O B J E C T I V E

Boot Process

Customer’s instance is failing 1/2 status checks. Help the customer resolve their issue.

P R E – R E Q U I S I T E S

Launch the CloudFormation stack using the template “BootProcess\_Ex1.cform”.   
 Select your keypair for this region for the KeyPair parameter.

Tips

<https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/instance-console.html>

I n s t r u c t I o n s

1. Launch the CloudFormation stack. Let the instance run for a few minutes.
2. Check instance screenshot and console logs from AWS console, and from Admiral page.
3. Identify why instance is failing to boot, and at what stage
4. Resolve the issue
5. Write a draft reply explaining the issue to the customer, the RCA and the steps needed to resolve the issue.