030	0	10	20	53445

Q was not moving. There was no consumer count.

Q was consuming from SyncShipmentDelayOTMDBProvider in soa125

itwiki x | Setting x | Sync x | Schn x | SOA x | Sign x | exec x | Sync x | Sync x | SOA x | Mon x | +

Not secure | soauat125.intra.schneider.com/console/console.portal?_nfpb=true&_pageLabel=DomainMonitorHealthPage... A | ☆ | ☰ | ...

ORACLE WebLogic Server Administration Console 12c Security warnings detected. Click here to view the report and recommended remedies.

Welcome, k37592 Connected to: soa125_domain

Change Center

View changes and restarts

Click the Lock & Edit button to modify, add or delete items in this domain.

Lock & Edit

Release Configuration

Domain Structure

- soa125_domain
- + Domain Partitions
- + Environment
- Deployments
- + Services
- Security Realms
- + Interoperability
- + Diagnostics

How do I...

- Configure health monitoring in a cluster
- Configure health monitoring
- Monitor servers

System Status

Health of Running Servers as of 9:12 AM

Failed (0)

Server/Subsystem Name

Server/Subsystem Name	State	Health	Reason
AdminServer	RUNNING	OK	
soa125a	RUNNING	OK	
soa125b	RUNNING	OK	

Oracle Enterprise Manager Fusion Middleware Control 12c

Confirmation
Successfully started the composite.

SOA Infrastructure > olmshipment (SOA Folder) > Composite

SyncShipmentDelayOTMDBProvider [14.5] (SOA Composite Application) Active Retire... Shut Down... Test Settings...

Dashboard Composite Definition Flow Instances Unit Tests Policies

Components

Name	Component Type
insertDelayRecordRouter	Mediator
SyncShipmentDelayOTMDBProvider	BPEL
SyncShipmentDelayOTMDBProviderRouter	Mediator

Services and References

Name	Type	Usage	Total Messages	Average Processing Time (sec)
dequeueShipmentDelayHub	JCA Adapter	Service	937299	0.009
insertDelayRecord	Web Service	Service	0	0.000

ORACLE WebLogic Server Administration Console 14.1.1 Security warnings detected. Click here to view the report and recommended remedies.

Change Center View changes and restarts Click the Lock & Edit button to modify, add or delete items in this domain. Lock & Edit Release Configuration

Domain Structure jms141_domain + Environment - Deployments Services Security Realms Interoperability Diagnostics

How do I... • Manage queue messages • Configure queues

System Status Health of Running Servers as of 9:18 AM Failed (0) Critical (0)

Settings for OTMShipmentDelayHubQ

Destinations (Filtered - More Columns Exist)

Name	Messages Current	Messages Pending	Messages Total	Consumers Current	Consumers High	Consumers Total	Message
OTMShipment!OTMShipmentDelayHubQ	0	0	2189843	10	10	30	54257

Show Messages Showing 1 to 1 of 1 Previous | Next

Name	Messages Current	Messages Pending	Messages Total	Consumers Current	Consumers High	Consumers Total	Message
OTMShipment!OTMShipmentAccrualQ	4905	0	2011067	0	4	4	4905

Show Messages Showing 1 to 1 of 1 Previous | Next

Q was consuming from

SyncShpAccrualOTMProvABCImpl in soa 126

Server/Subsystem Name	State	Health	Reason
AdminServer	RUNNING	OK	
soa126a	RUNNING	OK	
soa126b	RUNNING	OK	

ORACLE® Enterprise Manager Fusion Middleware Control 12c

soa-infra SOA Infrastructure

Deployed Composites

A composite application consists of the entire assembly of SOA components that implement the business logic deployed.

Show only active composites

Search Composite (full or partial name) ...

SyncShpAccrualOTMProvABCImpl [5.9]

SyncShpAccrualOTMProvABCImpl [5.8]

SyncShpAccrualOTMProvABCImpl [5.7]

SyncShpAccrualOTMProvABCImpl [5.6]

SyncShpAccrualOTMProvABCImpl [5.4]

SyncShpAccrualOTMProvABCImpl [5.3]

View Start Up... Activate... Set As Default... Deploy... Undeploy... Redeploy...

Composite	SOA Folder	Status	Mode	Deployed
SyncShpAccrualOTMProvABCImpl [5.9]	otmshipment	Active	Oct 10, 2022 7:23:52 ...	
SyncShpAccrualOTMProvABCImpl [5.8]	otmshipment	Active	Aug 23, 2022 9:46:36 ...	
SyncShpAccrualOTMProvABCImpl [5.7]	otmshipment	Active	Aug 16, 2022 5:08:23 ...	
SyncShpAccrualOTMProvABCImpl [5.6]	otmshipment	Active	Aug 1, 2022 3:48:19 PM	
SyncShpAccrualOTMProvABCImpl [5.4]	otmshipment	Active	Jul 29, 2022 3:55:02 PM	
SyncShpAccrualOTMProvABCImpl [5.3]	otmshipment	Retired	Jul 25, 2022 3:10:36 PM	

ORACLE® Enterprise Manager Fusion Middleware Control 12c

soa-infra SOA Infrastructure

Deployed Composites

A composite application consists of the entire assembly of SOA components that implement the business logic and expose the application to the outside world. The following SOA composite revisions are currently deployed.

Show only active composites

Search Composite (full or partial name) ...

SyncShpAccrualOTMProvABCImpl [5.9]

SyncShpAccrualOTMProvABCImpl [5.8]

SyncShpAccrualOTMProvABCImpl [5.7]

SyncShpAccrualOTMProvABCImpl [5.6]

SyncShpAccrualOTMProvABCImpl [5.4]

SyncShpAccrualOTMProvABCImpl [5.3]

View Start Up... Activate... Set As Default... Deploy... Undeploy... Redeploy...

Composite	SOA Folder	Status	Mode	Deployed
SyncShpAccrualOTMProvABCImpl [5.9]	otmshipment	Active	Oct 10, 2022 7:23:52 ...	
SyncShpAccrualOTMProvABCImpl [5.8]	otmshipment	Retired	Aug 23, 2022 9:46:36 ...	
SyncShpAccrualOTMProvABCImpl [5.7]	otmshipment	Retired	Aug 16, 2022 5:08:23 ...	
SyncShpAccrualOTMProvABCImpl [5.6]	otmshipment	Retired	Aug 1, 2022 3:48:19 PM	
SyncShpAccrualOTMProvABCImpl [5.4]	otmshipment	Retired	Jul 29, 2022 3:55:02 PM	
SyncShpAccrualOTMProvABCImpl [5.3]	otmshipment	Retired	Jul 25, 2022 3:10:36 PM	

Confirmation
Successfully started the composite.

SOA Infrastructure > olmshipment (SOA Folder) > Composite

SyncShpAccrualOTMProvABCImpl [5.9] (SOA Composite Application) Active Retire... Shut Down... Test Settings... |

Components

Name	Component Type
SyncShpAccrualOTMProvABCImpl	BPEL

Services and References

Name	Type	Usage	Total Messages	Average Processing Time (sec)
dequeueJMSShipmentData	JCA Adapter	Service	1003968	0.224
OTMCommonService	Web Service	Reference	2008131	0.108
insertShipmentDB	JCA Adapter	Reference	1004019	0.007

Change Center
View changes and restarts
Click the Lock & Edit button to modify, add or delete items in this domain.

Domain Structure

- jms141_domain
- + Environment
- + Deployments
- + Services
- + Security Realms
- + Interoperability
- + Diagnostics

How do I...

- Manage queue messages
- Configure queues

System Status
Health of Running Servers as of 9:03 AM

Failed (0)	Critical (0)
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Settings for OTMShipmentAccrualQ

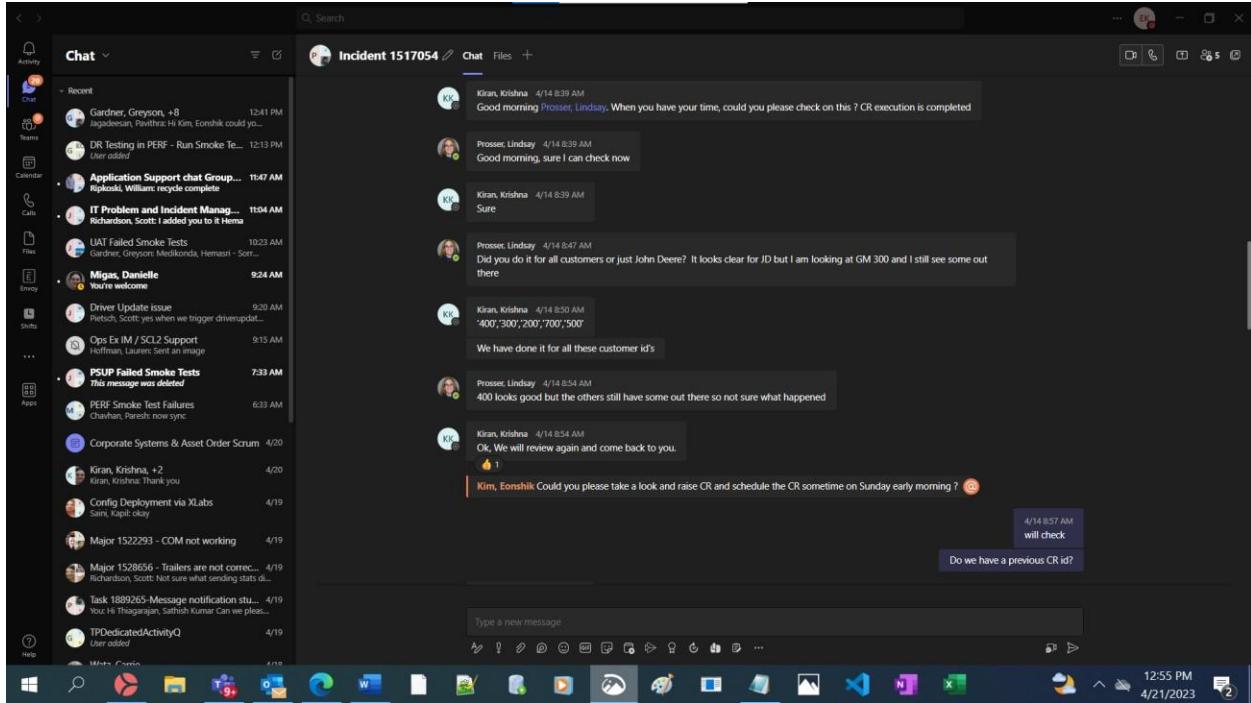
Destinations (Filtered - More Columns Exist)

Name	Messages Current	Messages Pending	Messages Total	Consumers Current	Consumers High	Consumers Total	Message
OTMShipment!OTMShipmentAccrualQ	0	0	2011067	4	4	8	4905

Q got cleared.

Prod issue – Closing out old orders in CMT Dedicated

There was a production issue with closing out old orders in CMT Dedicated. The user wanted to close out orders from 12-15-2022 through 3-4-2023. One of my team members wrote SQL queries, raised a CR, and implemented the change. However, the user reported that some orders were still not cleared.



I went through the CR that my teammate submitted and debugged the SQL queries. I checked one of the queries and found out that the statement of ORD.UPD_DTTM was not correct.

```
select count(*) from CMT_DED.STOP_ACTIVITY WHERE STOP_ACTIVITY_SK_ID
IN ( SELECT DISTINCT(SA.STOP_ACTIVITY_SK_ID)
FROM CMT_DED.ORDER_SUMMARY ORD , CMT_DED.STOP_ACTIVITY_ORDER SORD ,
CMT_DED.STOP_ACTIVITY SA
WHERE ORD.ORDER_SUMMARY_SK_ID = SORD.ORDER_SUMMARY_SK_ID
AND SORD.STOP_ACTIVITY_SK_ID=SA.STOP_ACTIVITY_SK_ID
AND SA.STOP_ACTIVITY_TYPE='Receive'
AND SA.ACTV_STA='In-Process'
AND ORD.INB_RTE_CRE_FLG='Y'
AND ORD.OTB_RTE_CRE_FLG='N'
AND ORD.ORD_STATUS='Intransit'
AND ORD.CUS_CD IN ('400')
and ORD.XDOCK_PTY_ID='315950'
AND ORD.UPD_DTTM <= To_Date('03-04-2023 00:01','MM-DD-YYYY HH24:MI'));
```

Incident 1517054

Status	Closed
Priority	3
Owned By: Wood, Courtney	
Primary Contact Information	
Name: Prosser, Lindsay	

Reported Issue: Closing out old orders in CMT Dedicated

Incident Details:

Please use below wiki to complete the orders from 12-15-2022 through 3-4-2023

<https://itwiki.schneider.com:8443/confluence/display/tm/Closing+out+old+orders+in+CMT+Dedicated>

Please reach out if you have any questions. Thanks, Lindsay

The user requested that we specify the order range of 12-15-2022 and 3-4-2023. I corrected the last nine queries to:

AND ORD.UPD_DTTM BETWEEN To_Date('12-15-2022 00:01', 'MM-DD-YYYY HH24:MI') AND To_Date('03-04-2023 23:59', 'MM-DD-YYYY HH24:MI'));

After running the queries, 167 records needed to be updated. However, the user said there were many more records that needed to be updated than 167.

