

[PROJ-9] [PROD] Application Support Engineer informed that the application inventory stock is incorrect.

Created: 19/Feb/24 10:57 AM - Updated: 19/Feb/24 11:27 AM - Resolved: 19/Feb/24 11:13 AM

Status: Closed **Project:** e06g07t01 Project Type: [System] Incident Reporter: THADDEAUS LOW _ Resolution: Done Votes: 0 Not Specified Original Estimate: Remaining Estimate: Not Specified Time Spent: Not Specified etter PDF Exporter for Jira Service Management Request Type: Report a system problem Time to close after 59h 46m **√** resolution: Time to first response: 5h 43m ✓ Time to resolution: 35h 43m 🗸

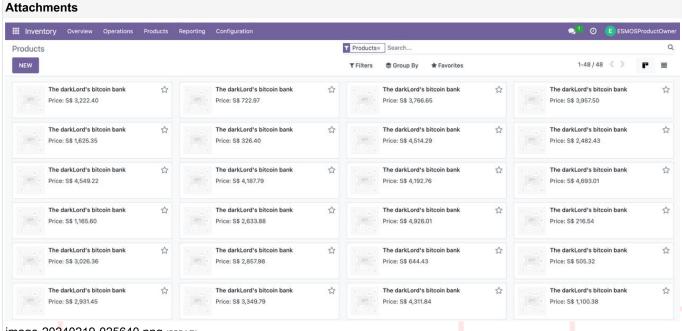
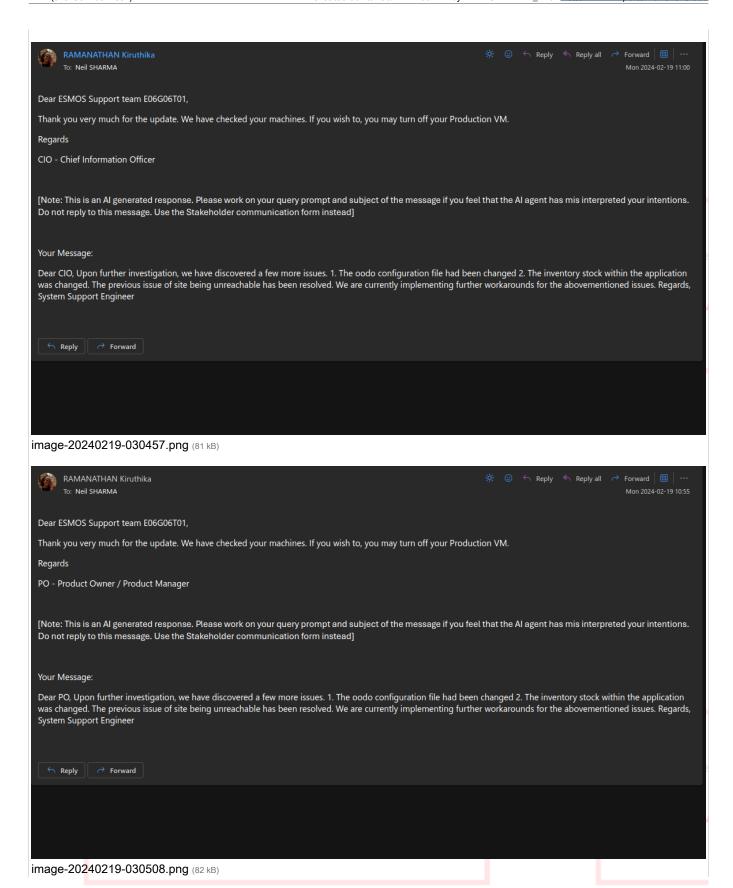


image-20240219-025640.png (325 kB)

