



Haida md <haida_md@penril.net>

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

rozaina@matrade.gov.my <rozaina@matrade.gov.my> Wed, Sep 7, 2016 at 12:15 PM
To: Teo Woon Eng <wooneng@inteksoft.com.my>
Cc: anis <anis@inteksoft.com.my>, arshad@matrade.gov.my, azliza@matrade.gov.my, din@matrade.gov.my, Haida md <haida_md@penril.net>, helmi@matrade.gov.my, Tan Lee Yong <leeyong.tan@penril.net>, Najmi Pasarudin <najmi.pasarudin@penril.net>, Ayu <norahayu.md@penril.net>, nurliyana@matrade.gov.my, rizal@matrade.gov.my, shahrizal@matrade.gov.my, wahidah@matrade.gov.my, z.samat@matrade.gov.my

Hi Teo,

As of date there is no email blast email marketing after changes was made on 2nd Sept. We are still monitoring the performance & will update on the performance issue if there is any bulk mail sent using email marketing.

Regards,

Rozaina Ali
IT Manager
MATRADE
Tel: +603 6207 7303
Fax: +603 6203 7195

▼ "Teo Woon Eng" ---09/07/2016 12:09:58 PM---HI Rozaina,

From: "Teo Woon Eng" <wooneng@inteksoft.com.my>
To: <rozaina@matrade.gov.my>
Cc: "anis" <anis@inteksoft.com.my>, <arshad@matrade.gov.my>, <azliza@matrade.gov.my>, <din@matrade.gov.my>, "Haida md" <haida_md@penril.net>, <helmi@matrade.gov.my>, "Tan Lee Yong" <leeyong.tan@penril.net>, "Najmi Pasarudin" <najmi.pasarudin@penril.net>, "Ayu" <norahayu.md@penril.net>, <nurliyana@matrade.gov.my>, <rizal@matrade.gov.my>, <shahrizal@matrade.gov.my>, <wahidah@matrade.gov.my>, <z.samat@matrade.gov.my>
Date: 09/07/2016 12:09 PM
Subject: RE: TPMS/16-0050 : TPMS unstability issue: Configuration of Deferred email event in TPMS system

HI Rozaina,

Since the indexing has been done on 2 Sept, appreciate you could update if any performance improvement after the changes.

Thank you.
Regards,
Teo Woon Eng
INTEKSOFT SDN BHD
Tel: +603-80716884 | Fax: +603-80764241 | H/P: +6012-2735637
From: rozaina@matrade.gov.my [mailto:rozaina@matrade.gov.my]
Sent: Tuesday, 6 September, 2016 12:28 PM
To: Teo Woon Eng <wooneng@inteksoft.com.my>
Cc: 'anis' <anis@inteksoft.com.my>; arshad@matrade.gov.my; azliza@matrade.gov.my; din@matrade.gov.my; 'Haida md' <haida_md@penril.net>; helmi@matrade.gov.my; 'Tan Lee Yong' <leeyong.tan@penril.net>; 'Najmi Pasarudin' <najmi.pasarudin@penril.net>; 'Ayu' <norahayu.md@penril.net>; nurliyana@matrade.gov.my; rizal@matrade.gov.my; shahrizal@matrade.gov.my; wahidah@matrade.gov.my; z.samat@matrade.gov.my
Subject: RE: TPMS/16-0050 : TPMS unstability issue: Configuration of Deferred email event in TPMS system

Hi Teo,

Indexing has been done on 2 Sept by our team.

Regards,

Rozaina Ali
IT Manager
MATRADE
Tel: +603 6207 7303
Fax: +603 6203 7195

▼ "Teo Woon Eng" ---09/06/2016 09:22:14 AM---Dear Rozaina,

From: "Teo Woon Eng" <wooneng@inteksoft.com.my>
To: <rozaina@matrade.gov.my>
Cc: "anis" <anis@inteksoft.com.my>, <arshad@matrade.gov.my>, <azliza@matrade.gov.my>, <din@matrade.gov.my>, "Haida md" <haida_md@penril.net>, <helmi@matrade.gov.my>, "Tan Lee Yong" <leeyong.tan@penril.net>, "Najmi Pasarudin" <najmi.pasarudin@penril.net>, "Ayu" <norahayu.md@penril.net>, <nurliyana@matrade.gov.my>, <rizal@matrade.gov.my>, <shahrizal@matrade.gov.my>, <wahidah@matrade.gov.my>, <z.samat@matrade.gov.my>
Date: 09/06/2016 09:22 AM
Subject: RE: TPMS/16-0050 : TPMS unstability issue: Configuration of Deferred email event in TPMS system

Dear Rozaina,

Since this is a frequent update statement, creating index key to the notification_email table is recommended to optimize the update statement and reduce some database workload. Attached with the create index script (cr_index_20160906.sql) for your update to the development DB and production DB.

Thank you.

