Agent Query Application

Enter your query below to get the processed incident details.

Enter your query (e.g., Incident number : INC0021021):

INC0021037

Submit Query

User Query

INC0021037

Assistant Response

Here are the findings and recommendations for Incident INC0021037:

Ticket Overview

- Ticket Number: INC0021037
- Short Description: ACK missing for CDER and PADER E2b pending submissions
- Detailed Description: ACKs were not generated for specific Argus Safety submissions on 2025-09-07 after a failed attempt at 9:00 PM CST for two CDER reports (NVSC2024US156329, NVSC2024US154368) and one PADER E2b report (NVSC2024US121832), requiring retransmission and ACK confirmation for User ID 1890458.

Configuration Item: 6ba741743bc0ea5411d8057aa5e45a54

Category:

- Issue Category: Application Service
- Issue Sub-Category: Settings Issue

DQ Validation:

- Passed. Incident data is complete and actionable.

Incident Priority:

- Final Priority: 3 - Medium
- Reason: The issue is limited in scope and impact.

Historical RCA Reference:

- Most probable root cause: Technical disruption or backend state issue during outbound transmission from Argus, resulting in pending ACKs.
- Historical similar incidents: Incorrect scheduling, system deadlocks, or data inconsistencies.

Agent Log Extraction:

- Issue Sub-Category: Settings Issue
- Log File Name: ARE_application_error_INC0021037.log
- Sample Logs: Indicate typical batch issues, null pointer exceptions linked to activeStatus (likely report status validation failures).

Root Cause & Resolution Category:

- Root Cause: Application Issue - Data Integrity/Data Mismatch
- Resolution Category: Data Correction & Process Retry
- Resolution Sub-Category: Retransmit Pending Reports and Validate ACKs

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Resolution Recommendations

A) From Historical Data

1. Review Argus and Oracle transmission logs for error details at the incident time.
2. Query backend tables to confirm the current ACK status for the impacted report IDs.
3. If reports are stuck (failed/pending ACK), manually retransmit these via Argus or backend scripts.
4. Monitor whether successful ACKs are generated post retransmission.

5. If repeat failures or database errors exist (e.g. locks, data inconsistencies), collaborate with the DBA team for backend intervention.
6. Optionally, confirm that user 1890458 is set as active in the user table.
7. Communicate successful outcome and closure to the reporter.

B) Recommended by Knowledge Base

1. Incident analysis: Confirm which reports failed.
2. Report file verification: Cross-match report IDs and their initial transmission status.
3. Apply synthetic logic: Use scripts (abc.sh, xyz.sh) based on report number suffixes for retransmission.
4. Retrigger transmission as per shell script mapping or using a manual retry job if outside defined ranges.
5. Validate ACK receipts for each report after resubmission.
6. Update work notes and inform user upon success.
7. Implement preventive actions: Add monitoring and error routing logic based on file suffix.

Final Resolution (Comparison & Recommendation):

Both recommendations are technically aligned. However, the Knowledge Base steps provide clear mappings for report file handling (abc.sh/xyz.sh/manual retry), which is more actionable for this specific case involving multiple report IDs, while the historical guidance adds more emphasis on backend/database checks for persistent or complex failures.

Best Practice:

1. Begin with Knowledge Base re-transmission mapping.
2. Utilize structured logic (abc.sh, xyz.sh, or manual) based on report suffix for retry.
3. If any report still does not receive ACK after this, escalate using the historical guidance: review deeper backend data/state or involve a DBA.
4. Always confirm user account status where relevant.
5. Document steps and confirm with the user.

Most Effective Final Resolution for Incident INC0021037:

- Review which acknowledgment/reports are missing.

- Use the Knowledge Base mapping to select the correct transmission process:
  - Use abc.sh for report IDs ending in 6001–7000.
  - Use xyz.sh for 2001–6000.
  - If outside these ranges, perform a manual retry.
- After retransmission, check and log the ACK generation status.
- If ACK is still missing, review backend tables for locking or data anomalies and involve DBAs as needed.
- Communicate the outcome to User ID 1890458 and close the ticket upon successful receipt of all ACKs.

Would you like step-by-step guidance on executing these actions or a summary for team communication?