

[REDACTED item] not replicating to site

Symptoms

Describe what's going on

Some [REDACTED item] in Nashville were showing as gray or with red stars.

When **file path** field for a log was viewed in the [REDACTED] **Library** module, it was blank or said "file not found"

Assets showed okay in DC and NY.

[Redacted action] did not resolve the issue.

People in Nash were saying "looking at a log and seeing 'file path not found'" for assets; assets fine in DC/different location. Look in [REDACTED] library module, view "file path" field, 'file path not found' or blank file path.

A pending file with a NeededBy date four days prior to the issue being reported was seen in the site replication monitor.

Environment changes

What changed right before this started happening, if anything?

TBD

Troubleshooting

What steps were taken to isolate the issue?

The replication monitor was checked. It will show all pending messages and information about them, including a title (or date and station name for logs) and NeededBy value. Under normal circumstances there should be few to no pending messages, and any transfer in progress should have a NeededBy value of nearly now+24 hours (except [REDACTED item]s, which may be needed sooner).

For this incident we happened to notice a pending file with a NeededBy date of 12/30 (date of incident was 1/3.) For a message to be so severely overdue there must have been some kind of problem. There had been successful transfers to Nashville since then so it wasn't a complete breakdown of the service.

The same files were successfully sent to other sites, so it did not appear to be a problem with the audio files themselves.

Users had worked around the problem by copying the source into a share and dropping it into the metadata card in Nashville [REDACTED]; this was successful, so it did not appear to be a problem with the asset or resource records in the database.

Channelizing the assets for the training channel (which triggers another check for the files and should have caused them to be downloaded) had no effect.

A check of the debug log for the date of the message showed an exception when the download started. (We searched by the asset's title.) No further entries referred to this particular file, even though replication should retry periodically.

Diagnosis

What did the problem turn out to be?

The issue appeared to be with the site replication service not transferring a file in a timely manner

Resolution

How was it fixed?

The site replication service in Nashville was restarted. C.W. (Tier 3) took a process dump for review and restarted the service. The results were immediate; over 600 files queued up for transfer and were completed within about 15 minutes.

****This part should be performed by TIER 3 ONLY****

It is important that any time a [REDACTED] service is restarted as a troubleshooting step we should capture a process dump first. If the restart fixes the problem then we will have essential data for development review. Any time a restart fixes something but we don't have a dump file, we must wait for the problem to happen a second time to collect enough data to identify the cause.

Escalation

Does this need to be escalated, and if so where?

Yes – Tier 3, SME

Prevention

Can this be prevented? If so, how?

In terms of advance notice, the only current tool is the missing file report. A missing report executed in Nashville (against the Nashville organization) would provide some advance warning of any problematic assets across the local stations. We've discussed some possibilities for a synchronization check and some kind of status monitoring and alerting, but these would involve new code that still needs to be designed and approved.