Regards,

Teo Woon Eng
INTEKSOFT SDN BHD
Tel: +603-80716884 | Fax: +603-80764241 | H/P: +6012-2735637

From: rozaina@matrade.gov.my [mailto:rozaina@matrade.gov.my]
Sent: Tuesday, 6 September, 2016 7:59 AM
To: Teo Woon Eng <wooneng@inteksoft.com.my>
Cc: 'anis' <anis@inteksoft.com.my>; arshad@matrade.gov.my; azliza@matrade.gov.my; din@matrade.gov.my; 'Haida md' <haida_md@penril.net>; helmi@matrade.gov.my; 'Tan Lee Yong' <leeyong.tan@penril.net>; 'Najmi Pasarudin' <najmi.pasarudin@penril.net>; 'Ayu' <norahayu.md@penril.net>; nurliyana@matrade.gov.my; rizal@matrade.gov.my; shahrizal@matrade.gov.my; wahidah@matrade.gov.my; z.samat@matrade.gov.my
Subject: RE: TPMS/16-0050 : TPMS instability issue: Configuration of Deferred email event in TPMS system

Dear Teo,

Mostly 40-50 processes were calling the same 'UPDATE' statement but for different values. For e.g. update for different email address. Yes there were email marketing blast ranging from 1,000++ to 6,000++
The 'Update' activity does not consume vast resources but the frequency of update had causing the DB to be very busy.

Regards,

Rozaina Ali
IT Manager
MATRADE
Tel: +603 6207 7303
Fax: +603 6203 7195

▼ "Teo Woon Eng" ---09/02/2016 06:22:28 PM---Dear Rozaina,

From: "Teo Woon Eng" <wooneng@inteksoft.com.my>
To: "anis" <anis@inteksoft.com.my>, <rozaina@matrade.gov.my>
Cc: "'Najmi Pasarudin'" <najmi.pasarudin@penril.net>, "'Ayu'" <norahayu.md@penril.net>, "'Haida md'" <haida_md@penril.net>, <din@matrade.gov.my>, "'Tan Lee Yong'" <leeyong.tan@penril.net>, <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>
Date: 09/02/2016 06:22 PM
Subject: RE: TPMS/16-0050 : TPMS instability issue: Configuration of Deferred email event in TPMS system

Dear Rozaina,

Can you please clarify whether 40-50 processes are all calling the same update statement or with different update values?
update notification_email set email_is_pending = 0 where n_sendgrid_id = '2072621367999905-1703118961' AND contact_email_address = 'toomni@hotmail.com'

Below are the comment from Najmi:
There was email marketing sent to more than 6000 recipients this week. So, naturally there will be a lot of email status update. However, do 40-50 process are considered as too much?

Can you advise on the supported number of database process?

Regards,
Teo Woon Eng
INTEKSOFT SDN BHD
Tel: +603-80716884 | Fax: +603-80764241 | H/P: +6012-2735637

From: anis [mailto:anis@inteksoft.com.my]
Sent: Friday, 2 September, 2016 5:22 PM
To: rozaina@matrade.gov.my
Cc: 'Najmi Pasarudin' <najmi.pasarudin@penril.net>; 'Ayu' <norahayu.md@penril.net>; 'Haida md' <haida_md@penril.net>; din@matrade.gov.my; 'Teo Woon Eng' <wooneng@inteksoft.com.my>; 'Tan Lee Yong' <leeyong.tan@penril.net>; 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/16-0050 : TPMS instability issue: Configuration of Deferred email event in TPMS system

Dear (MS) Rozaina,

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

Thanks and regards

Anis Fatimah
INTEKSOFT SDN BHD (718578-A)
Lot 3F-25, Pusat Perdagangan IOI, 1, Persiaran Puchong Jaya Selatan,
Bandar Puchong Jaya, Batu 8, 47100 Puchong, Selangor Darul Ehsan
☎: +603-8071 6884 | 📠: +603-8076 4241 | Toll Free Number : 1300-88-2014
✉: anis@inteksoft.com.my

P Don't print this e-mail unless it's really necessary. Every 3000 sheets consume a tree. Save a trees

From: rozaina@matrade.gov.my [mailto:rozaina@matrade.gov.my]
Sent: Friday, 2 September, 2016 5:11 PM
To: helpdesk@inteksoft.com.my

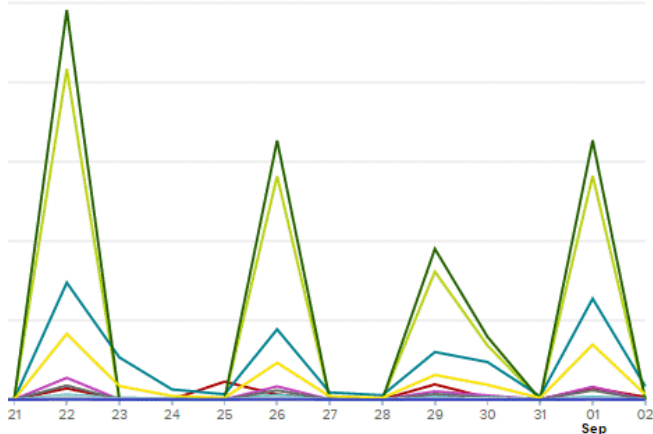
Cc: Najmi Pasarudin; Ayu; Haida md; din@matrade.gov.my; Teo Woon Eng; Tan Lee Yong; rizal@matrade.gov.my; arshad@matrade.gov.my; azliza@matrade.gov.my; helmi@matrade.gov.my; z.samat@matrade.gov.my; shahrizal@matrade.gov.my; wahidah@matrade.gov.my; nurliyana@matrade.gov.my
Subject: TPMS unstability issue: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

Fullscreen Copy

```

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
 IT Manager
 MATRADE
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 Fax: +603 6203 7195

[attachment "cr_index_20160906.sql" deleted by Rozaina Ali/MATRADE]



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