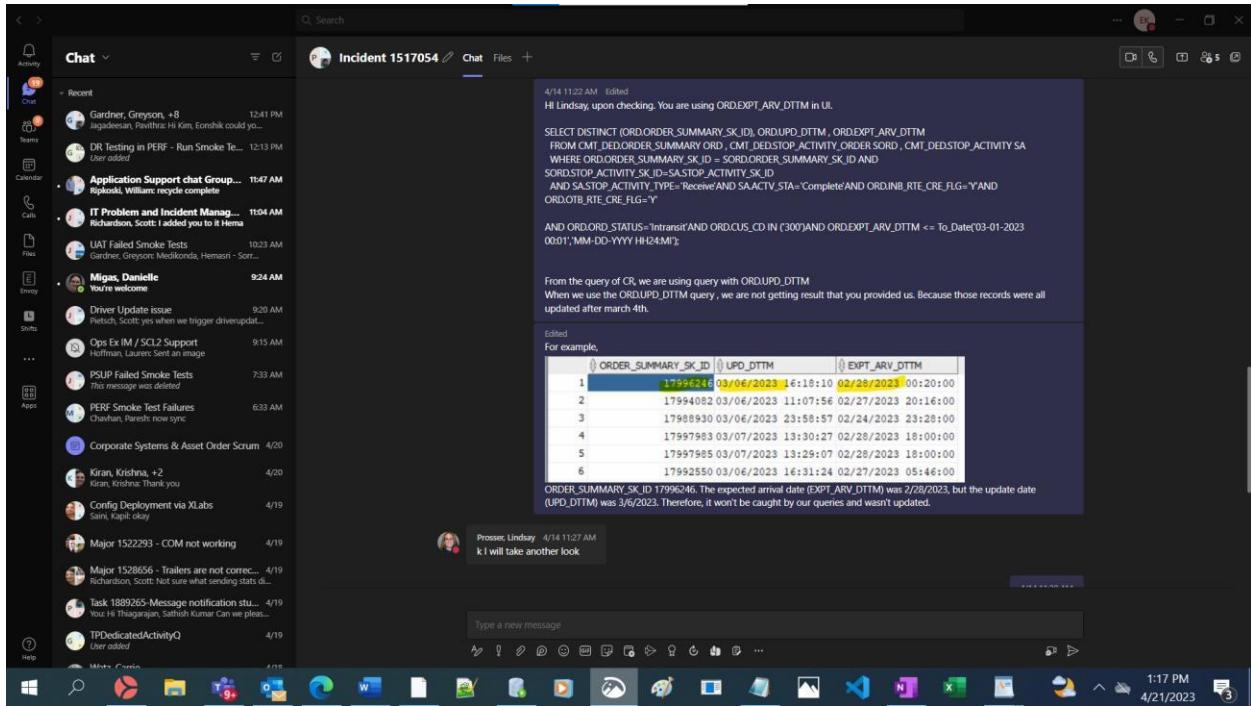
The screenshot shows a Microsoft Teams chat window for Incident 1517054. The left sidebar shows a list of recent conversations and team channels. The main chat area has two messages from Kiran, Krishna:

- 4/14 8:57 AM: will check
- 4/14 9:03 AM: CR #85685

Prosser, Lindsay responds:

- 4/14 9:43 AM: Hi Prosser, Lindsay I'm wondering if you know how many records still need to be updated
- 4/14 9:44 AM: Upon checking the previous CR, 167 records needs to still be updated. I'd like to verify with you if that's a correct number
- 4/14 9:47 AM: Prosser, Lindsay I will check
- 4/14 9:48 AM: Prosser, Lindsay I do not have the exact query but I am showing GM still has 600 in the =Yes for inbound and yes for outbound to mark complete. in the Yes/No for pending to be canceled I show 24,000
- 4/14 9:49 AM: Prosser, Lindsay that is the big customer. I can look at the others
- 4/14 9:49 AM: Prosser, Lindsay but that one is the main one to update
- 4/14 9:54 AM: Prosser, Lindsay I just did 12/15 - 3/1
- 4/14 9:54 AM: Prosser, Lindsay Would you please verify that number is for orders through March 4, 2023?

The bottom of the screen shows the Windows taskbar with various icons and the date 4/21/2023.



Upon checking further, I found that the user was using ORD.EXPT_ARV_DTTM in the UI.

```
SELECT DISTINCT (ORD.ORDER_SUMMARY_SK_ID), ORD.UPD_DTTM , ORD.EXPT_ARV_DTTM
```

```
FROM CMT_DED.ORDER_SUMMARY ORD , CMT_DED.STOP_ACTIVITY_ORDER SORD ,
CMT_DED.STOP_ACTIVITY SA
```

```
WHERE ORD.ORDER_SUMMARY_SK_ID = SORD.ORDER_SUMMARY_SK_ID AND
SORD.STOP_ACTIVITY_SK_ID=SA.STOP_ACTIVITY_SK_ID
```

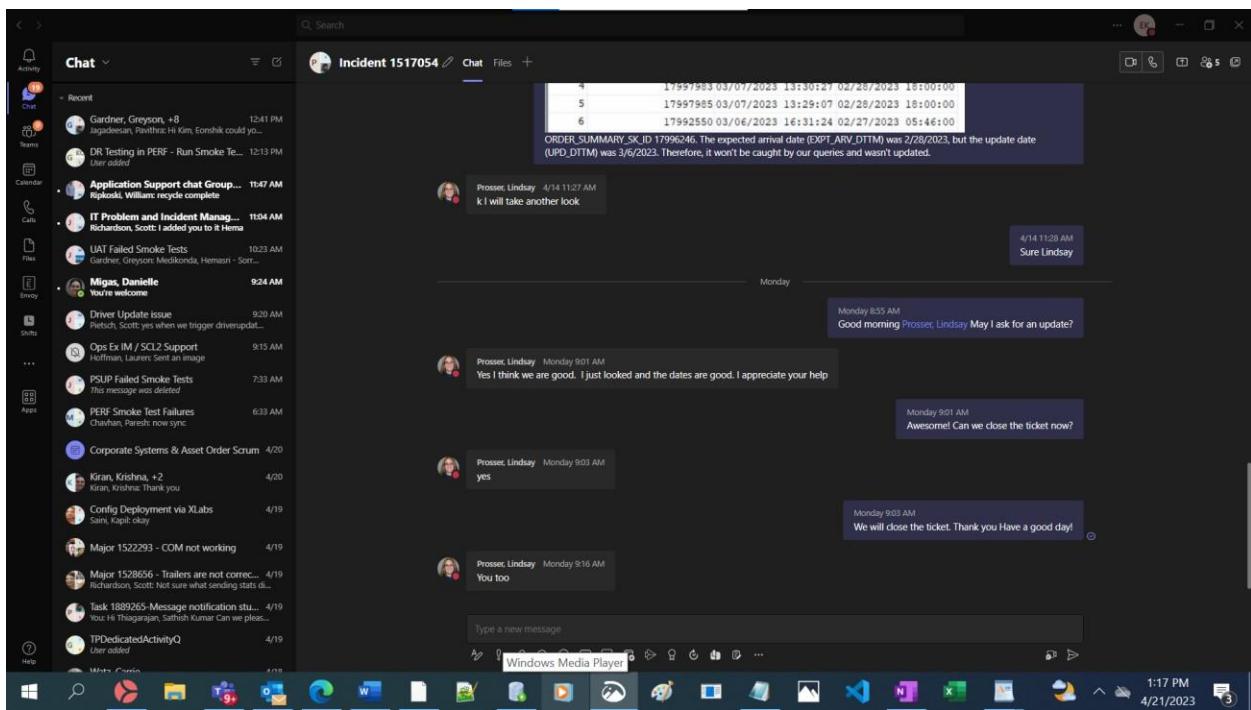
```
AND SA.STOP_ACTIVITY_TYPE='Receive'AND SA.ACTV_STA='Complete'AND
ORD.INB RTE CRE FLG='Y'AND ORD.OTB RTE CRE FLG='Y'
```

```
AND ORD.ORD_STATUS='Intransit'AND ORD.CUS_CD IN ('300')AND ORD.EXPT_ARV_DTTM <=
To_Date('03-01-2023 00:01','MM-DD-YYYY HH24:MI');
```

We were using ORD.UPD_DTTM in our CR query, which did not produce the expected results. This was because those records were all updated after March 4th, such as the record with ORDER_SUMMARY_SK_ID 17996246. The expected arrival date (EXPT_ARV_DTTM) was 2/28/2023, but the update date (UPD_DTTM) was 3/6/2023. Therefore, it wasn't caught by our queries and wasn't updated.

ORDER_SUMMARY_SK_ID	UPD_DTTM	EXPT_ARV_DTTM
1	17996246 03/06/2023 16:18:10	02/28/2023 00:20:00
2	17994082 03/06/2023 11:07:56	02/27/2023 20:16:00
3	17988930 03/06/2023 23:58:57	02/24/2023 23:28:00
4	17997983 03/07/2023 13:30:27	02/28/2023 18:00:00
5	17997985 03/07/2023 13:29:07	02/28/2023 18:00:00
6	17992550 03/06/2023 16:31:24	02/27/2023 05:46:00

ORDER_SUMMARY_SK_ID 17996246. The expected arrival date (EXPT_ARV_DTTM) was 2/28/2023, but the update date (UPD_DTTM) was 3/6/2023. Therefore, it won't be caught by our queries and wasn't updated.



The user later confirmed that the issue had been resolved.

Analysis report - PROD task 1491068 Not all special services are getting re-added during EWF

Special services are not being added to some intermodal shipments as part of EWF. The CQ_HAZMAT ENDORSEMENT or CQ_NALCO are missing.

Introduction

What is the frequency of this issue?

This issue occurs about five times per day.

What is the workaround followed today to resolve the issue?

The OPS Excellence-Bulk team receives an alert when the issue arises. They use the following workaround to re-add the missing special services: Query the corresponding shipment in OTM -> actions -> Shipment Management -> Utilities -> Change External Status -> External Workflow_Reprocess_Yes.

How much time does it take to fix?

It is estimated that it takes approximately 10-20 minutes to fix the issue per alert.

Root cause analysis

Example shipments:

SB102348960

SB102330903

SB102334791

SB102351023

SB102374178

After checking the Transmission TEs and AML log for the example shipments provided by users, I found no errors. However, upon further investigation of the AML log, I discovered that all previous live examples had an agent named SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES.

"My analysis indicates that the CQ_HAZMAT ENDORSEMENT or CQ_NALCO special services were initially added successfully when the EWF was updated. However, upon the triggering of the SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES agent, these special services were unexpectedly removed from specific shipments. Therefore, I believe it is necessary to investigate the code for the SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES agent at a deeper level to understand why it is removing these special services inappropriately.

- █ ASSIGN VARIABLE: \$am_seq, SNI-AGENT_MONITOR_NEXT_SEQ
- █ DIRECT SQL UPDATE: p_agent_monitor_start()
- █ DIRECT SQL UPDATE: Delete any Ship Special Service remarks that have SBL or EXT
- █ LOG: Below 4 DSUs Delete SS which belongs to SS profile 'INT_SPEC SERV REVISION DELETE'
- █ DIRECT SQL UPDATE: To delete the special service remark
- █ DIRECT SQL UPDATE: Delete SS Refnum (SS Profile)
- █ DIRECT SQL UPDATE: Delete SS join (SS Profile)
- █ DIRECT SQL UPDATE: Delete SS (SS Profile)
- █ LOG: Below 4 DSUs Delete SS which belongs to SS profile 'INT_SPEC SERV REVISION DELETE ALWAYS'
- █ DIRECT SQL UPDATE: To delete the special service remark
- █ DIRECT SQL UPDATE: Delete SS Refnum (SS Profile)
- █ DIRECT SQL UPDATE: Delete SS join (SS Profile)
- █ DIRECT SQL UPDATE: Delete SS (SS Profile)
- █ DIRECT SQL UPDATE: p_agent_monitor_end()

It is worth noting that for all previous examples, the SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES agent was triggered before the EWF was completed.

