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TPMS/16-0050 : TPMS unstability issue: Configuration of Deferred email event in TPMS system

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To: rozaina@matrade.gov.my

Fri, Sep 2, 2016 at 5:22 PM

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Dear (MS) Rozaina,

Please be advised that incident below has been logged under Case ID : TPMS/16-0050

Thanks and regards

Anis Fatimah

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From: rozaina@matrade.gov.my [mailto:rozaina@matrade.gov.my]

Sent: Friday, 2 September, 2016 5:11 PM

To: helpdesk@inteksoft.com.my

Cc: Najmi Pasarudin; Ayu; Haida md; din@matrade.gov.my; Teo Woon Eng; Tan Lee Yong; rizal@matrade.gov.my; arshad@matrade.gov.my; azliza@matrade.gov.my; helmi@matrade.gov.my; z.samat@matrade.gov.my; shahrizal@matrade.gov.my; wahidah@matrade.gov.my; nurliyana@matrade.gov.my

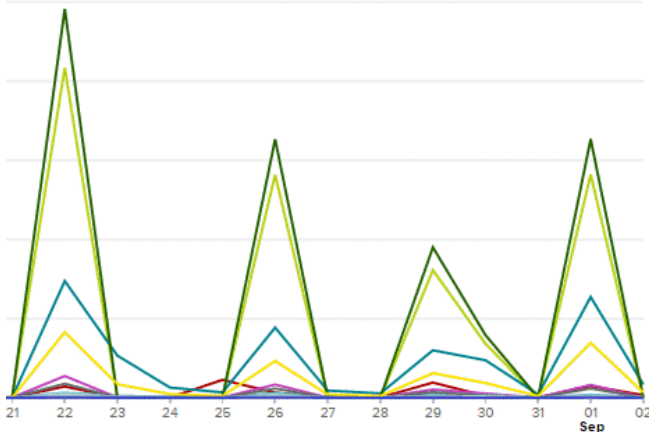
Subject: TPMS unstability issue: Configuration of Deferred email event in TPMS system

Dear Helpdesk Team,

We are experiencing instability of TPMS system recently starting on last **Monday, 29 Aug**. Based on our observation, there were lots of **'Update' activities in informix** (40 - 50 processes) for below query:

```
update notification_email set email_is_pending = 0 where n_sendgrid_id =
'2072621367999905-1703118961' AND contact_email_address =
'toomni@hotmail.com'
```

Upon checking in SendGrid, there were 5 events initiated from **21 August till 2 Sept** and **some events are still happening** in SendGrid Activity log.



Top 5 Categories

CATEGORY	DELIVERED	UNIQUE OPENS	UNIQUE CLICKS	UNSUBSCRIBES	SPAM REPORTS
EXPORT ACCELERATION	1,198	181	0	0	0
INSP INTRADE 2016	3,212	695	58	0	0
INSP ASEAN Border	5,369	1,072	82	8	0
REMINDER: International	5,641	1,387	38	3	0
INTERNATIONAL SC	8,343	2,192	126	7	1

Event / activity that are still running in SendGrid is 'Deferred' . Upon checking in SendGrid online documentation, Deferred event is described as below (which may appear in TPMS coding):

Deferred

event	email	response	attempt	category
deferred	Message recipient	Full response from MTA	Delivery attempt #	The category you assigned

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```

1  {
2  "response": "400 Try again",
3  "sg_event_id": "sendgrid_internal_event_id",
4  "sg_message_id": "sendgrid_internal_message_id",
5  "event": "deferred",
6  "email": "email@example.com",
7  "timestamp": 1249948800,
8  "smtp-id": "<original-smtp-id@domain.com>",
9  "unique_arg_key": "unique_arg_value",
10 "category": ["category1", "category2"],
11 "attempt": "10",
12 "newsletter": {
13   "newsletter_user_list_id": "10557865",
14   "newsletter_id": "1943530",
15   "newsletter_send_id": "2308608"
16 },
17 "asm_group_id": 1,
18 "ip": "127.0.0.1",
19 "tls": "0",
20 "cert_err": "0"
21 }
```

We would like to seek clarification & rectification from your side to further investigate this instability issue. More trade promotional events are coming & we foresee high utilisation of TPMS. This issue needs to be resolved urgently. We are taking necessary measures internally which involve informix db configuration and closely monitoring the incident.

Regards,

Rozaina Ali
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