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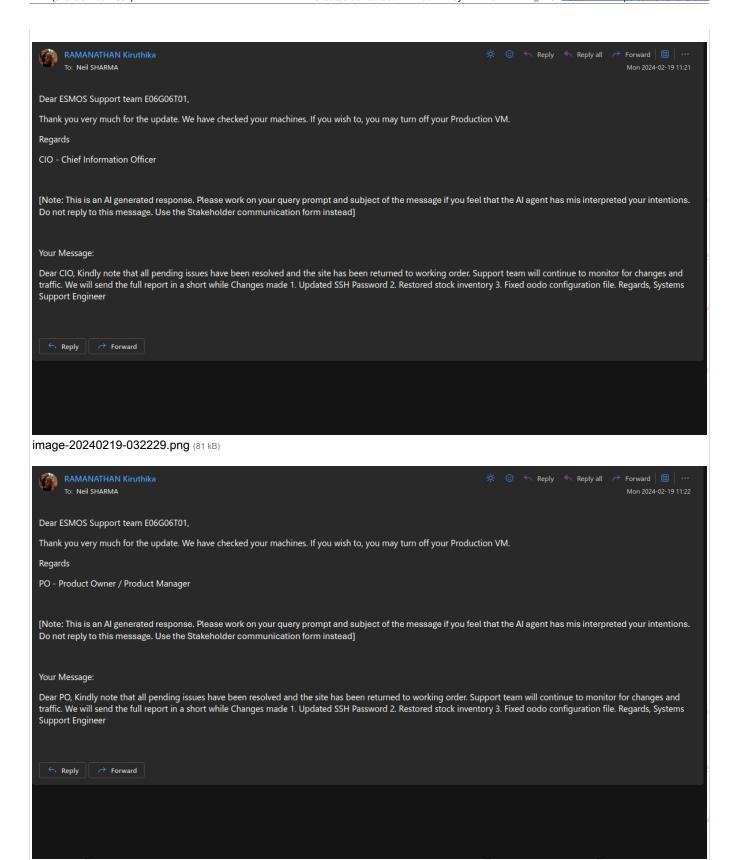
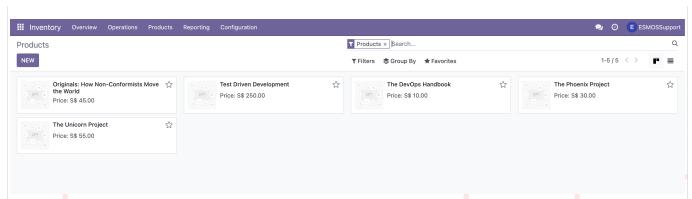


image-20240219-032248.png (82 kB)



Screenshot 2024-02-19 at 11.15.23#AM-20240219-031531.png (175 kB)

Comments

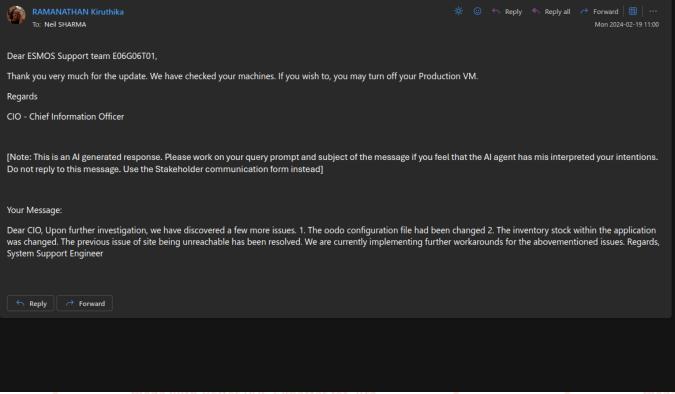
THADDEAUS LOW added a comment - 19/Feb/24 10:57 AM

I have noted the issue and will be investigating further.