SB102334791-

7.5E+10 SNI.SNI-SHIPMENT-UPDATE SHIPMENT COUNT IMAGE ON OR	SNI.SNI-BLN/SNI/BULK. COMPLETI26-JAN-22 08.24.45.001687000 AN 26-JAN-22 SNI/BULK. uxprd2401	0.01
7.5E+10 SNI.SNI-SHIPMENT-MOVE EQUIP NUM TO ATTRIBUTE	SNI.SNI-SI-SNI/SNI/BULK. COMPLETI26-JAN-22 08.24.44.920135000 AN 26-JAN-22 SNI/BULK. uxprd2401	0.0538
7.5E+10 SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES	SNI.SNI-SI-SNI/SNI/BULK. COMPLETI26-JAN-22 08.24.44.529325000 AN 26-JAN-22 SNI/BULK. uxprd2401	0.2672
7.5E+10 SNI.SNI-SHIPMENT-NEW EQUIP RETAIN LOGIC FOR CM	SNI.SNI-SI-SNI/BULK. COMPLETI26-JAN-22 08.24.44.449835000 AN 26-JAN-22 SNI/BULK. uxprd2401	0.0480
7.5E+10 SNI.SNI-SHIPMENT-BULK SHIPMENT CREATED	SNI.SNI-SI-SNI/BULK. COMPLETI26-JAN-22 08.24.44.062487000 AN 26-JAN-22 SNI/BULK. uxprd2401 TW Was! 0.0273	
7.5E+10 SNI.SNI-SHIPMENT-ORDSHIP MANAGE TABLE	SNI.SNI-SI-SNI/BULK. COMPLETI26-JAN-22 08.24.43.948679000 AN 26-JAN-22 SNI/BULK. uxprd2401 SNI/BULK. uxprd2401 SYS GENE 0.0801	
7.5E+10 SNI.SNI-SHIPMENT-DEL SYS GENERATED SPEC SERV	SNI.SNI-SI-SNI/BULK. COMPLETI26-JAN-22 08.24.43.424451000 AN 26-JAN-22 SNI/BULK. uxprd2401 SYS GENE 0.0275	

SB10235102-

7.55E+10 SNI.BULK.SNI-SHIPMENT-ORDSHIP EQUIPMENT CHANGE	SNI/BULK.SNI-SHIPMENT-ORDSHIP EQUIPMENT CHANGE	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.52.70E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT INS OR UPD EQUIPMENT NEEDS REF	SHIPMENT - MODIFIED	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.52.53E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT GENERATE WORK INVOICE	SNI/BULK.SNI-SHIPMENT-CHANGE IN SPECIAL SERVICE IND SNI/BULK.SB102330903	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.51.11E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES	SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.48.98E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SUPPLEMENT	SHIPMENT - STATUS CHANGED	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.48.09E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-TOTAL REVENUE CALCULATION LOGIC	SNI.SNI-SHIPMENT-TOTAL REVENUE CALCULATION LOGIC	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.42.09109-FEB-;

SB102330903-

7.55E+10 SNI.SNI-SHIPMENT INS OR UPD EQUIPMENT NEEDS REF	SHIPMENT - MODIFIED	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.52.53E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT GENERATE WORK INVOICE	SNI/BULK.SNI-SHIPMENT-CHANGE IN SPECIAL SERVICE IND SNI/BULK.SB102330903	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.51.11E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES	SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.48.98E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SUPPLEMENT	SHIPMENT - STATUS CHANGED	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.48.09E09-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-TOTAL REVENUE CALCULATION LOGIC	SNI.SNI-SHIPMENT-TOTAL REVENUE CALCULATION LOGIC	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.42.09109-FEB-;
7.55E+10 SNI.SNI-SHIPMENT-AUTOCOMPLETE BULK	SNI.SNI-SHIPMENT-AUTOCOMPLETE BULK-EQUIP CHANGE	SNI/BULK.SB102330903	COMPLETI09-FEB-22 09.17.35.31209-FEB-;

Conclusion

Some intermodal shipments are experiencing an issue where special services, specifically the CQ_HAZMAT ENDORSEMENT or CQ_NALCO, are not being re-added to the shipment as part of EWF. As a result, the user is encountering 4-5 impacted shipments every day and is using a workaround to reprocess the EWF to resolve the issue. After conducting an analysis, it appears that the CQ_HAZMAT ENDORSEMENT or CQ_NALCO were initially added successfully when the EWF was updated. However, after the SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES agent was triggered, these special services were unexpectedly removed even though they should not have been. Therefore, the OP asset team needs to investigate the code for the SNI.SNI-SHIPMENT-EXT WORKFLOW CLEANUP SPEC SERVICES agent at a deeper level to understand why it is removing these special services inappropriately.

Prod tickets status & assigning tickets to offshore team – email

As a team leader, I assign PROD/Non-PROD tasks to my team members.

The screenshot shows an Outlook inbox with the search bar "Prod tickets status & assigning tickets to offshore team". The results list several emails from Kim, Eonshik, regarding ticket assignments. One email from Kim on 9/10/2021 says "Hi team. Here are prod". Another from 9/10/2021 says "RE: OrderExecutionTicketTrend... Hi Pavithra. I reviewed". A third from 9/14/2021 says "Your daily briefing" and "Hi Kim, Eonshik, Make". The main message window displays a list of assigned tickets with columns for Assigned To, Incident Status, Objective, Close Code, Goal, Assigned To Team, Due Date, and Description. The description includes a note about missing revenue driving activity and a link to an App Sup - Order Execution ticket. The message body also contains several @mentions to team members like Kiran, Krishna, Pandey, Parijat, Naveen, Viswanathan, and others, with some being highlighted in yellow.

Driver assignment issue

The screenshot shows a Cherwell Service Management ticket detail page for Task 1435883. The ticket is in progress. The status bar at the top shows "Cherwell Service Management (licensed to Schneider IT)". The ticket details include:

- Status:** In Progress
- Assignment:** App Sup - Order Execution
- Team:** Kim, Eonshik
- Owned By:** Kim, Eonshik
- Description:** Objective: Resolve, Incident ID: 1090167, Task Goal: load st153590829 div 40197 needs to be removed off drv. Load will not remove.
- Parameters:** OLA: Default, Priority: 2, TGTC: 0:04:00:00
- Acknowledged By:** Thursday, December 16, 2021 12:09 PM
- Complete By:** Thursday, December 16, 2021 3:09 PM
- Incident Due Date:** 12/16/2021 10:58 AM
- Work Instruction:** TRTC: 0:03:38:00
- Priority:** 5
- Owned By:** Leffers, Taylor

The ticket is marked as Escalated. The bottom of the screen shows a Windows taskbar with various icons.

User requested an incident that the load needs to be removed from the shipment.

The screenshot shows the Oracle Logistics interface for creating a new shipment. The page title is "Buy Shipment Result > Buy Shipment". The main section is titled "Buy Shipment" with a star icon. At the top right, there are buttons for "1 of 1", "New", "Finished", and "Actions". Below this, the "Identification" tab is selected, showing fields for "Shipment ID" (ST153590829), "Service Provider ID" (TL SHIPMENT PLANNING), "Origin" (67010), and "Destination" (2427895). Other tabs include "Equipment", "Stops", "Financials", "Involved Parties", "Mode", "Remarks", "Groups and Charges", "Tracking", and "Documents". On the left, there's a sidebar with various icons. In the center, there are sections for "Currency" (USD), "Exchange Rate Date", "Exchange Rate ID" (DEFAULT), "Loaded Distance" (92.50 MI), "Fixed Distance" (checkbox), "Source Location Name" (IFCO SYSTEMS NORTH AMERICA INC), "Destination Location Name" (TRACTOR SUPPLY CO), "Port of Load ID" (dropdown with search and add buttons), "Driver ID" (40197), "Secondary Driver ID", "Power Unit ID" (72158), and "Work Assignment ID". A "Set Location Overrides" button is located on the right. At the bottom, there are tabs for "Top" and "Equipment". The status bar at the bottom right shows the time as 11:41 AM and the date as 12/16/2021.

Driver 40197 was assigned to the shipment.

The screenshot shows an "Error" dialog box overlaid on the Oracle Logistics interface. The dialog has tabs for "Error" (selected) and "Details". The error message is: "[149778907] Could not unassign driver from shipment SNI/TL-ST153590829 because there are too many driver assignments after this shipment, or the driver assignment records of driver SNI-40197 are corrupted." There is also a "View Log" button. The background shows the same "Buy Shipment" interface as the previous screenshot, with the "Equipment" tab selected. The status bar at the bottom right shows the time as 11:43 AM and the date as 12/16/2021.

When I tried to unassign the shipment from the driver, it threw me an error message.

The screenshot shows the Oracle SQL Developer interface. The 'Worksheet' tab contains the following SQL query:

```
SELECT * FROM GLOGOWNER.DRIVER_ASSIGNMENT_T WHERE DRIVER_GID='SNI.40197' ORDER BY INSERT_DATE desc;
```

The 'Query Result' tab displays the results of the query. The table has the following columns:

DRIVER_ASSIGNMENT_SEQ_NO	DRIVER_GID	SHIPMENT_GID	NEXT_AVAILABLE_LOC_GID	NEXT_AVAILABLE_TIME	PREV_DRIVER_ASSIGNMENT_SEQ_NUM	DESCRIPT
1	42202953 SNI.40197	SNI/TL.ST153592044 SNI.2896971		12/20/2021 13:30:00	42202901 (null)	
2	42202901 SNI.40197	SNI/TL.ST153559996 SNI.2145147		12/19/2021 05:31:00	(null) (null)	
3	42202297 SNI.40197	SNI/TL.ST153593454 SNI.114997		12/17/2021 05:55:22	(null) (null)	
4	42196192 SNI.40197	SNI/TL.ST153590829 SNI.2427895		12/16/2021 20:55:00	42190685 (null)	
5	42190685 SNI.40197	SNI/TL.ST153580078 SNI.2616273		12/16/2021 16:34:55	42185460 (null)	
6	42185460 SNI.40197	SNI/TL.ST153575127 SNI.2733441		12/15/2021 00:45:00	42156883 (null)	
7	42156803 SNI.40197	SNI/TL.ST153538817 SNI.2042676		12/14/2021 13:15:00	42156748 (null)	
8	42156748 SNI.40197	SNI/TL.ST153517039 SNI.2145147		12/13/2021 06:30:00	42144005 (null)	
9	42144005 SNI.40197	SNI/TL.ST153493597 SNI.2042676		12/11/2021 14:00:00	42143990 (null)	

The 'Reports' sidebar shows various report types, and the bottom status bar indicates the session was active from 11:43 AM on 12/16/2021.

```
SELECT * FROM DRIVER_ASSIGNMENT_T
```

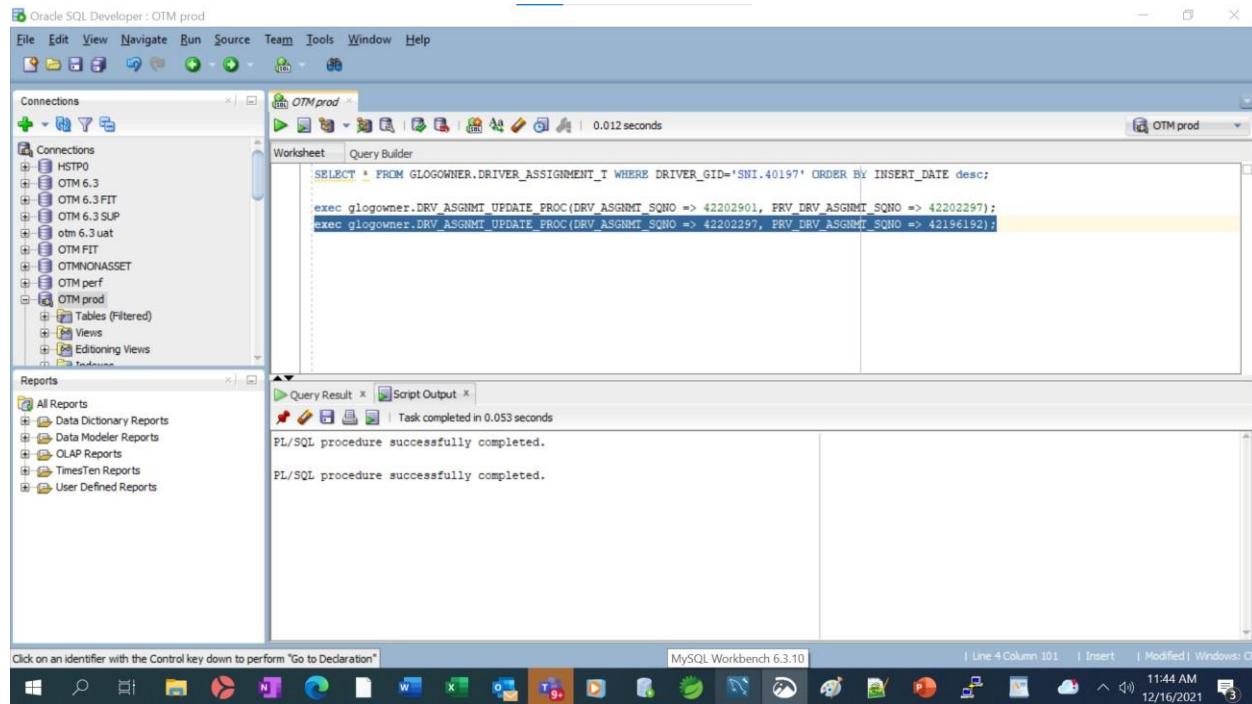
```
WHERE driver_gid = 'SNI.40197'
```

```
ORDER BY insert_date DESC;
```

Ran the SQL above to check if there are any NULL values of PREV_DRIVER_ASSIGNMENT_SQ_NUM.

