Data file not processed Postmortem (AESEDI-53447)

Date

2019-03-26

Authors

- kikohernandez92

Status

Completed and solved

Summary

According to the customer, the data was not sent; however, the investigation shows the file was sent but not processed by the AES CIS Service due to another issue (Jira Issue: AESCIS-38263).

Impact

486,000 records in total were affected.

Root Causes

AES CIS service crashed while trying to process the file and run a script at the same time, which ended in a lock of resources.

Trigger

The attempt to process the records' file while running other scripts

Resolution

Reloaded the AES CIS monitoring service, discovered the missing records not being processed and resent the file.

Detection

Customer detected the failure and alerted thorugh JIRA (Issue: AESEDI-53447)

Action Items

Action Item	Type	Owner	Bug
Design and apply a manual monitoring policy	mitigate	kikohernandez92	n/a **DONE**
Improve and better monitoring process to detect issues with AES CIS service	prevent	kikohernandez92	Jira Issue: AESCIS-38263 **TODO**

Lessons Learned

What went well

- Resending the file updated the records promptly and correctly

What went wrong

- The AES CIS monitoring service shouldn't lock when processing customer data files.

Where we got lucky

- Normally reloading the AES CIS allowed to see the missing records.

Timeline

2019-03-26 (*all times UTC*)

Time	Description
11:56	Customer detects missing records from his data and creates issue
12:00	**Investigation Begins** Issue noted and responded
12:04	File is sent correctly, according to AES EDI logs
12:10	Reloading AES CIS service and log analysis returned failure to process the data
12:20	**Investigation ends**
12:37	Resending records' file
13:00	Records correctly processed