

Report Title: Knowledge Details
Run Date and Time: 2024-02-14 10:14:46 Eastern Standard Time
Run by: Sekar Venkatesh
Table name: kb_knowledge

Knowledge

Number:	KB0012895	Version:	1.0
Display number:	KB0012895 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Category:	Error	State:	Outdated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:	
Published:	2022-06-21	Source Interaction:	
Valid to:	2023-12-31	Source Call:	
Author:	Girish Dindukurthy (conctkq)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQI:	

Short description:

Panopta reported Contract API outage

Article body:

Issue - Symptom/problem/question/error message:Panopta reported Contract API outage via monitoring
Environment - Has anything changed?PROD
Cause (optional):Possible issue with WorkerProcess, Decision Engine, DataPower or Mainframe timeouts
Resolution - the steps taken to resolve the issue:1. Confirm application failure manually by using the URL: <https://jma-microservices.jmfamily.com/api/monitor/contract/30>
2. If the response status is not a Success, proceed to below steps.
3. Log onto both the load balanced API AWS instances via PAM
4. Confirm if jmfamily.jma.eTools.Services.API.Worker worker process/windows service is in running status in both the servers (Windows Start -> Run -> services.msc ->Find the specified service). Manually start the service if it's not running.
5. If WorkerProcess is running, contact Operations - MF Apps to check dealer source transactions in Mainframe. Review the performance in Mainframe to make sure DealerSource transactions are processed under 5 seconds. Usually transactions start after 7AM.
6. Check DataPower webservice uptime using <https://dp-jma-microservices.jmfamily.com/>, should return an XML.Contact DataPower Admin if necessary.7. Check Decision Engine service uptime using <https://prod-mechanicalclaims-a-apidecision-blue.cld.jmfamily.com/api/healthcheckContact> DevOps if necessary.
8. Reach out to Network Engineer if timeouts are consistent.
9. If all the applications are timing out then review MongoDB connection and RabbitMQ connection error messages from D:\JMAApps\LogsForApps\ in both the servers.. Refer KB0012234 to know how to get the database credentials. MongoDB Connection: mongodb://dealersource-rw:P0o9i8u7@jmamongop1.jmfamily.com:30000,jmamongop2.jmfamily.com:30000,jmamongop3.jmfamily.com:30000/JMASelfService?replicaSet=jmasalprod1Tools that can be used for MongoDB are RoboMongo, Studio 3T and MongoDB Compass.
10. Check RabbitMQ services and connections via RabbitMQ management UI - <http://localhost:15672/#/>, refer KB0012396 for its resolution.
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:

Contract API outage; JMA Contract API; DealerSource

Wiki:

Notes
Work Notes:
2019-11-26 13:36:57 - Vikas Mathur (Work Notes) @Krishna Kashap please approve
2019-11-19 02:53:13 - Raju Kenche (Work Notes) @Vikas Mathur Peer review completed.
2019-11-18 12:09:19 - Sai Kumar Myakala (Work Notes) Please review
2019-09-26 06:11:04 - Sai Kumar Myakala (Work Notes) Please review

Related List Title:

Approval List

Table name:

sysapproval_approver

Query Condition:

Source table = kb_knowledge AND Approving = 1154fe0edbc8c0d0b1e4d498f4961957 AND State != No Longer Required

Sort Order:

Order in ascending order

1 Approvals

State	Approver	Approval for	Comments	Created
Approved	Krishna Kashap (itscihg)			2019-11-26 13:36:57

Related List Title:

Knowledge Version List

Table name:

kb_version

Query Condition:

Knowledge Article ID = 1154fe0edbc8c0d0b1e4d498f4961957

Sort Order:

Created in descending order, Sys ID in ascending order

6 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
2.01	Dileep Maddena (congvwv)	2024-02-07 02:43:47	Draft	KB0012895 v2.01
2.0	Tiffani Barbour (conpqvu)	2023-09-29 17:22:28	Published	KB0012895 v2.0
1.01	Girish Dindukurthy (conctkq)	2023-01-16 05:21:49	Published	KB0012895 v2.0
1.0	Girish Dindukurthy (conctkq)	2023-01-16 04:58:54	Outdated	KB0012895 v1.0
0.02	Vikas Mathur (consicr)	2019-11-26 13:38:02	Outdated	KB0012895 v1.0
0.01	Raju Kenche (conambe)	2019-11-19 02:53:13	Outdated	KB0012895 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