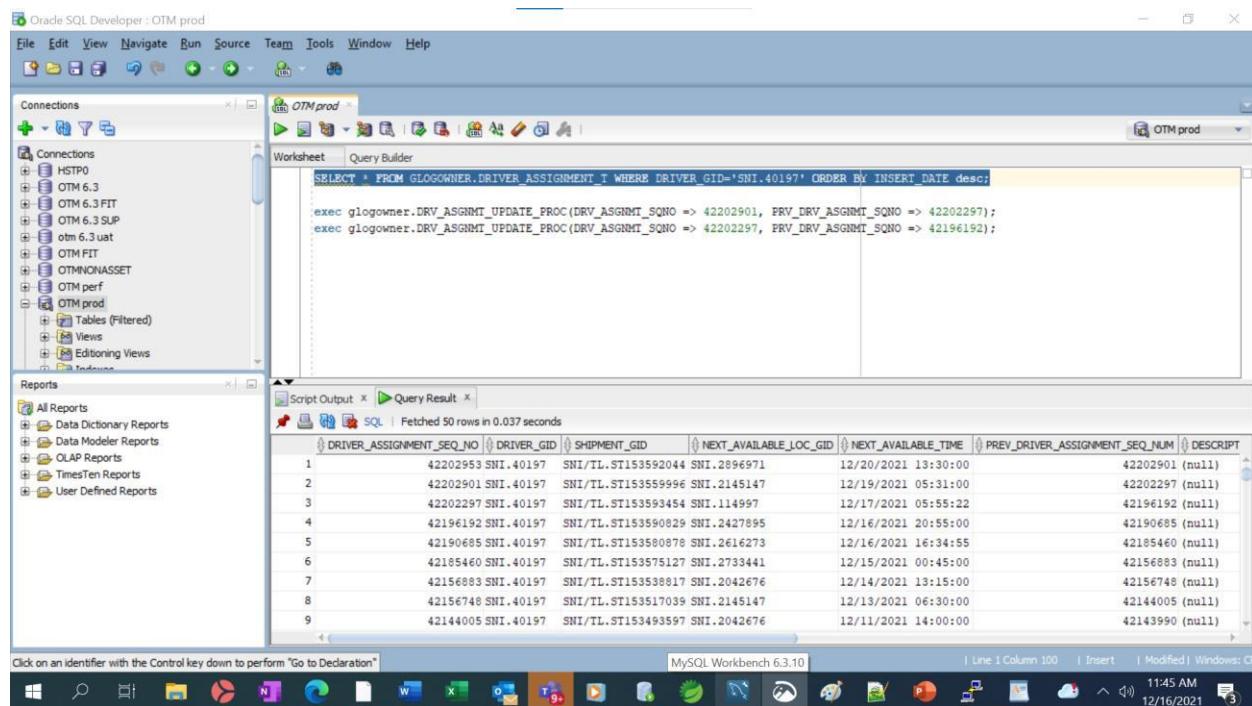
And there were 2 NULL values.

Referred DRIVER_ASSIGNMENT_SEQ_NO and updated NULL PREV_DRIVER_ASSIGNMENT_SQ_NUM.

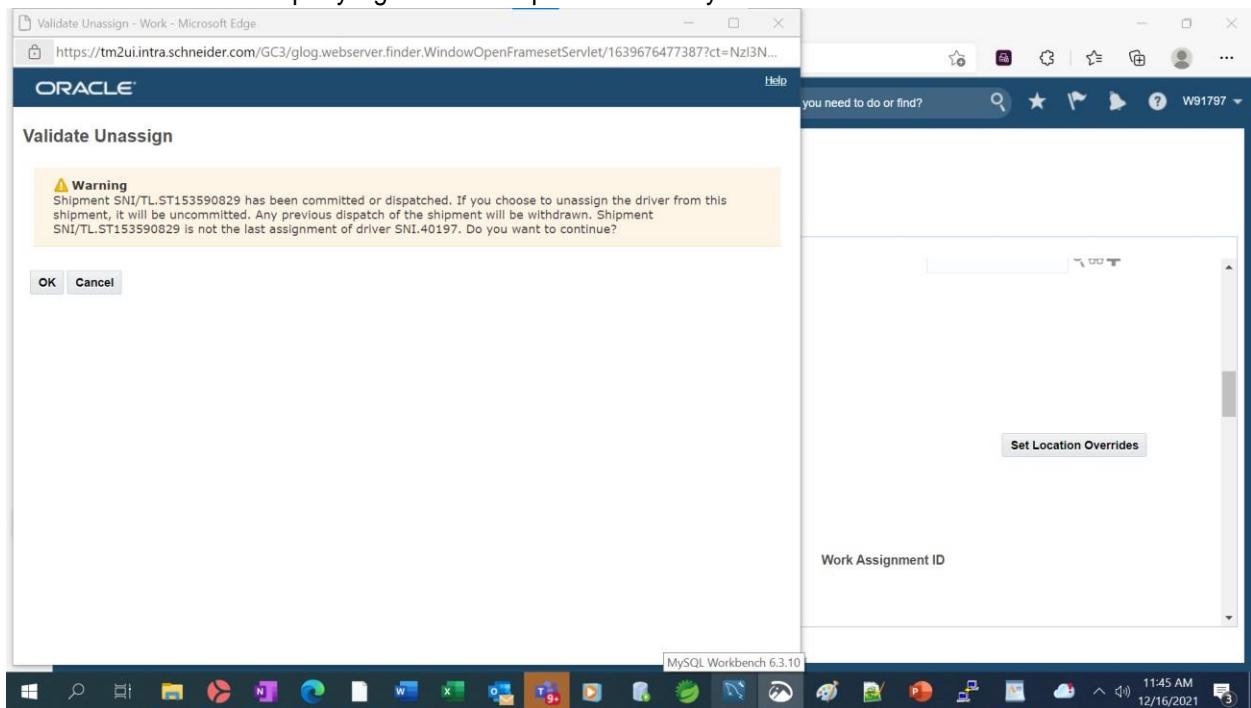


```
exec glogowner.DRV_ASGNMT_UPDATE_PROC(DRV_ASGNMT_SQNO => 42202901,
PRV_DRV_ASGNMT_SQNO => 42202297);
```

```
exec glogowner.DRV_ASGNMT_UPDATE_PROC(DRV_ASGNMT_SQNO => 42202297,
PRV_DRV_ASGNMT_SQNO => 42196192);
```



Verified with the select query again. And it updated correctly.



The screenshot shows a Windows desktop environment with two Oracle Logistics web browser windows open side-by-side. Both windows are running Microsoft Edge.

Left Window: The title bar says "Success - Work - Microsoft Edge". The URL is <https://tm2ui.intra.schneider.com/GC3/glog.webserver.finder.WindowOpenFramesetServlet/1639676477387?ct=NzI3N...>. The page content displays a green success message: "Confirmation Success Driver Successfully Unassigned From Shipment(s)".

Right Window: The title bar says "you need to do or find? - Microsoft Edge". The URL is <https://tm2ui.intra.schneider.com/OTM-ADF/faces/glog/fusion/core/view/OTMHome.jsf>. The page content shows a "Buy Shipment - Identification" form. Key fields include:

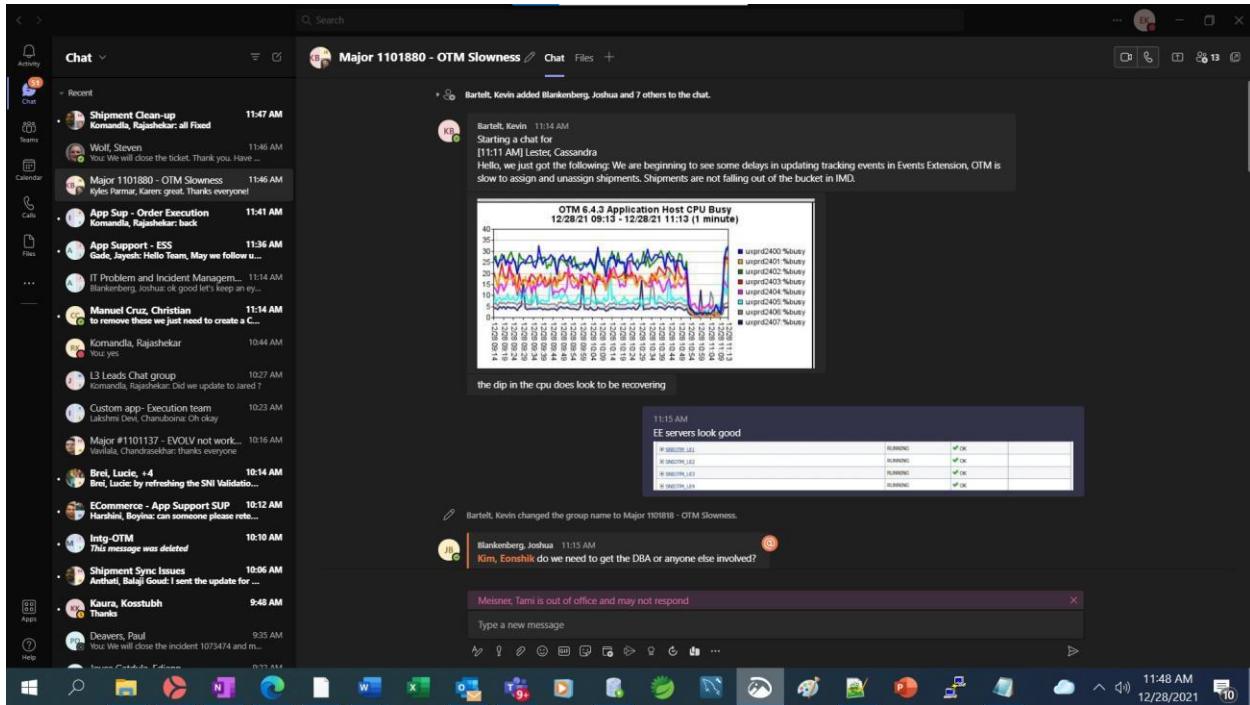
- Shipment ID:** ST153590829
- Service Provider ID:** TL SHIPMENT PLANNING
- Origin:** 2616273 FAIRBURN GA 30213 USA
- Destination:** 2427895 MACON GA 31216 USA
- Currency:** USD
- Exchange Rate Date:** [empty]
- Exchange Rate ID:** DEFAULT
- Loaded Distance:** 92.50 MI
- Fixed Distance:** [empty]
- Source Location Name:** DSC LOGISTICS
- Destination Location Name:** TRACTOR SUPPLY CO
- Port of Load ID:** [empty]
- Port of Discharge ID:** [empty]
- Driver ID:** [empty]
- Secondary Driver ID:** [empty]
- Power Unit ID:** [empty]
- Work Assignment ID:** [empty]

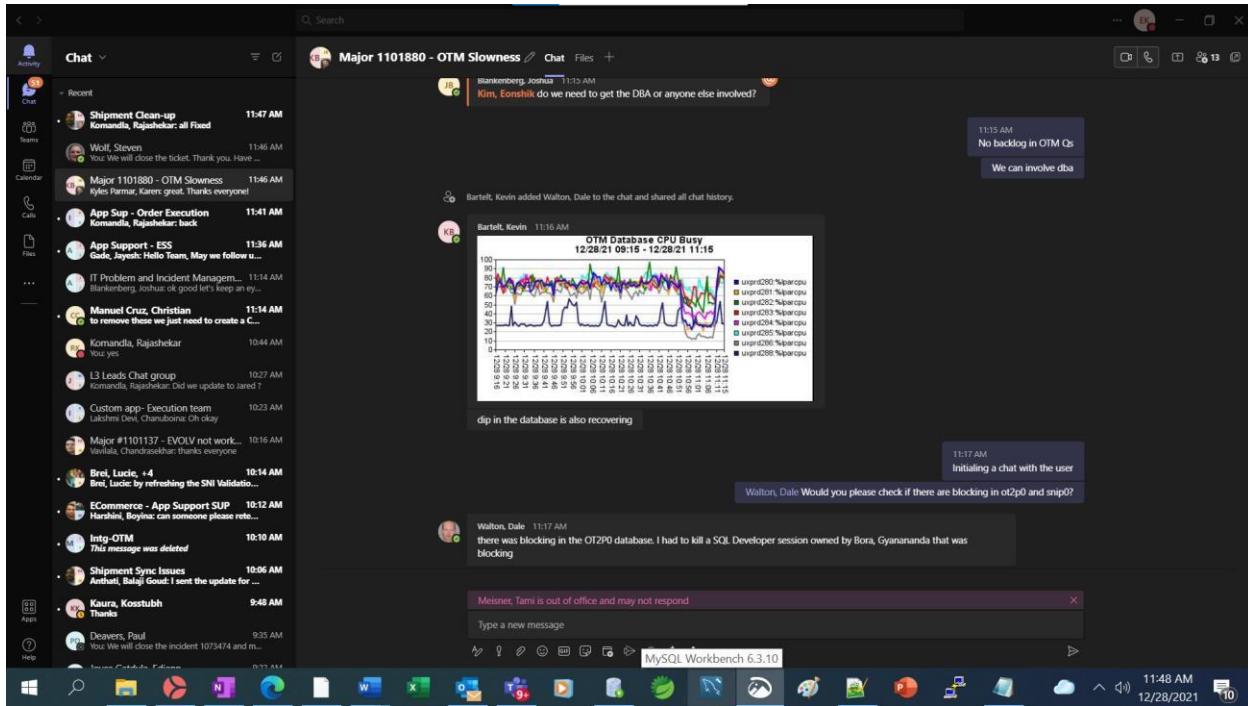
The taskbar at the bottom of the screen shows various pinned icons and the system clock indicating 11:46 AM on 12/16/2021.

