Customer data was not sent from AES EDI

Incident Reference	AESEDI-53447
Start Time	16 Jun 2020 11:56 AM
End Time	16 Jun 2020 01:00 PM
Total Outage duration	1.05 hours

ID	AESEDI-53447
Issue Priority	CRITICAL
Issue Environment	Production
Issue Status	Resolved
Issue Report by	AppDynamics (Monitoring Tool)
Issue Fixed by	Meet Shah / DevOps Pillar Team /
Issue Summary	The customer data was not sent from AES EDI
Issue Start Time	16 Jun 2020 11:56 AM
Issue Closed Time	16 Jun 2020 01:00 PM
Timeline	Jira View: 01:00 - Issue has been fixed. More details awaited from the application team. 12:50 – EDI file was resent and the issue got resolved 12:40 – DevOps Support teams continue to investigate the incident. As same issue affected EDI to CIS monitoring service working on the CIS side 12:30 – 486,000 records wehre impacted due to an issue with the AES CIS service (Jira Issue No: AESCIS-38263) 12:20 - Calling Team Leads to escalate the matter. 11:56 – Missing Record were discovered onportal.
Root Cause	The issue was identified to have been caused by AES EDI file did not get processed due to an issue with the AES CIS service (Jira Issue No: AESCIS-38263) and Impacted to 486,000 records.

Resolution and recovery	The missed records were not discovered automatically. The file was resent and the issue got resolved
Corrective and Preventative Measures	**Detection Enhancement:** • AES EDI system Instability **Corrective Actions Suggested:** • Make auto detection of missing file in AES EDI and make AES CIS less dependent
References	AESEDI-53447 AESCIS-38263