

Report Title: Knowledge Details
Run Date and Time: 2024-02-14 10:19:05 Eastern Standard Time
Run by: Sekar Venkatesh
Table name: kb_knowledge

Knowledge

Number:	KB0013325	Version:	3.0
Display number:	KB0013325 v3.0	Base Version:	KB0013325 v2.0
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Error	State:	Published
Primary Configuration item:	DealerSource Mechanical Claims Web Admin Console 2.3	Source:	
Configuration Item:	DealerSource, DealerSource Mechanical Claims Web Admin Console 2.3	Source Task:	
Published:	2023-01-19	Source Interaction:	
Valid to:	2024-10-31	Source Call:	
Author:	Girish Dindukurthy (conctkq)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	Girish Dindukurthy (conctkq)
Flagged:	false	Latest AQI:	

Short description:

Panopta reported Payment Rule/Authorization Rule API outage via monitoring

Article body:

Issue - Symptom/problem/question/error message:
Panopta reported Payment Rule/Authorization Rule API outage via monitoring.
Cause (optional):
Possible issue with AWS VPC, Firewall Rules or MongoDB connectivity timeouts
Resolution - the steps taken to resolve the issue:
1. Confirm application failure by using the URL.(Please refer Config KB KB0023449 for DealerSource Claims Admin Console)

2. If the response class(status) is not 200 then please reach out to DevOps to review the IIS on production server. Please refer Config KB for server details.This is non - critical application. If issue persist for more time then please contact JMA BUIT Delivery team.

Meta:

Payment Rule;Authorization Rule;API outage;monitoring;panopta

Wiki:

Notes

Work Notes:

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Source table = kb_knowledge AND Approving = b530db6b97dc61182903fdde2153af13 AND State != No Longer Required
Sort Order: Order in ascending order

None

Related List Title: Knowledge Version List
Table name: kb_version
Query Condition: Knowledge Article ID = 624a458cdb4104149da8c082ba961950
Sort Order: Created in descending order, Sys ID in ascending order

8 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
3.01	Dileep Maddena (congvvv)	2024-02-07 02:57:23	Draft	KB0013325 v3.01
3.0	Tiffani Barbour (conpqvu)	2023-09-29 17:05:03	Published	KB0013325 v3.0
2.01	Ebron Rajasekaran (conbmqe)	2023-01-18 15:59:54	Published	KB0013325 v3.0
2.0	Girish Dindukurthy (conctkq)	2023-01-16 05:28:52	Outdated	KB0013325 v2.0
1.01	Girish Dindukurthy (conctkq)	2021-06-05 08:25:57	Outdated	KB0013325 v2.0
1.0	Krishna Kashap (itscihg)	2020-08-04 16:07:04	Outdated	KB0013325 v1.0
0.02	Girish Dindukurthy (conctkq)	2019-11-27 02:26:11	Outdated	KB0013325 v1.0
0.01	Vikas Mathur (consicr)	2019-11-07 14:59:26	Outdated	KB0013325 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