The driver was successfully unassigned without any errors.

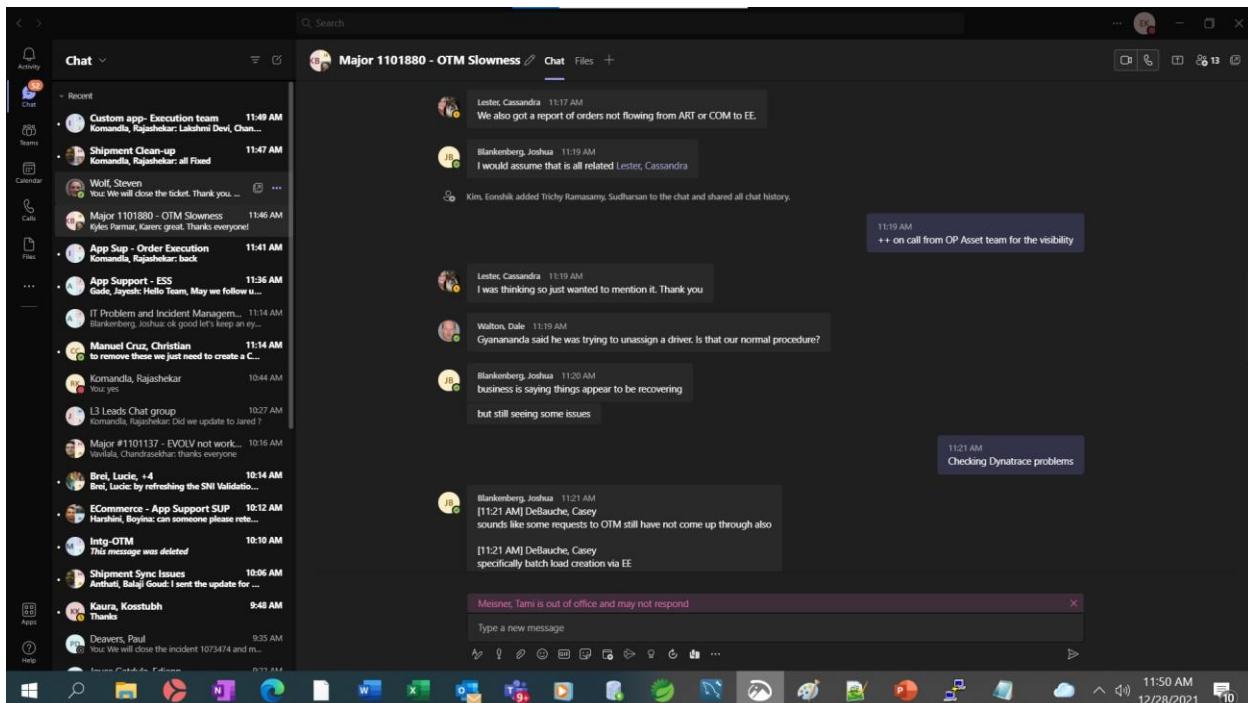
Major 1101880 - OTM Slowness

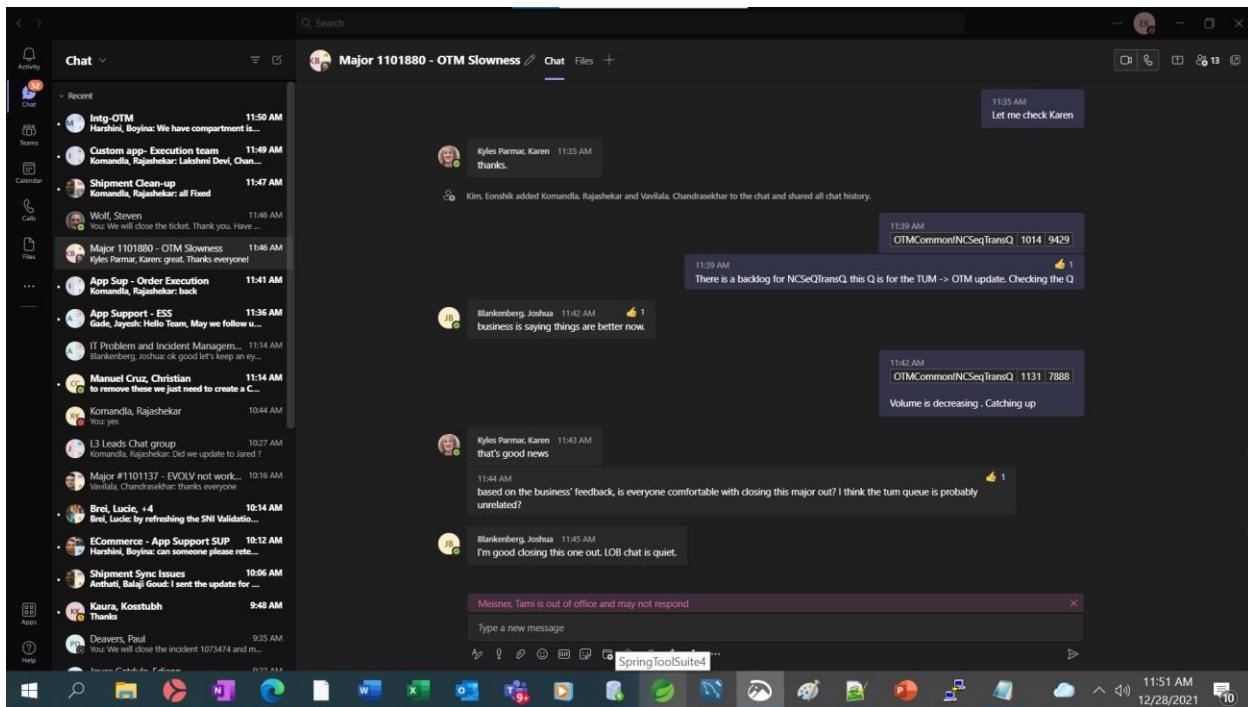
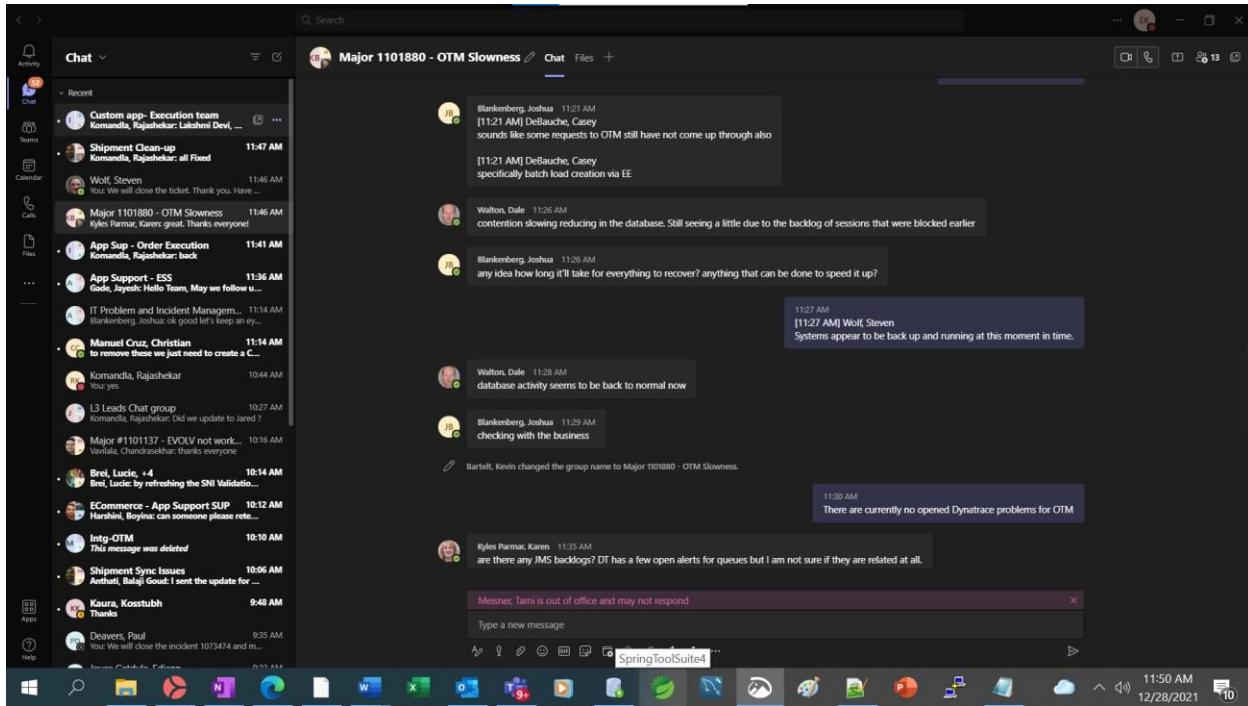
We were beginning to see some delays in updating tracking events in Events Extension, OTM was slow to assign and unassign shipments. Shipments were not falling out of the bucket in IMD.

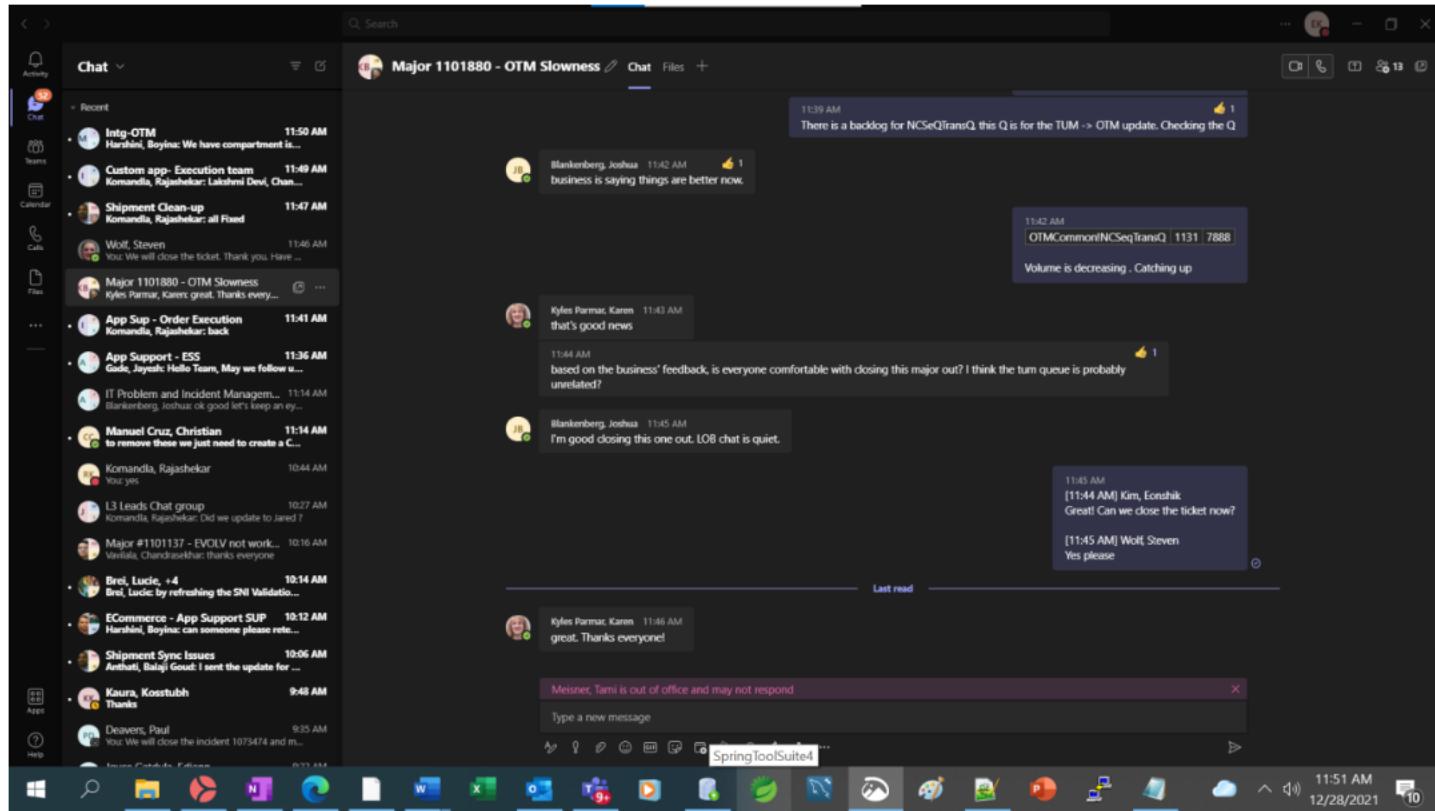




Involved DBL on the chat. The DBLS found a SQL Dev session that was blocking the OT2P0 DB. Once that session was killed everything started to recover.







