MSC-68207 Missing Work Orders : When PSS API response has both distribution ID and Partner market UUID pair then identifier should be selected based on the airingType

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Incident Description:

Linear WO creation Workflow got broken due to the new implementaion for non-linear Distributions through Distribute

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How was the incident detected?

While pulling Schedules for EMEA Max launch, some of the orders got missed.

What were the symptoms?

Users reported that they are not able to create orders for **few** distributions. (Not All distributions)

What was the customer or business impact?

EMEA users not able to create orders for **few** distributions inspite of pulling the schedules.

How was the issue resolved?

 When the schedules moved from IBMS to Distribute for non linear; Distirbute started sending partnerUuid along with Distribution Channerl Id for **few** non linear Distributions . So reading PartnerUuid instead of Distribution channel id in Duplo fixed the issue across all distributions.

5-Whys & Root-Cause

Problem Statement:

Why did user face this issue?

The issue happened when we migrated from IBMS to Distribute for both linear and non-linear channel.

Why did we not face this issue before ?

Previously for linear distribution we received event with Distribution Channel id and for non-linear distribution we received event with market id and partner id.

With new change to Distribute, for non linear distributions we started receiving all Distribution Channel id, market id and partner id.

Why was Distribute sending the distribution id for some and not for some distributions?

Distribute implementation had inconsistencies which we figured out in production environment

Why was this not found in lowers earlier?

This is a rare scenario which happened for very few distribution.

 Why the lowers didnt have all distributions?

Normally lower environments donot have the same data as Production and while testing what ever distributions we selected didnt have this discrepency.

Overall learnings and recommendations

 External dependencies may or maynot send all the data available. When we moved from IBMS to Distribute, expectation was to have the same behaviour as IBMS but Distribute send all three parameters Distribution Channel id, market id and partner id for some distribution ids. Overall learning is not to assume same behaviour when systems get migrated and to make sure we use the proper id for differentiating between Linear and Non Linear distributions.