

Report Title: Knowledge Details
Run Date and Time: 2024-02-14 10:15:21 Eastern Standard Time
Run by: Sekar Venkatesh
Table name: kb_knowledge

Knowledge

Number:	KB0012898	Version:	1.0
Display number:	KB0012898 v1.0	Base Version:	
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Error	State:	Outdated
Primary Configuration item:	DealerSource	Source:	
Configuration Item:	DealerSource	Source Task:	INC0117026
Published:	2022-06-22	Source Interaction:	
Valid to:	2023-06-21	Source Call:	
Author:	Girish Dindukurthy (conctkq)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQL:	

Short description:

Panopta reported ODS outage

Article body:

Issue - Symptom/problem/question/error message:Panopta reported ODS outage via API monitoring
Environment - Has anything changed?PROD
Cause (optional):Possible issue with WorkerProcess or Oracle/ODS Connection
Resolution - the steps taken to resolve the issue:1. Confirm application failure manually by using the URL: <https://jma-microservices.jmfamily.com/api/monitor/ODS/180>
2. If the response status is not a Success, proceed to below steps.
3. Log onto the MongoSync AWS instances via PAM
4. Confirm if jmfamily.jma.eTools.MongoSync.Worker worker process/ windows service is in running status (Windows Start -> Run -> services.msc ->Find the specified service). Manually start the service if it's not running.
5. Confirm ODS uptime by connecting directly to Database server via SQLDeveloper or other DB tools. Refer KB0012234 to know how to get the credentials. Reach out to Data Intensity team if required. ODS IR Database HostName : jma-odsdb.wip.corp.jmfamily.com Service Name: odsprd01
6. If latest application logs found at D:\JMAApps\LogForApps\ indicate database connection timedout then please restart jmfamily.jma.eTools.MongoSync.Worker service to establish connection again
7. Wait few minutes for MongoSync app to process pending ODS events in order to resolve outage.
8. Once the outage resolves, Panopta notifies as outage resolved and we can check the application status with the URL given in first step.If all these steps doesn't workout, reach out to JMA Demand Distributed.
Note: This is a Critical application, if the issue is not resolved within 30 minutes, then notify IMOD, JMA Demand Distributed teams and spread awareness in the Support Slack Channel.

Meta:

ODS API; ODS outage;MongoSync

Wiki:

Notes

Work Notes:

2019-10-01 12:22:32 - Vikas Mathur (Work Notes)
@Krishna Kashap please approve

2019-09-27 17:01:11 - Sai Kumar Myakala (Work Notes)
Updated the same in the KA body, thank you!

2019-09-27 15:29:33 - Vikas Mathur (Work Notes)
Please address the comments in the KA

2019-09-27 04:05:12 - Sai Kumar Myakala (Work Notes)
Once the outage resolves, Panopta notifies us as outage resolved and we can check the status with the URL given in first step.
If all these steps doesn't workout, the troubleshooter would needs to reach out to JMA Demand Distributed as suggested in the Note.

2019-09-26 17:35:28 - Vikas Mathur (Work Notes)
8. how to verify the issue is resolved. what happens if it doesn't fix the issue

2019-09-26 06:31:46 - Girish Dindukurthy (Work Notes)
peer review completed

2019-09-26 06:11:59 - Sai Kumar Myakala (Work Notes)
Please review

Related List Title:

Approval List

Table name:

sysapproval_approver

Query Condition:

Source table = kb_knowledge AND Approving = 1718320adb0cc0d0b1e4d498f49619d1 AND State != No Longer Required

Sort Order:

Order in ascending order

1 Approvals

State	Approver	Approval for	Comments	Created
Approved	Krishna Kashap (itscihg)			2019-10-01 12:22:32

Related List Title:

Knowledge Version List

Table name:

kb_version

Query Condition:

Knowledge Article ID = 1718320adb0cc0d0b1e4d498f49619d1

Sort Order:

Created in descending order, Sys ID in ascending order

3 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
2.0	Tiffani Barbour (conpqvu)	2023-09-29 17:11:16	Published	KB0012898 v2.0
1.01	Ebron Rajasekaran (conbmqe)	2023-01-31 15:20:04	Published	KB0012898 v2.0
1.0	Nancy Smith (iujfnan)	2022-06-22 08:21:12	Outdated	KB0012898 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