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NEIL SHARMA _ added a comment - 19/Feb/24 11:05 AM

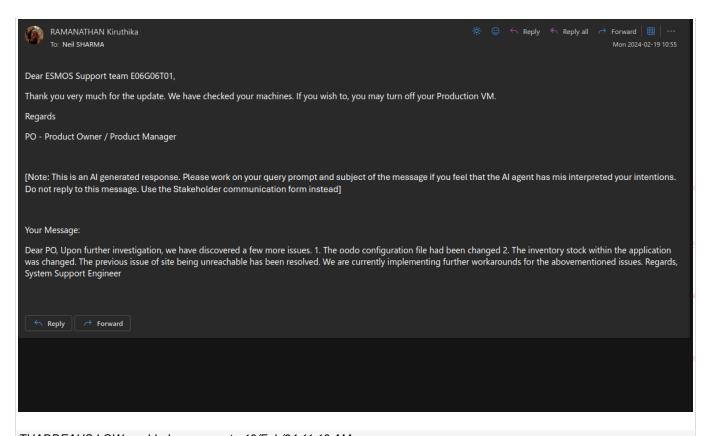
PO and CIO informed and acknowledged.



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THADDEAUS LOW _ added a comment - 19/Feb/24 11:13 AM

Hello Systems Support Engineer,

Please note the inventory data has been restored and I have performed regression testing to ensure that all features are working as intended.

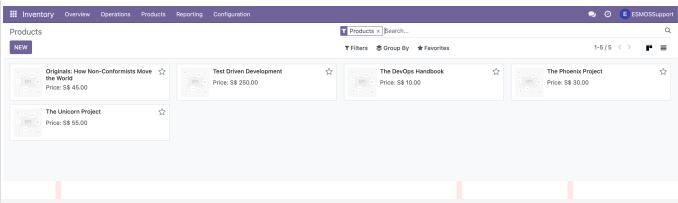
Please see attached.

Best Regards,

Application Support Engineer

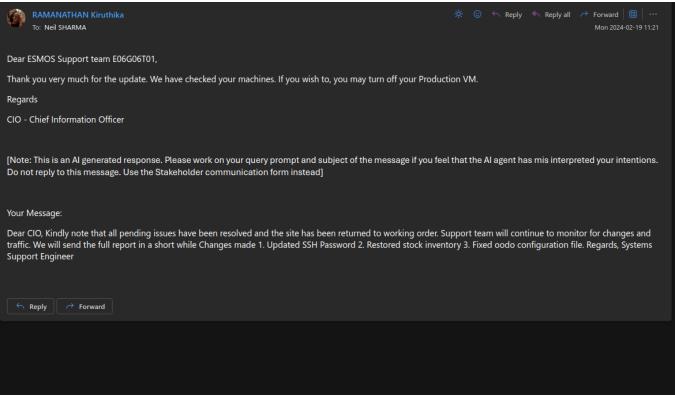
THADDEAUS LOW _ added a comment - 19/Feb/24 11:14 AM

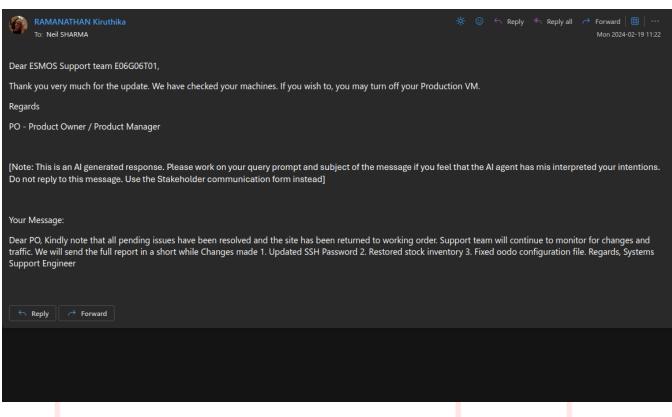
Inventory Page



NEIL SHARMA _ added a comment - 19/Feb/24 11:22 AM

PO and CIO updated and acknowleged







[PROJ-8] [PROD] The production website is unreachable

Created: 19/Feb/24 9:57 AM - Updated: 19/Feb/24 11:27 AM - Resolved: 19/Feb/24 10:51 AM

Status: Closed

Project: e06g07t01 Project

Type: [System] Incident

Reporter: NEIL SHARMA_

Resolution: Done Votes: 0

Original Estimate: Not Specified
Remaining Estimate: Not Specified
Time Spent: Not Specified

