Report Title:	Knowledge Details
Run Date and Time:	2024-02-14 10:16:54 Eastern Standard Time
Run by:	Sekar Venkatesh
Table name:	kb_knowledge

Knowledge

Number:	KB0012916	Version:	1.0
Display number:	KB0012916 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:	2022-09-27	Source Call:	
Author:	Sai Kumar Myakala (conbrjq)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQI:	

Short description:

Panopta reported Janus Outage

Article body:

Issue - Symptom/problem/question/error message:Panopta reported Janus Outage via API monitoring

Environment - Has anything changed?PROD

Cause (optional):Possible issue with SQL Server Janus database 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/Janus

2. Confirm Janus uptime by connecting directly to Database server via SQLDeveloper or other DB tools. Refer KB0012234 to know how to get the credentials.   P_janus_repl SQL Server Database   HostName : jma-etoolsdb2.wip.corp.jmfamily.com   Service Name: p_janus_repl

3. Reach out to DBA (Data Intensity SQL team) if connection to Janus Failed

4. If you're able to establish connection successfully, reach out to JMA Demand Distributed team to identify any firewall changes blocking Janus connection

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:

Janus API; Panopta reported Janus Outage;

Wiki:

Notes

Work Notes:

2019-09-26 17:43:30 - Vikas Mathur (Work Notes)
@Krishna Kashap please approve

2019-09-26 06:45:08 - Girish Dindukurthy (Work Notes)
peer review completed

2019-09-26 06:14:52 - Sai Kumar Myakala (Work Notes)
Please review

Related List Title:	Approval List
Table name:	sysapproval_approver
Query Condition:	Source table = kb_knowledge AND Approving = 9f8cc16adb0084949da8c082ba9619b4 AND State != No Longer Required
Sort Order:	Order in ascending order

1 Approvals

State	Approver	Approval for	Comments	Created
Approved	Krishna Kashap (itscihg)			2019-09-26 17:43:29

Related List Title:	Knowledge Version List
Table name:	kb_version
Query Condition:	Knowledge Article ID = 9f8cc16adb0084949da8c082ba9619b4
Sort Order:	Created in descending order, Sys ID in ascending order

1 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
1.0	System Administrator (admin)	2022-09-28 05:30:01	Retired	KB0012916 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