

Report Title: Knowledge Details
Run Date and Time: 2024-02-14 10:15:45 Eastern Standard Time
Run by: Sekar Venkatesh
Table name: kb_knowledge

Knowledge

Number:	KB0012901	Version:	1.0
Display number:	KB0012901 v1.0	Base Version:	
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Unavailable	State:	Retired
Primary Configuration item:	DealerSource	Source:	
Configuration Item:	DealerSource	Source Task:	
Published:	2019-09-27	Source Interaction:	
Valid to:	2023-05-12	Source Call:	
Author:	Sai Kumar Myakala (conbrjq)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQL:	

Short description:

Panopta reported Filenet outage

Article body:

Issue - Symptom/problem/question/error message:Panopta reported Filenet outage via API monitoring
Environment - Has anything changed?PROD
Cause (optional):Possible issue with Filenet Content Service down
Resolution - the steps taken to resolve the issue:1. Confirm application failure manually by using the URL: <https://jma-microservices.jmfamily.com/api/monitor/Filenet>
2. Confirm Filenet web service uptime with the following service<https://fntcontent.services.corp.jmfamily.com/ContentHandler.svc>
3. Engage FileNet - IBM team to troubleshoot the web service issue if it isn't up and running.
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:

FileNet API; Panopta reported Filenet outage via API monitoring;

Wiki:

Notes

Work Notes:

2019-09-26 17:40:35 - Vikas Mathur (Work Notes)
@Krishna Kashap please approve

2019-09-26 06:43:01 - Girish Dindukurthy (Work Notes)
peer review completed

2019-09-26 06:14:19 - Sai Kumar Myakala (Work Notes)
Please review

Related List Title:

Approval List

Table name:

sysapproval_approver

Query Condition:

Source table = kb_knowledge AND Approving = 32b9b2cadb0cc0d0b1e4d498f4961918 AND State != No Longer Required

Sort Order:

Order in ascending order

2 Approvals

State	Approver	Approval for	Comments	Created
Approved	Mike Fain (itskwvz)			2022-09-26 14:11:09
Approved	Krishna Kashap (itscihg)			2019-09-26 17:40:35

Related List Title:

Knowledge Version List

Table name:

kb_version

Query Condition:

Knowledge Article ID = 32b9b2cadb0cc0d0b1e4d498f4961918

Sort Order:

Created in descending order, Sys ID in ascending order

1 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
1.0	Mike Fain (itskwvz)	2023-01-31 23:12:49	Retired	KB0012901 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