

Duplo not completing the Media available/Source available tasks and WO status automatically

Incident Description:

Duplo was not completing the Media available/Source available tasks and inturn automatically completing the workorder.

How was the incident detected?

Users found orders not autocompleting.

What were the symptoms?

Duplo was not completing the Media available/Source available tasks and inturn automatically completing the workorder.

What was the customer or business impact?

Users were not seeing the WO autocompleted which should have been the case. Users needed manual intervention to complete tasks and WO.

How was the issue resolved?

The Inventory check task was running into OOM, while processing the results of a database query. The query was corrected to avoid huge results and also the logs were removed from printing the whole results.

5-Whys & Root-Cause

Problem Statement:

Duplo was not completing the Media available/Source available tasks and inturn automatically completing the workorder

Why did user face this issue? I

Inventory check tasks were failing and autocompletion of orders were not happening.

Why did we not face this issue before ?

We had done query optimizations for DB to reduce the load. One of the optimization was not done properly and it returned more number of results than anticipated which gave OOM error. Also the log printing contributed more to the memory usage.

Why did we not test this in lower environments?

We had tested the same in lowers and found to be working since lower environments dont have huge data.

Why is lower environments having lesser data?

Lower environments are typically not close to production environments.

What can be done to capture the issue in lower?

Lower environments can be tested with duplicating production DB to lowers and performance testing can be executed.

Overall learnings and recommendations

Performance or stress testing to be done in lower environments with duplicating production data to check on memory usage and leaks.

Operational Excellence Learnings and recommendations

We need to monitor OOM issues and POD reboots in production. New Relic dashboards to be setup to monitor and alert about these conditions.