Ticket ID: 24010990511

Ticket Name: Follow-Up on PI Integration Restore

Submitted On: 22 May 2025

Status: Solved

Priority: High

Ticket Type: Product Issue

Client: Valent

Product: MES

Description: Pi integration failed to sync data to the Valent platform due to intermittent connectivity issues.

Root Cause: The issue was caused by an intermittent connectivity loss between the Pi system and the Valent platform due to unstable network conditions at the source environment. During this period, the integration service failed to establish a consistent handshake, leading to data transmission failures. Logs also indicated timeouts and dropped requests, confirming the connectivity disruption as the root cause.

Corrective Action: The network issue was identified and resolved by coordinating with the infrastructure team. Connectivity between the Pi system and the Valent platform has been restored, and pending data sync was manually triggered to ensure completeness.

Preventive Action: A continuous connectivity monitoring mechanism has been implemented to detect and alert on future disruptions. Additionally, automated retry logic has been enhanced in the integration service to handle temporary network failures gracefully and ensure data is eventually synced without manual intervention.