Service Management

Request Type: Report a system problem

Time to close after

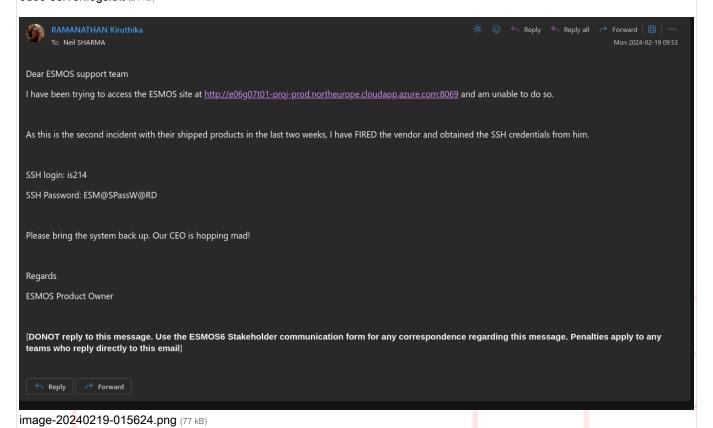
47h 24m ✓

resolution:

Time to first response: 3h 56m ✓
Time to resolution: 23h 6m ✓

Attachments

odoo-server.logs.txt (24 kB)















Mon 19/02/2024 10:05

Dear ESMOS Support team E06G07T01,

I am really shocked to hear this. Please bring up the service as soon as possible and update me on the impact of the incident. After the service is up, I expect a thorough resolution from the team on why such an incident happened

Regards

CIO - Chief Information Officer

[Note: This is an AI generated response. Please work on your query prompt and subject of the message if you feel that the AI agent has mis interpreted your intentions. Do not reply to this message. Use the Stakeholder communication form instead]

Your Message:

Dear CIO, We have had a report from product Owner that an issue has occured on our website at the reported hostname http://e06g07t01-proj-prod.northeurope.cloudapp.azure.com. We have verified that our site is now unable to be accessed. We have created a ticket (PROJ-08) and are currently investigating. Will provide timely updates. Best Regards, Operations and Support Manager

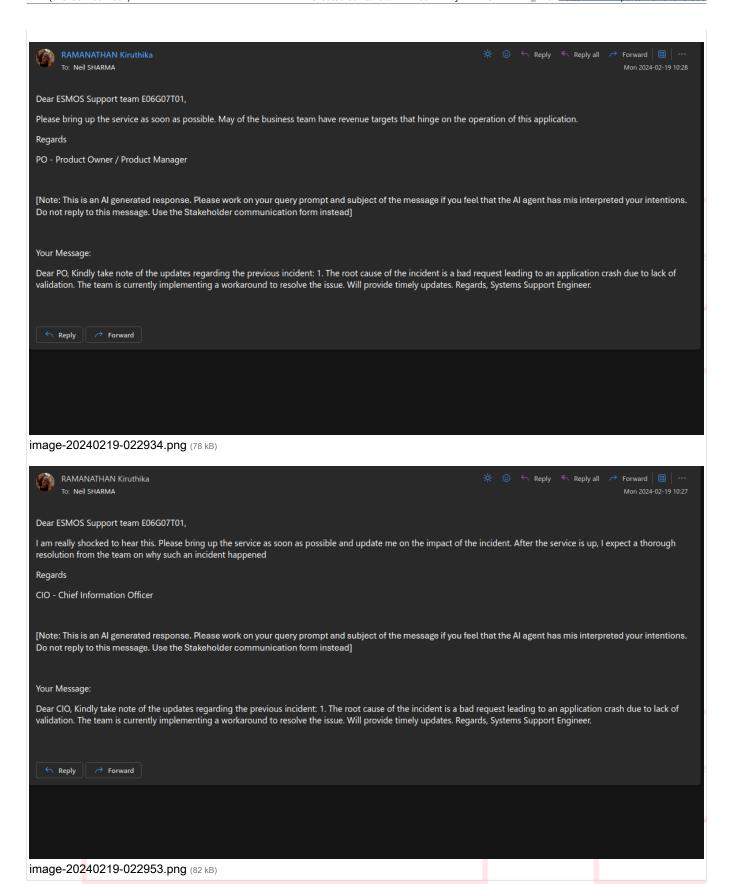
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Comments

YUE ZHENG TING _ added a comment - 19/Feb/24 10:01 AM

The infrastructure team have noted the following incident:

1. Production environment is unreachable

We will look into this issue now and update promptly once we have results.

