

Report Title: Knowledge Details
Run Date and Time: 2024-02-14 10:14:04 Eastern Standard Time
Run by: Sekar Venkatesh
Table name: kb_knowledge

Knowledge

Number:	KB0012896	Version:	1.0
Display number:	KB0012896 v1.0	Base Version:	
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Error	State:	Outdated
Primary Configuration item:	DealerSource	Source:	
Configuration Item:	DealerSource	Source Task:	
Published:	2022-06-21	Source Interaction:	
Valid to:	2023-11-05	Source Call:	
Author:	Girish Dindukurthy (conctkq)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQI:	

Short description:

Panopta reported eBooking Manager outage

Article body:

Issue - Symptom/problem/question/error message:Panopta reported eBooking Manager outage via API monitoring
Environment - Has anything changed?PROD
Cause (optional):Possible issue with WorkerProcess, SQL Server Connection or RabbitMQ
Resolution - the steps taken to resolve the issue:1. Confirm application failure manually by using the URL: <https://jma-microservices.jmfamily.com/api/monitor/eBooking/100>
2. If the response status is not a Success, proceed to below steps.
3. Log onto both the load balanced API AWS instances via PAM
4. Confirm if jmfamily.jma.eTools.Services.Ebooking.Worker worker process/ windows service is in running status ((Windows Start -> Run -> services.msc ->Find the specified service). Manually start the service if it's not running.
5. If WorkerProcess is running, review p_janus_repl SQL server database connectivity. Reach out to DBA (Data Intensity team) if the connection is timing out.HostName : jma-etoolsdb2.wip.corp.jmfamily.com. Refer KB0012234 to know how to get the credentials.
6. Application logs can be found at D:\JMAApps\LogsForApps\ to confirm recent errors.Logs will show errors for recent timestamp or whenever outage occurred. If you don't see the error logs in file for the timestamp when outage occurred then app is running properly.
7. If all the applications are timing out(as per logged errors) then review MongoDB connection and RabbitMQ connection error messages. Refer KB0012234 to know how to get the database credentials. If required reach out to MongoDBA team. MongoDB Connection: mongodb://dealersource-rw:P0o9i8u7@jmamongop1.jmfamily.com:30000,jmamongop2.jmfamily.com:30000,jmamongop3.jmfamily.com:30000/JMASelfService?replicaSet=jmasalprod1
8. Check RabbitMQ services and connections via RabbitMQ management UI - <http://localhost:15672/#/> in both the AWS instances, use KB0012396 for RabbitMQ resolution.
Note: This is a Critical application, if the issue is not resolved within 30 minutes, then notify IMOD, JMA Demand teams and spread awareness in the Support Slack Channel.

Meta:

eBooking Manager outage; eBooking API;MongoDB ;RabbitMQ ;Ebooking.Worker;Ebooking;Worker;

Wiki:

Notes

Work Notes:

2019-10-01 12:13:22 - Vikas Mathur (Work Notes)

@Krishna Kashap please approve

2019-09-27 16:42:33 - Sai Kumar Myakala (Work Notes)

Updated the steps as per review comments. Please review for approval, thank you!

2019-09-26 17:31:29 - Vikas Mathur (Work Notes)

5. how to know query execution is taking longer - is it in the logs or we manually execute a query (what's the query in that case)

7. how to know apps are timing out - logs?

8. how to check mongodb connection/issues. what happens if Mongo is having issues ?

2019-09-26 06:29:59 - Girish Dindukurthy (Work Notes)

peer review completed

2019-09-26 06:11:42 - Sai Kumar Myakala (Work Notes)

Please review

Related List Title:

Approval List

Table name:

sysapproval_approver

Query Condition:

Source table = kb_knowledge AND Approving = 51657202db0cc0d0b1e4d498f4961906 AND State != No Longer Required

Sort Order:

Order in ascending order

1 Approvals

State	Approver	Approval for	Comments	Created
Approved	Krishna Kashap (itscihg)			2019-10-01 12:13:21

Related List Title:

Knowledge Version List

Table name:

kb_version

Query Condition:

Knowledge Article ID = 51657202db0cc0d0b1e4d498f4961906

Sort Order:

Created in descending order, Sys ID in ascending order

4 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
2.0	Bhanu Sarabu (conxcmv)	2023-07-26 14:05:21	Published	KB0012896 v2.0
1.02	Dileep Maddena (congvwv)	2023-07-26 03:44:50	Published	KB0012896 v2.0
1.01	Bhanu Sarabu (conxcmv)	2023-07-25 18:12:23	Published	KB0012896 v2.0
1.0	Nancy Smith (iujfnan)	2022-06-21 11:28:55	Outdated	KB0012896 v1.0

Related List Title: Article Checklist Summary List

Table name: kb_article_checklist_summary

Query Condition: Article = (empty)

Sort Order: Number in ascending order

None