Report Title:	Knowledge Details
Run Date and Time:	2024-02-14 10:16:28 Eastern Standard Time
Run by:	Sekar Venkatesh
Table name:	kb_knowledge

Knowledge

Number:	KB0012900	Version:	2.0
Display number:	KB0012900 v2.0	Base Version:	KB0012900 v1.0
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Unavailable	State:	Published
Primary Configuration item:	DealerSource	Source:	
Configuration Item:	DealerSource	Source Task:	
Published:	2023-01-19	Source Interaction:	
Valid to:	2024-12-31	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 sFTP outage

Article body:

Issue - Symptom/problem/question/error message:Panopta reported sFTP outage via API monitoring
Cause (optional):Possible issue with sFTP Host down
Resolution -   the steps taken to resolve the issue:
Config KB : KB0023449
1. Confirm application failure manually by using sFTP connection check URL(refer ConfigKB)

2. If the above step doesn't succeed proceed to below.
3. Confirm sFTP host uptime by connecting directly to it via Filezilla or WinScp. Refer KB0012234 to know how to get the credentials.
sftp://XFER.JMFAMILY.COM
3. Engage System Admin/Network Engineer to identify root cause
4. If you're able to establish connection successfully and the issue doesn't resolve yet, reach out to SecOps to identify any firewall changes blocking FTP connection.
This is a Critical application, if the issue is not resolved within 30 minutes, then notify IMOD, JMA BUIT Delivery teams and spread awareness in the Support Channel.

Meta:

SFTP API; Panopta reported sFTP outage;

Wiki:

Notes

Work Notes:

Related List Title: Approval List

Table name: sysapproval_approver

Query Condition: Source table = kb_knowledge AND Approving = 801e0f2797dc61182903fdde2153af62 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 = 8af8fe4adb0cc0d0b1e4d498f496199d

Sort Order: Created in descending order, Sys ID in ascending order

4 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
2.01	Dileep Maddena (congvwv)	2024-02-07 02:45:11	Draft	KB0012900 v2.01
2.0	Tiffani Barbour (conpqvu)	2023-09-29 17:22:25	Published	KB0012900 v2.0
1.01	Ebron Rajasekaran (conbmqe)	2023-01-18 15:54:20	Published	KB0012900 v2.0
1.0	Nancy Smith (iujfnan)	2022-06-21 11:28:13	Outdated	KB0012900 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