**Root Cause Analysis – Issue AESEDI-53447**

**RCA Creation Date**

2020-06-07

**Request ticket**

JIRA AESEDI-53447

**Status**

Solved

**Summary**

Customer created this JIRA ticket complaining that his data was not sent from AES EDI. This error was not reported automatically.

**Impact**

486,000 records were missing.

**Root Causes**

As reported on Jira ticket AESCIS-38263, AES CIS service had a problem which affected AES ADI, causing that the information was sent, but not processed; and EDI to CIS monitoring service, which prevent to inform this issue automatically.

**Trigger**

AES CIS service not working properly.

**Resolution**

Data was resent to the AES CIS service, and processed properly this time.

**Detection**

Jira Ticket AESEDI-53447, created by customer.

**Timeline**

2020-02-20 (all times UTC)

| **Time** | **Description** |
| --- | --- |
| 11:56 | Customer creates JIRA ticket AESEDI-53447, and reports 486,000 missing records. |
| 13:00 | Missing records were discovered, after fixing problem on AES ECI service, and resending customer’s file. |