Oracle SQL Developer : OTM prod

File Edit View Navigate Run Source Team Tools Window Help

Connections

- OTM Sup 6.37
- OTM Sup 6.4
- OTM UAT
- sn2 prod
 - Tables (Filtered)
 - Views
 - Editing Views
 - Indexes
 - Packages
 - Procedures
 - Functions
 - Queues
 - Queues Tables

Reports

- All Reports
- Data Dictionary Reports
- Data Modeler Reports
- OLAP Reports
- TimesTen Reports
- User Defined Reports

Worksheet

```
select * from DBA_2PC_PENDING;
```

Query Result

LOCAL_T...	GLOBAL_...	STATE	MIXED	ADVICE	TRAN_CO...	FAIL_TIME	FORCE_T...	RETRY_TI...	OS_USER	OS_TERM...	HOST	DB_USR...

Click on an identifier with the Control key down to perform "Go to Declaration"

Line 1 Column 31 Insert Modified Windows: G

11:53 AM 12/28/2021

Fastrack UI

Not secure | sb1.intra.schneider.com/FastTrack_Web/LoginController

Welcome w91797 | Log Out

JMS Queue details - Prod

Queue Details

LR @ 12/26/2021, 11:51:20 AM refreshed every 10 mins

Queue Name Equals Filter

Q_Name	Cnsmr_Cur	%Msg_Used	%Byte_Used	Msg_Cur	Msg_Prd	Bytes_Cur	Bytes_Pnd	Server_Name	Cnsmptn_Stat	Prodctn_Stat	Module_Name	Quota_Name	Msg
NCSeqTransQ	185	1.1183	1.0306	646	5734	97985	8743509	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
DFSeqTransQ	89	1.1183	1.0306	106	98	127974	116081	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
SPSeqTransQ	31	1.1183	1.0306	2	5	2652	7916	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
MCSeqTransQ	77	1.1183	1.0306	1	83	1626	149339	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
EESeqTransQ	31	1.1183	1.0306	1	4	1853	7102	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
OTMEqpValidateQ	0	1.1183	1.0306	0	0	0	0	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
EWSeqTransQ	31	1.1183	1.0306	0	25	0	85281	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
NASeqTransQ	31	1.1183	1.0306	0	2	0	2543	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
DDSeqTransQ	77	1.1183	1.0306	0	0	0	0	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
OTMTrackingEventQ	0	1.1183	1.0306	0	0	0	0	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
OTMTtransmissionQ	148	1.1183	1.0306	0	1	0	526	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
MMSeqTransQ	42	1.1183	1.0306	0	0	0	0	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
ECSeqTransQ	31	1.1183	1.0306	0	0	0	0	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
OTMSendTransmissionQ	0	1.1183	1.0306	0	0	0	0	JMS3a_Server1	false	false	OTMCommon	OTMCommonQuota	6000
OTMPollingPositionsQ	32	0.3731	0.1036	288	32	226684	25268	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
TrailerPollingPositionQ	20	0.3731	0.1036	71	20	58642	16579	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
OTMPollPosOTMQ	16	0.3731	0.1036	12	26	10206	22960	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
OTMPollPosB2BQ	8	0.3731	0.1036	4	15	3486	12069	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
OTMPollPosDestQ	120	0.3731	0.1036	0	170	0	154720	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
TrailerIntransitQ	16	0.3731	0.1036	0	0	0	0	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
MMTrailerPositionQ	19	0.3731	0.1036	0	15	0	12407	JMS5a_Server1	false	false	OTMMobileComm2	OTMMobileComm2Quota	1750
B2BShipmentStatusApptQ	6	0.3613	0.0186	110	141	333382	416478	JMS3a_Server1	false	false	B2BObjects2	B2BObjects2Quota	7500
B2BMGImagingStatusQ	0	0.3613	0.0186	7	0	4235	0	JMS3a_Server1	false	false	B2BObjects2	B2BObjects2Quota	7500
R2RSTransferTenderQ	0	0.3613	0.0186	0	0	0	0	JMS3a_Server1	false	false	R2BObjects3	R2BObjects3Quota	7500

Windows Taskbar: 12:00 PM 12/28/2021

Settings for NCSeqTransQ - jms_domain - WLS Console

Not secure | jms1.intra.schneider.com/console/console.portal?_nfpb=true&_pageLabel=JMSQueueMonitorBook&...

ORACLE WebLogic Server® Administration Console

Welcome, w91797 | Connected to: jms_domain

Change Center

View changes and restarts

Click the Lock & Edit button to modify, add or delete items in this domain.

Lock & Edit

Release Configuration

Domain Structure

- jms_domain
 - Environment
 - Deployments
 - Services
 - Security Realms
 - Interoperability
 - Diagnostics

How do I... Manage queue messages Configure queues

System Status

Health of Running Servers

Failed (0) Critical (0)

Destinations (Filtered - More Columns Exist)

Show Messages

Name	Messages Current	Messages Pending	Messages Total	Consumers Current	Consumers High	Consumers Total	Messages High
OTMCommonNCSeqTransQ	902	7957	2664619	185	185	286	77995

Show Messages

Showing 1 to 1 of 1 Previous | Next

Showing 1 to 1 of 1 Previous | Next

Windows Taskbar: 12:01 PM 12/28/2021

The screenshot shows the Dynatrace 'Problems' section. On the left, there's a sidebar with navigation links like 'Favorites', 'Observe and explore', 'Infrastructure', 'Cloud Automation', 'Applications & Microservices', 'Application Security', 'Digital Experience', and 'Manage'. The main area is titled 'Problems' and lists several incidents:

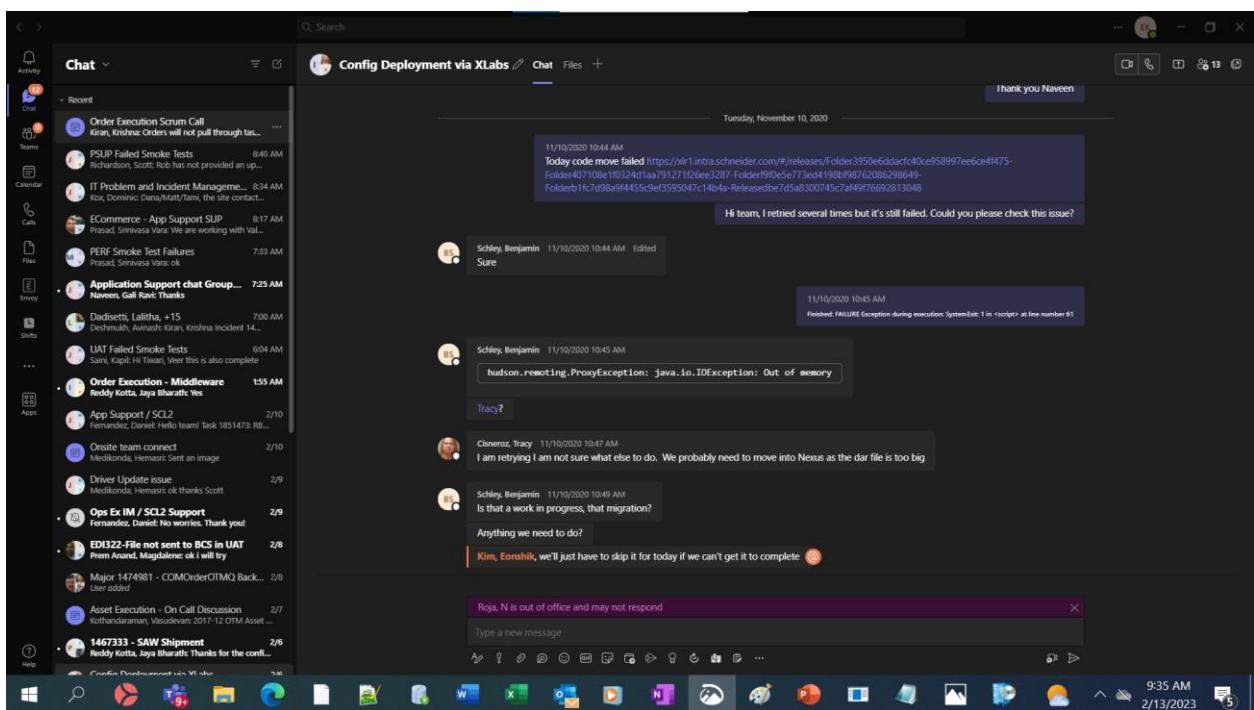
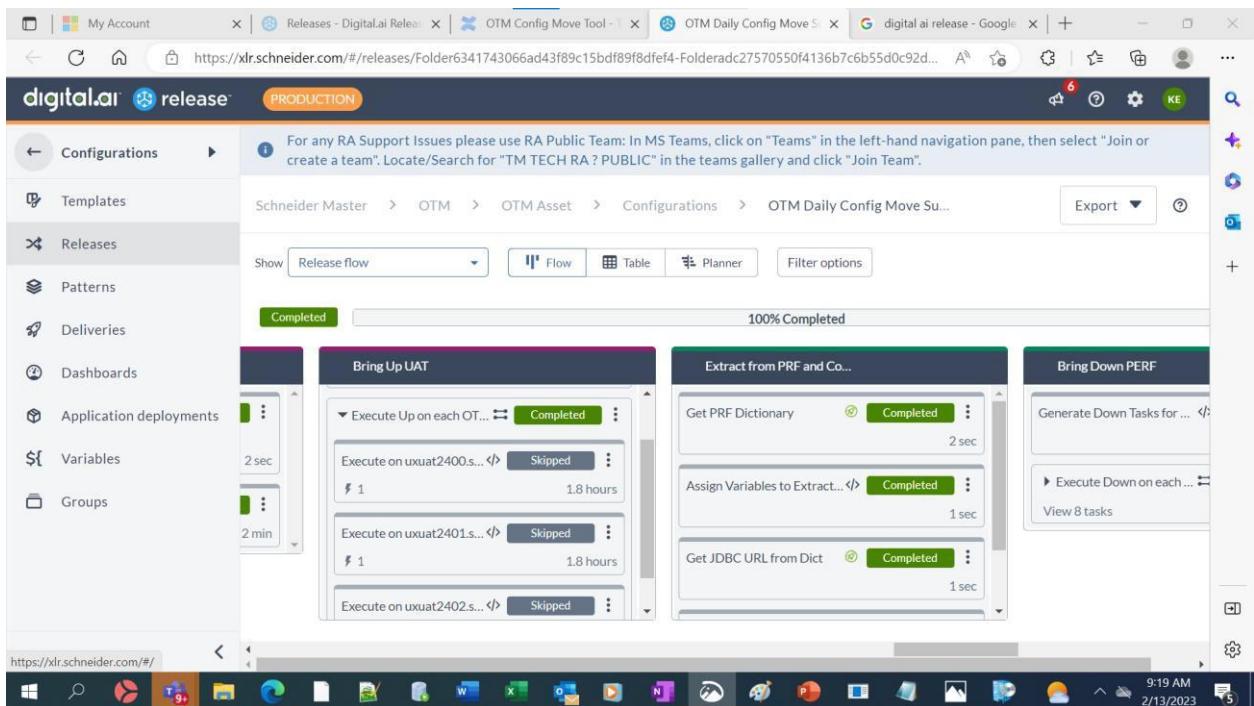
Problem	Impacted	Start date	Duration	Details
Response time degradation P-211211857: Slowdown	ZipCodeSearchController	Dec 28 12:00	2 min	▼
Response time degradation P-211211858: Slowdown	DeviceLocationControl...	Dec 28 12:00	2 min	▼
Process unavailable P-211211855: Availability	IIS app pool M5AppSer...	Dec 28 11:43	18 min	▼
Memory saturation P-211211856: Resource	wsprd2535.Dom1.Sch...	Dec 28 10:43	1 h 19 ...	▼
Failure rate increase P-211211834: Error	application-1 – enter...	Dec 28 10:18	1 h 44 ...	▼
Process unavailable P-211211854: Availability	IIS app pool M5AppSer...	Dec 28 11:31	2 min	▼
Process unavailable P-211211852: MySQL Workbench 6.3.10	IIS app pool M5AppSer...	Dec 28 11:20	4 min	▼

Code Move

At Schneider, in order to implement any changes on the application from the non-production environment to the production environment, they use Digital AI Release for code deployment.

