# Oracle VBCS Outage – Impact Analysis

**Outage Window**

Start time: 03-21-23 1:00 AM EST

End time: 03-27-23 9:30 PM PST + 5 hours for the patch installation

**Service Interruption:** We started noticing errors on VBCS BO related integrations failing when being invoked via the BO API’s, although the VBCS UI itself still appears functional.

**SR 3-32510276311**

Problem Description
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We are experiencing widespread PRODUCTION vbcs connection errors after our lower environment was refreshed from production.
<ns2:errorCode>503</ns2:errorCode>
<ns2:errorPath><![CDATA[PATCH https://oicemje-soco.integration.ocp.oraclecloud.com/ic/builder/rt/SOCO\_Bid\_Source\_Application/live/resources/data/RequisitionJobApplicant/13890 returned a response status of 503 Service Unavailable]]></ns2:errorPath>
<ns2:instance><![CDATA[<!doctype html><html lang="en"><head><title>HTTP Status 503 – Service Unavailable</title><style type="text/css">body {font-family:Tahoma,Arial,sans-serif;} h1, h2, h3, b {color:white;background-color:#525D76;} h1 {font-size:22px;} h2 {font-size:16px;} h3 {font-size:14px;} p {font-size:12px;} a {color:black;} .line {height:1px;background-color:#525D76;border:none;}</style></head><body><h1>HTTP Status 503 – Service Unavailable</h1></body></html>.The Web server (running the service) is currently unable to handle the HTTP request due to a temporary overloading or maintenance of the server. The implication is that this is a temporary condition which will be alleviated after some delay. Furthermore, 503 can sometimes be returned by an intermediary as well. You can trace the:Application Error

All the calls from OIC to BO fails with 503.
Error Reason: Fault Details :
<ns2:APIInvocationError xmlns:ns2="http://xmlns.oracle.com/cloud/generic/rest/fault/REST/GetHireRehireWorkerDetails">
<ns2:type />
<ns2:title />
<ns2:detail />
<ns2:errorCode />
<ns2:errorDetails>
<ns2:type>http://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html#sec10.5.4</ns2:type>
<ns2:title>Service Unavailable</ns2:title>
<ns2:errorCode>503</ns2:errorCode>
<ns2:errorPath><![CDATA[GET https://oicemje-soco.integration.ocp.oraclecloud.com/ic/builder/rt/SOCO\_Contingent\_Workers\_Application/live/resources/data/RehireWorkersBO?expand=all&onlyData=true&q=integrationStatus%3D%27Not+Processed%27+and+approvalStatus%3D%27Approved%27+and+allowProcessing%3Dtrue+and+clearToHire%3D%27Eligible%27&limit=1000

Thanks Sunil, we are monitoring.

So, is the issue still the same JDBC issue you had mentioned yesterday, or was it a separate issue this time as you had indicated earlier today? It sounds as though it is the same, since you had mentioned the fix for the JBDC issue would be applied in the next few days, and that same reference has been made now.

VBCS had instability issues earlier this week which caused mainly VBCS specific OIC integrations that go against VBCS Business Object API’s to fail, as well as sporadically internal VBCS calls to Business Objects as would later be reported by the Accounting COE.

We raised an SR with Oracle, SR 3-32510276311, and eventually Oracle confirmed they had VM issues with a VM in their Cluster due to a JBDC issue, they rebooted the VM and cleared the issue.

Most of the integrations in OIC will send a notification email upon failure and given the size of some of the data and the length of the system instability which started happening overnight, a lot of failure emails were sent to our various internal support distribution lists, as OIC was trying to auto retrigger data to VBCS BO’s, this contributed to the daily threshold of 10k emails in OIC being reached, which impacted notification emails being sent out of OIC. Another SR was then raised with Oracle to reset the email daily limit so we could start getting notifications again, and Oracle said it couldn’t be reset, but was then raised to 20k going forward.

The issues with system instability then recurred briefly a day after the initial fix, and we worked with Oracle in the same SR, and they cleared it again.

This issue has been covered at length in our support calls, emails, and discussed over Teams, including the “HR Integrations Team” group that I added you to yesterday, @Blakely, David M..

Our business partners were kept in the loop extensively throughout, including Becky Mixon. There weren’t many challenges with the UI, with the exception of the AP Bulk Assignment process which was discussed and remediated including our business partners in a Teams group with the Accounting COE and tracked in Agility, including the email threshold issue which mostly impacted them.

Next steps:

* I have escalated to Oracle leadership their lack of oversight and proactive efforts to stop operational issues from reaching critical status and will continue to follow-up (see attached).
* Oracle will roll out a permanent fix to remediate the issue with the JBDC driver, which is likely to be applied this coming Monday in our environment, this conversation can be followed in the first SR I noted.
* We already had planned code changes in 4.4 in April to reduce the volume of emails generated by OIC in HR, for various business processes, but will now also take a look at consolidating and reducing failure emails.
* We already in our roadmap have a Netcool integration in the works so that critical batch jobs for Payroll, etc. can be escalated to the IOC, so if we have overnight issues a call out can be initiated, targeting completion of this by end of Q2 or sooner. @Sharma, Jyoti I will also coordinate with your team once this capability is available, so the IOC can help monitor key processes on your end, such as the POET refresh process that has been failing overnight starting yesterday evening.

**Resolution:**

Oracle applied a patch to remediate the JBDC driver issue permanently yesterday in OIC/VBCS Prod, and so far, we haven’t seen the error reoccurring, but we will continue to monitor.

Patch start time is 03/27th 9:30P PT and expected duration is 5 hours.  No downtime is expected unless there is issue.

Please reach out to support and call in to Oracle Support 800 # and request to speak to a duty manager to have your SR  re-assigned to someone on shift.  (Currently the SR is being worked US hours.  And will need to be re-assigned active Support engineer.)