Report Title:	Knowledge Details		
Run Date and Time:	2024-02-14 10:20:13 Eastern Standard Time		
Run by:	Sekar Venkatesh		
Table name:	kb_knowledge		

Knowledge

Number:	KB0024324	Version:	1.0
Display number:	KB0024324 v1.0	Base Version:	
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Error	State:	Published
Primary Configuration item:	DIT Event Tabulation	Source:	
Configuration Item:	DIT Event Tabulation	Source Task:	
Published:	2021-04-06	Source Interaction:	
Valid to:	2024-11-30	Source Call:	
Author:	Ebron Rajasekaran (conbmqe)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQI:	

Short description:

Error when logging into Dealer Incentives Trip - Event Tabulation (CashBash Event App)

Article body:

Issue - Symptom/problem/question/error message:
Error when logging into Dealer Incentives Trip - Event Tabulation (CashBash Event App)
Following procedure has failed: (provider: SQL Network Interfaces, error: 26 - Error Locating Server/Instance Specified)

Cause (optional):
This may occur due to an invalid configuration to the SQL server in the web.config file.
Resolution -   the steps taken to resolve the issue:
1. Identify the active AWS EC2 instance by logging in to AWS console.
Refer KB0012610 on How to access and navigate to an application in Consul
Refer KB0012611 on How to identify current Active environment (blue or green) using Consul
Refer the config KB KB0024330 to get the AWS tag name.
2. Remote logon to the active AWS EC2 instance via CyberArk
Refer KB0012630 How to login to AWS Console and find an application
Refer KB0012618 on How to login to a AWS Windows instance using CyberArk
3. Navigate to the folder C:\Apps\cashbash-eventapp\ on the file system where the application resides.

4. Verify the database connectivity using SQL Server Management Studio with the connection string details found on the Web.config file.
<add name="CashBashDB" connectionString="Data Source={{$config.DatabaseServer}};Initial Catalog={{$config.Database}};User ID={{ $secret.UserId }};Password={{ $secret.Password}}" providerName="System.Data.SqlClient" />
config.DatabaseServer and config.Database values can be found in Consul.
Refer KB0012612 on How to identify application configuration using Consul.
secret.UserId and secret.Password values are stored in Vault.
5. If the connection is successful, make sure the information in the web.config is mentioned in the correct syntax.
6. If the connection is not successful, or the information in the web.config file is incorrect, report it to Service Delivery and work with them to update web.config with the correct SQL configuration string.
Refer KB0012511 on How to get secrets using Vault
7. Repeat the above steps on both the AWS ECS active nodes.

Reach to JMA Demand team if the issue is not resolved.

Meta:

DIT Event Tabulation;Dealer Incentives Trip - Event Tabulation;CashBash Event App;

Wiki:

Notes

Work Notes:

2021-03-31 18:07:32 - Ebron Rajasekaran (Work Notes)
Add a step before updating SQL config, to check if the DB connection is working fine or not with the existing details in the Config and what needs to be done if they are working fine - Added additional steps.

2021-03-31 16:10:45 - Bhanu Sarabu (Work Notes)
@Ebron Rajasekaran (conbmqe) Add a step before updating SQL config, to check if the DB connection is working fine or not with the existing details in the Config and what needs to be done if they are working fine.

2021-03-29 12:42:31 - Bhanu Sarabu (Work Notes)
@Ebron Rajasekaran (conbmqe) Address the below:
1. PAM is no longer in use. Correct the step 2 with CyberArk details
2. The error screenshot is not showing login failed. So add a step to confirm if the DB connection is working fine or not with the existing credentials in the config file

Related List Title:	Approval List
Table name:	sysapproval_approver
Query Condition:	Source table = kb_knowledge AND Approving = 34705bd71b36e8508df7ed33b24bcbd4 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 = 34705bd71b36e8508df7ed33b24bcbd4
Sort Order:	Created in descending order, Sys ID in ascending order

2 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
1.0	Tiffani Barbour (conpqvu)	2023-09-29 17:11:17	Published	KB0024324 v1.0
0.01	Bhanu Sarabu (conxcmv)	2021-04-06 11:17:30	Published	KB0024324 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