As part of my responsibilities, I monitored the code move and manually brought up the Golden and UAT environments by executing on each OTM host and verifying if they were up. If they were not up, I checked the logs and consulted with the OP Asset team to determine the cause of the failures.

The screenshot shows the digital.ai release interface. The left sidebar has navigation links: 'Configurations', 'Templates', 'Releases' (which is selected), 'Patterns', 'Deliveries', 'Dashboards', 'Application deployments', 'Variables', and 'Groups'. The main area shows a 'Completed' status for a configuration flow named 'Bring Up Golden'. This flow consists of three tasks: 'Generate Up Tasks' (Completed, 2 sec), 'Execute Up on each OT...' (Completed, 2 sec), and 'View one task'. To the right, there are other sections: 'Extract From Golden' (Completed, 3 min) and 'Build Release Config Dep...' (Completed, 9 min). The top of the screen shows browser tabs for 'My Account', 'Releases - Digital.ai Release', 'OTM Config Move Tool - Trans...', and 'OTM Daily Config Move Sun Feb...'. The bottom of the screen shows a Windows taskbar with various icons.

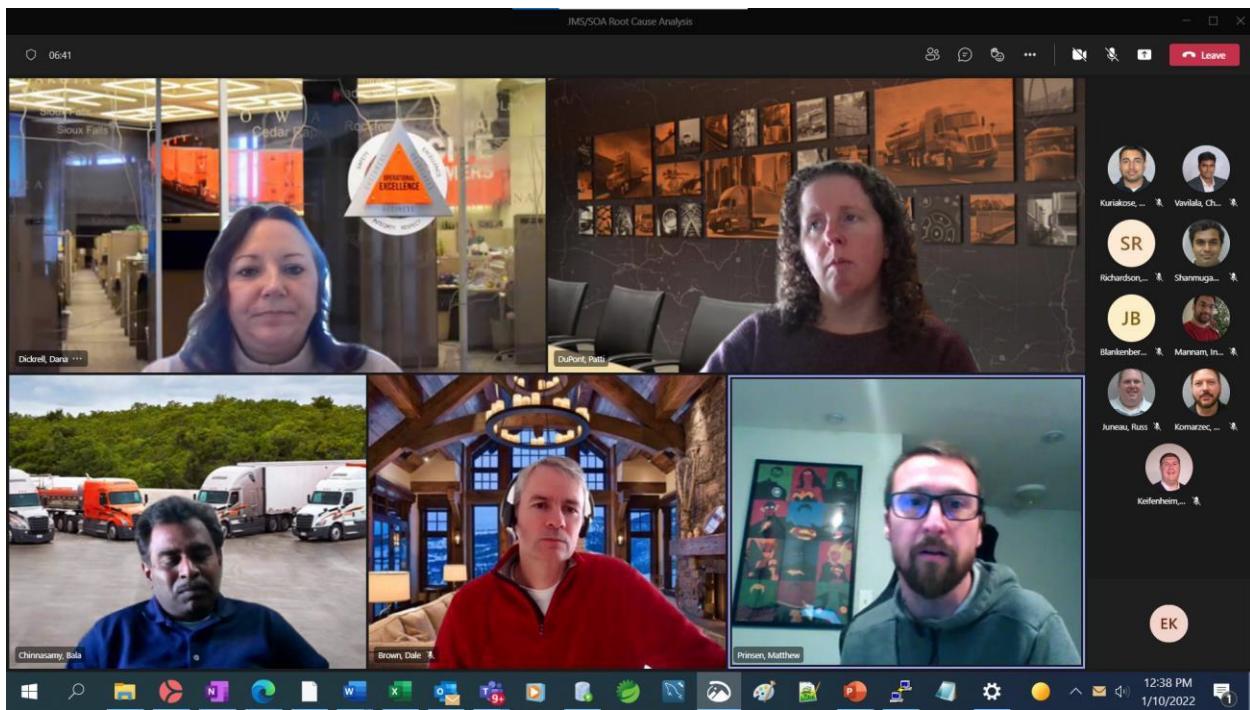


Meetings

JMS/SOA root Analysis meeting

At this meeting, we made sure to identify the root cause of each JMS/SOA incident. We reviewed all incidents that had occurred since the last meeting and discussed any new action items. The major incidents were carefully examined, and a root cause was published to stakeholders, SMEs, and leaders.

The review was conducted as a group on a Teams call, allowing everyone to participate in the conversation. We tracked and categorized the causes and compiled data to prioritize our work and make informed decisions.

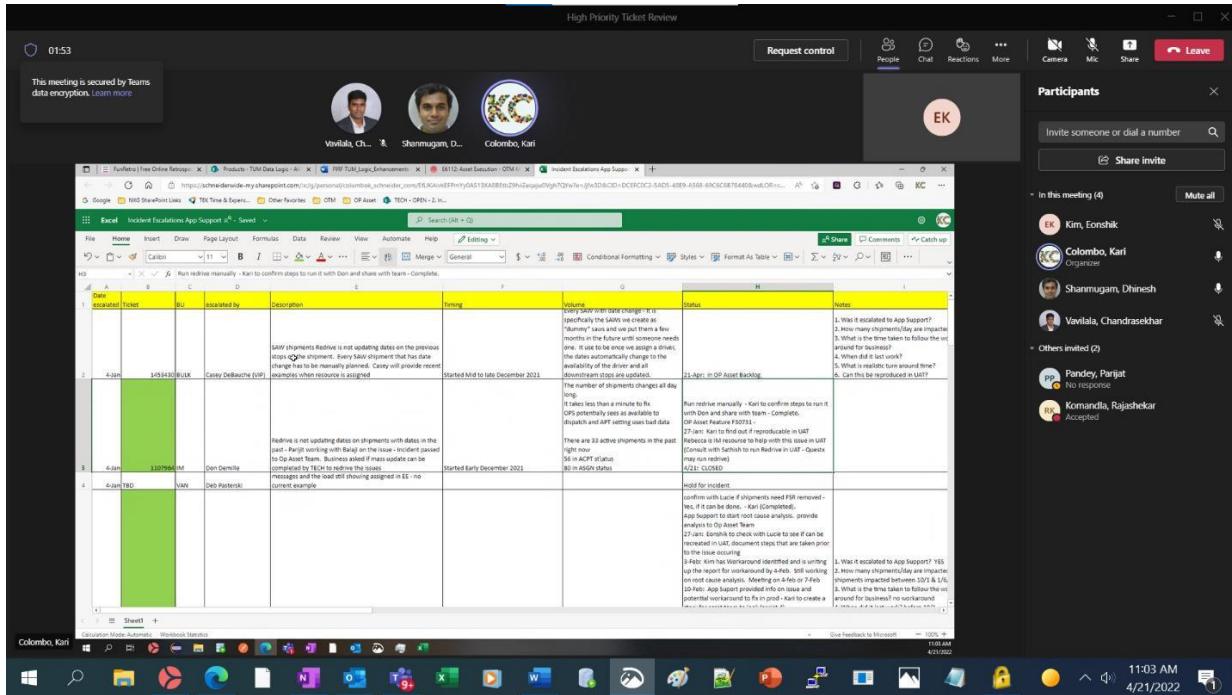


Daily Scrum meeting

In this meeting, we discussed the following:

- The team provided daily updates on their progress and any challenges they encountered.
 - We reviewed the P2 and P3 tasks that were currently blocking our progress and brainstormed solutions to overcome them.
 - We discussed the major incidents that occurred the previous day and identified any lessons learned to prevent them from happening again.
 - We scheduled a working session to address the aged or critical tasks that required immediate attention.
 - We reviewed change requests (CR) and discussed their impact on our project timeline and budget.
 - We addressed any escalations or critical emails that required urgent action.
 - We updated each other on the team members who were on leave and adjusted our workload accordingly.
 - We discussed any team members who did not attend the meeting and made sure they were caught up on any important information.
 - Lastly, we counseled each other on our individual tasks, planned for future initiatives, and shared any relevant information that could benefit the team's progress.

High priority ticket review meeting



In the meeting, we reviewed the high-priority tickets and discussed the steps needed to resolve them. We identified any roadblocks or challenges that could prevent the timely resolution of the issues and discussed strategies to overcome them. We also discuss any follow-up actions that need to be taken after the meeting.

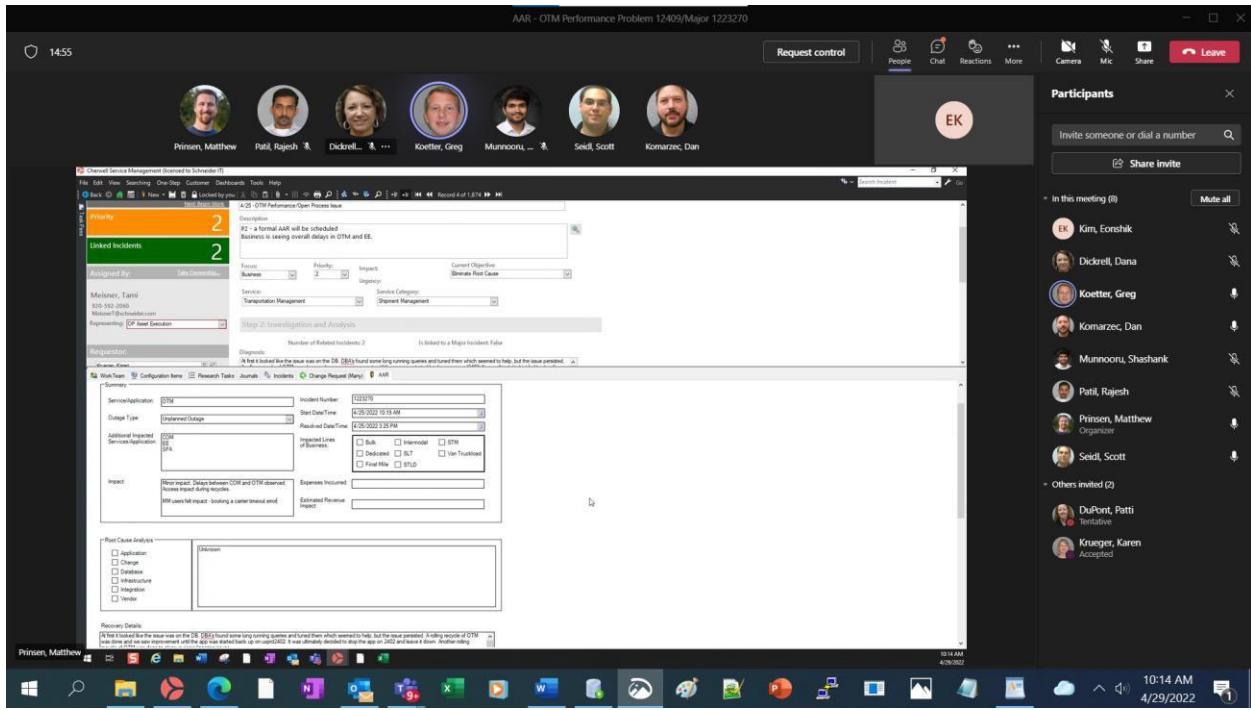
ESS focus group meeting

The screenshot shows a Microsoft Teams meeting titled "ESS Focus Group Meeting". There are six participants visible in the video feed: Shanmugam, D., Thiagarajan, Satish Kumar, S. VIKRAM, Vavilala, Chandrasekhar, Colombo, Kari, and Trichy Ramasamy. The "Participants" pane on the right lists all invited users, including the organizer, with some marked as "Muted". A Microsoft Excel spreadsheet titled "Asset Leads project Tracker.xlsx" is open in the foreground, showing a table of tickets. The table includes columns for Ticket ID, Description, Status, and Assignee. Key rows include:

	Description	Status	Assignee
4 F29492	OP Asset Maintenance - Redesign the EM DB Sequence Alert	1013581	Dan
5 F31249	NON LOB FSR COSTS	OTM	Sathish Dhinesh
6 F31147	OTM Accruals	OTM	Navaneeth Dhinesh
7 F31250	OP Asset - ESS and App Support Ticket Reduction - EWF removing hazmat Special Services - incident 1144075 PROD task 1491068	OTM	Dan
			Sathish

In this meeting, we held a problem-solving session to discuss a list of tickets/issues that were identified as a priority. We focused on finding ways to reduce the number of tickets related to these issues and brainstormed possible solutions. The team worked together to identify root causes of the issues and proposed strategies to address them. By the end of the meeting, we had a clear plan in place to tackle these high-priority tickets and reduce their impact on our operations.

