Root Cause Analysis AES EDI || JIRA Issue AESEDI-53447

**Date**

2020-07-10

**Author**

Nanhen Gaurav

**Incident summary**

Customer data was not sent from AES EDI due to an issue with AES CIS service.

**Leadup**

The investigation showed that the file with the data was sent, but it did not get processed due to an issue with AES CIS service (Jira Issue No: AESCIS-38263).

**Fault**

Missing data/records were not discovered automatically.

**Impact**

This affected 486,000 records and it also affected the EDI to CIS monitoring service working on the CIS side.

**Detection**

The missing records were discovered at 11:56 AM, and the customer opened a JIRA ticket ref: AESEDI-53447 for the same.

**Response**

After receiving the JIRA ticket our on-call engineer Mr. X came online at 11:50 AM and started looking into the issue.

**Recovery**

Mr. X restarted the CIS service which allowed us to find the missing records that were not discovered automatically after which he resent the data file which resolved the issue.

**Timeline**

All times are in UTC:

11:45 AM – Incident reported by the user; JIRA: AESEDI-53447

11:50 AM- On-call Engineer came online; Started looking into the issue.

11:56 AM- Missing records were discovered

12:05 PM- Restarting of the AES CIS service.

12:20 PM- Data processing of the missing files started.

1:00 PM- Missing record files processing completed.

**Root cause identification:**

1. Customer data was not sent from AES EDI due to an issue with AES CIS service.
2. This affected 486,000 records and it also affected the EDI to CIS monitoring service working on the CIS side.
3. Customer Information Service could not process the file due to lack of available resources.

**Backlog check**

Nothing found related to this issue.

**Recurrence**

None

**Lessons learned**

* Need to add an email or slack notification needs to be added so that the team is made aware of such failures and can work on it pro-actively.
* We need to validate our monitoring architecture and add more plugins or modules for better monitoring of the entire infrastructure.

**Action Items**

| **Action Item** | **Type** | **Owner** | **Bug** |
| --- | --- | --- | --- |
| Re-writing monitoring policy to detect the missing records. | Prevent | Nanhen Gaurav | **DONE** |
| Setup monitoring to 3rd party in order prevent single point of failure | Prevent | Nanhen Gaurav | (Jira Issue No: AESCIS-38263) **TODO** |