# AES EDI Post-mortem JIRA Issue (AESEDI-53447)

**Date**: 2020-07-21

**Authors**: Tochukwu, Jennifer, and Ops Team

**Status**: Complete, Action items in progress

**Summary**: The customer data was not sent from AES EDI, though the file with the data was sent however, it did not get processed due to an issue with the AES CIS service.

**Impact**: About 486,000 customer records were affected and EDI to CIS monitoring service was also affected.

**Root Causes**: Simultaneously sending files with large records caused a wreck in the data processing.

**Trigger**: Too many files were not processed.

**Resolution**: Refreshing the *AES CIS* monitoring service allowed us to spot the missed records that were not discovered automatically, so the file was resent.

**Detection**: Jira ticket created by a customer alerted us. Please refer JIRA Issue: (AESEDI-53447)

**Action Items**:

| **Action Item** | **Type** | **Owner** | **Bug** |
| --- | --- | --- | --- |
| Monitor the data ingesters and processors (ETL) at the EDI CIS | Prevent | Tochukwu | (Jira Issue No: AESCIS-38263)**TODO** |
| Writing of monitoring policy to detect missing records at real time | Prevent | Jennifer | n/a **DONE** |

**Lessons Learned**

*What went well*

* Quick response to JIRA ticket alerted us

*What went wrong*

* Lack of monitoring on the AES CIS service would have notified us on time
* Lack of monitoring and alerting system to determine when there is a discrepancy in records

*Where we got lucky*

* A customer JIRA ticket alerted us.

**Timeline**

2020-07-18 **(all times UTC)**

* 11:56 AM Discovering of the missing files
* 12:30 PM Restarting of the AES CIS monitoring service
* 12:35 PM Started the processing of the records files
* 01:00 PM Completion of the processing of all the 486,000 records files