AAR meetings



After resolving each major incident, we had AAR(After-Action Review) meetings.

During the AAR meeting, the team or group involved in the project or task reflects on what went well, what didn't go well, and what could be improved. The discussion focused on identifying strengths, weaknesses, and opportunities for improvement.

Order Execution sprint review meeting

Order execution sprint review meeting

Participants: Vavilala, Chandrasekhar, RK, SP, JK, IS, EK

PivotTable Fields:

Assigned To Team	Count of Task ID
App Sup - Back Office	90
App Sup - Customer App	41
App Sup - Non prod	42
App Sup - Order Execution	114
App Sup - Product Integration	23
Non Prod Infrastructure	32
Non Prod Infrastructure Middleware Support	32
Grand Total	378

Events | Incident | EventHistory | IncidentReview

9:30 AM 5/4/2022

In this meeting, we reviewed the incidents and issues that were resolved during the sprint and identified ways to prevent breaching tickets and reducing the number of incidents in the future.

App Support/ESS/ Order Exec touchpoint /Ticket Trend Analysis meeting

App Support/ESS/Order Exec Touchpoint | Ticket Trend Analysis | User Story review

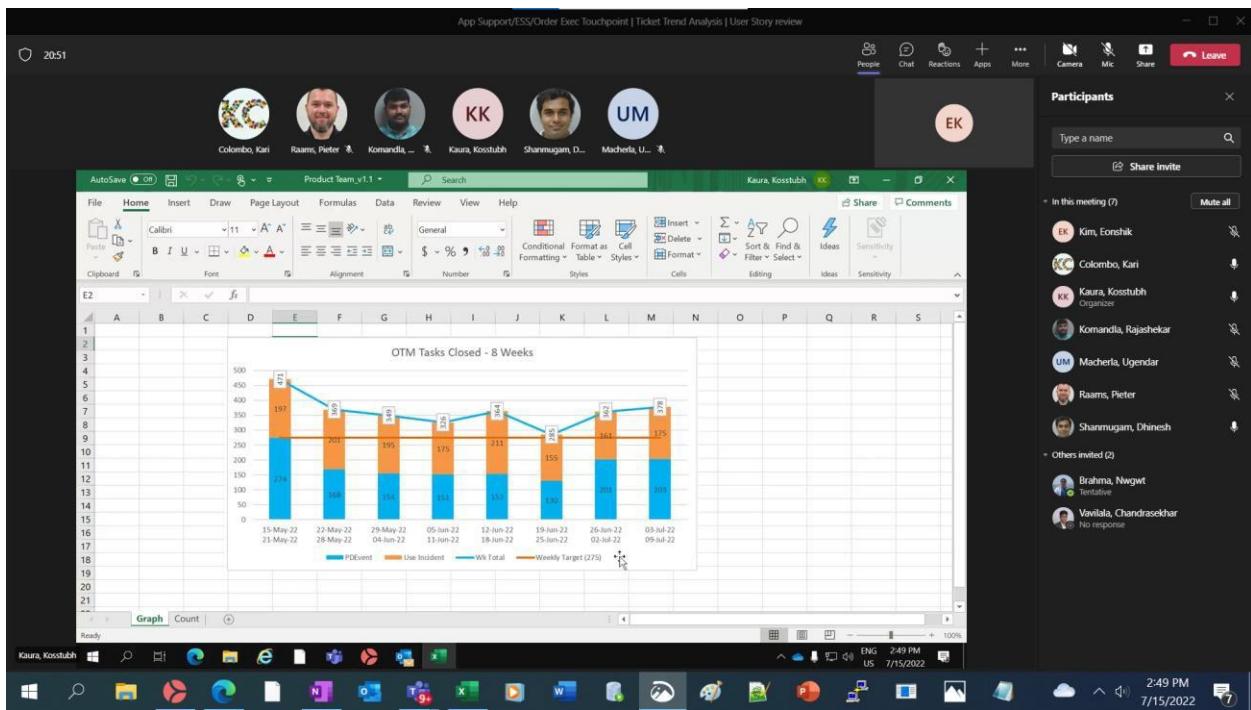
Participants: Kaura, Kostubh, KC, KK, Colombo, Kari, Vavilala, Chandrasekhar

PivotTable Fields:

Category	29th May - 4th Jun	5th Jun - 11th Jun	12th Jun - 18th Jun	19th Jun - 25th Jun
External Workflow alerts	49	32	37	53
COMOrderOTMQ	29	39	13	20
DFSeqTransQ	4	6	1	3
EESeqTransQ	2	1	0	0
EGSeqTransQ	3	1	0	0
EWSeqTransQ	6	2	1	2
MCSeqTransQ	7	2	0	2
MMSeqTransQ	0	1	0	0
NASeqTransQ	1	2	0	0
NCSeqTransQ	1	1	0	5
SPSeqTransQ	1	1	0	0
Trailer related issues	27	31	31	44
CS COM Appointments Not Flowing	22	20	17	12

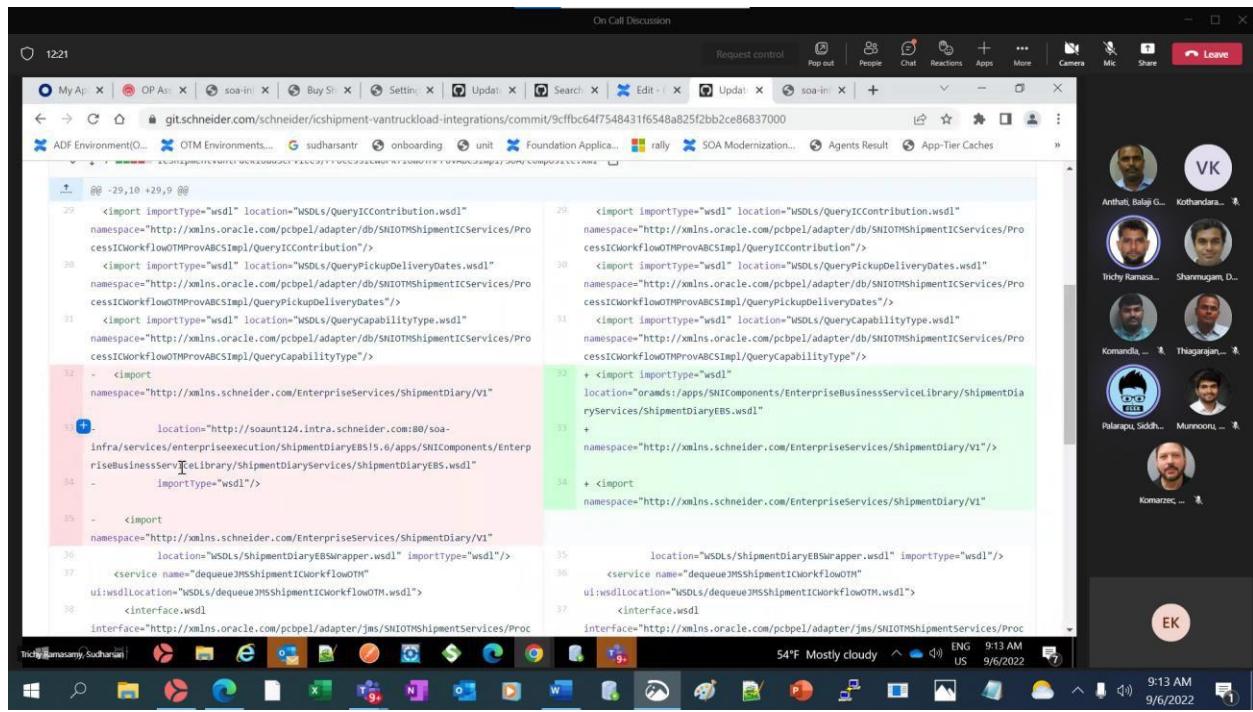
Sheet1 | Sheet2

2:16 PM 6/3/2022



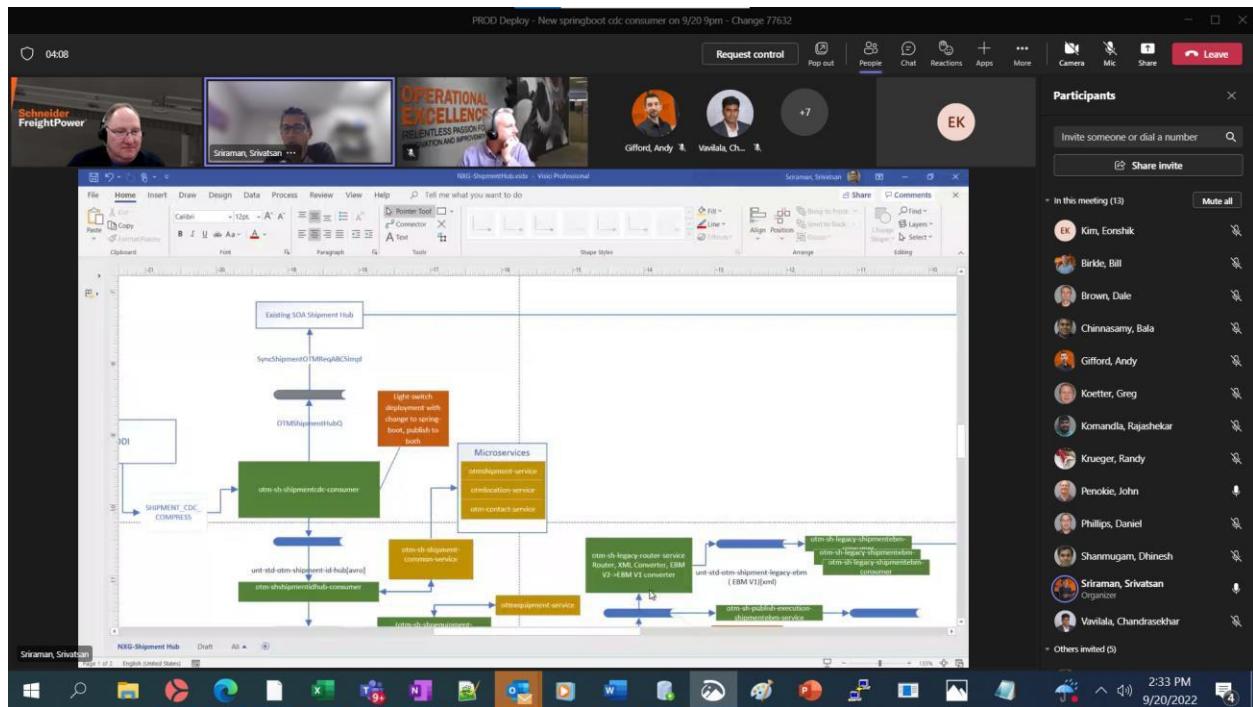
During the meeting, I prepared and presented Excel files that showed review charts, graphs, and other data visualization tools. These tools provided an overview of the tickets and incidents over a given period of time. We discussed the data and identified any patterns or trends that emerged, such as an increase in incidents during a certain time of day or week, or recurring issues with applications owned by the OP Asset team.

Oncall Discussion



I was part of a discussion with the OP Asset execution team. They discussed any important issues that came up during the on-call shift and planned for the implementation of any code changes.

PROD Deploy – New Spring boot CDC consumer meeting



As part of establishing the new parallel pipeline to get Shipment Hub data out of OTM, one of SOA Consumer (SyncShipmentIdOTMDBConsumer to be shutdown) that reads message off the SNIOTM.SHIPMENT_CDC_COMPRESS table was replaced with a Springboot Consumer[execution-sh-shipmentcdc-consumer] deployed to asset-execution namespace in OCP. This new consumer polled the table every 30 seconds (similar to SOA DB Consumer) and published the data to OTMShipmentHubQ in JMS 11g.

In the meeting we had a touchpoint to make sure we were aligned with this move and addressed any questions/concerns.