

# **RCA : Delivery failed due to “query is too complex” condition (NEO-48807)**

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## 1 Issue Reported

Post upgrade of ACC to build 7.2.2 Build 9349 from Gold Standard Build 9032, few major campaigns with multiple offers attached failed at delivery-level with error at the analysis phase.

XTK-170092 The expression on a condition of the query is too complex

To mitigate a separate issue Kesko had to upgrade to ACC Release 7.3.1 Build 9352. The “*query is too complex*” issue was persisting after the upgrade.

## 2 Case Details

Adobe Customer Care Case	Adobe Internal Case
E-000698038	NEO-48807

## 3 RCA

The “*query is too complex*” issues encountered were due to multiple factors occurring while preparing the delivery update into the database following properties changes during delivery execution.

- A guardrail in ACC code was introduced to prevent stack overflow in a parsing recursive process as it was observed that this stack overflow in many cases resulted in unpredictable server crashes.  
 The limit is 1600 recursive calls on Linux. With this guardrail, if any process crosses this limit, to prevent the stack overflow, the process errors out with “*query is too complex*” error.
- Previous to the upgrade, the limit might have been crossed (without the guardrail) to no harm, but hitting the guardrail preventively stops the delivery execution from provoking a stack overflow resulting in crashes.
- The first “*query is too complex*” issue occurred while retrieving from the database in a single query all the potential offer templates to include into the overall delivery template. As the number of potential offer templates is huge in the failing deliveries (more than the limit of 1600 set by the guardrail), the “*too complex query*” problem occurred - The fix consists in splitting the retrieval of all the potential offer templates into chunks of 500 offer templates.
- The second “*query is too complex*” issue was caused by an existing bug where the URLs of images were inserted in the text part of the message even if they are not rendered but are considered trackable URLs instead of image URLs. During delivery processing, ACC was checking in the database if these URLs were previously used or whether they were new ones. In cases where the number of these false trackable URLs was more than the limit set by the guardrail, the “*too complex query*” problem occurred - The fix consists in not inserting these non-renderable offer image URLs in text mode