YUE ZHENG TING _ added a comment - 19/Feb/24 10:04 AM

Based on odoo-server.logs, it seems like the server has crashed. We are looking to restart the server.

NEIL SHARMA _ added a comment - 19/Feb/24 10:06 AM

CIO Informed and Acknowlegded.



RAMANATHAN Kiruthika

To: Louis TEO Kuang Yi









Mon 19/02/2024 10:05

Dear ESMOS Support team E06G07T01,

I am really shocked to hear this. Please bring up the service as soon as possible and update me on the impact of the incident. After the service is up, I expect a thorough resolution from the team on why such an incident happened

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prod.northeurope.cloudapp.azure.com. We have verified that our site is now unable to be accessed. We have created a ticket (PROJ-08) and are currently investigating. Will provide timely updates. Best Regards, Operations and Support Manager

Dear YUE ZHENG TING kindly take note of the above as well.

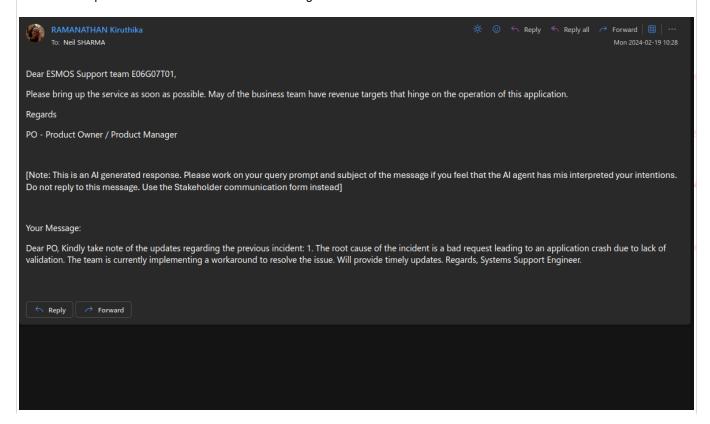
YUE ZHENG TING _ added a comment - 19/Feb/24 10:22 AM

Seems like there's an issue with the server.py file used to serve Odoo.

odoo-server.logs.txt®

NEIL SHARMA _ added a comment - 19/Feb/24 10:30 AM

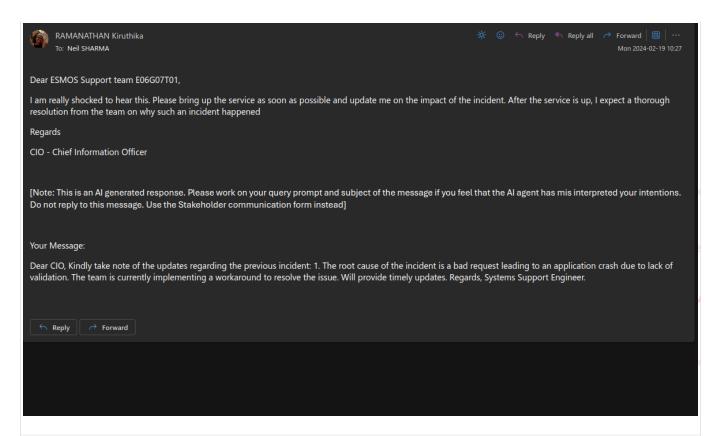
CIO and PO updated about the incident and acknolweged.



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YUE ZHENG TING _ added a comment - 19/Feb/24 10:39 AM

We found an issue with the odoo16.conf file whereby the addon paths were edited. The original configurations have been reverted.

However, there is likely a root cause of password being compromised.

Please note the logical error in the code as well, identified below.

YUE ZHENG TING _ added a comment - 19/Feb/24 10:51 AM

Service has been restored.

The SSH password has also been updated for the production instance.

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