

**[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

Original Estimate:

Not Specified

Remaining Estimate:

Not Specified

Time Spent:

Not Specified

Service Management

Request Type:

Report a system problem

Time to close after resolution:

59h 46m ✓

Time to first response:

5h 43m ✓

Time to resolution:

35h 43m ✓

Attachments

Inventory

Overview

Operations

Products

Reporting

Configuration

Products


NEW







Productsx Search...

1-48 / 48

<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 3,222.40</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 722.97</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 3,766.65</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 3,957.50</div></div>
<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 1,625.35</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 326.40</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,514.29</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 2,482.43</div></div>
<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,549.22</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,187.79</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,192.76</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,693.01</div></div>
<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 1,165.60</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 2,633.88</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,926.01</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 216.54</div></div>
<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 3,026.36</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 2,857.98</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 644.43</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 505.32</div></div>
<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 2,931.45</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 3,349.79</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 4,311.84</div></div>	<div><div>The darkLord's bitcoin bank</div><div>Price: S\$ 1,100.38</div></div>

image-20240219-025640.png (325 kB)

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  ...

Mon 2024-02-19 11:00

Dear ESMOS Support team E06G06T01,

Thank you very much for the update. We have checked your machines. If you wish to, you may turn off your Production VM.

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, Upon further investigation, we have discovered a few more issues. 1. The oodo configuration file had been changed 2. The inventory stock within the application was changed. The previous issue of site being unreachable has been resolved. We are currently implementing further workarounds for the abovementioned issues. Regards, System Support Engineer










 Reply  Forward

image-20240219-030457.png (81 kB)

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  ...

Mon 2024-02-19 10:55

Dear ESMOS Support team E06G06T01,

Thank you very much for the update. We have checked your machines. If you wish to, you may turn off your Production VM.

Regards

PO - Product Owner / Product Manager

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








 Reply  Forward

image-20240219-030508.png (82 kB)

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  

Mon 2024-02-19 11:21

Dear ESMOS Support team E06G06T01,

Thank you very much for the update. We have checked your machines. If you wish to, you may turn off your Production VM.

Regards

CIO - Chief Information Officer

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








 Reply  Forward

image-20240219-032229.png (81 kB)

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  

Mon 2024-02-19 11:22

Dear ESMOS Support team E06G06T01,

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Regards

PO - Product Owner / Product Manager

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
 Reply  Forward

image-20240219-032248.png (82 kB)

InventoryOverviewOperationsProductsReportingConfiguration

Products

NEW

Products x Search...

FiltersGroup ByFavorites

1-5 / 5

Originals: How Non-Conformists Move the World

Price: S\$ 45.00

Test Driven Development

Price: S\$ 250.00

The DevOps Handbook

Price: S\$ 10.00

The Phoenix Project

Price: S\$ 30.00

The Unicorn Project

Price: S\$ 55.00

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.

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

PO and CIO informed and acknowledged.



RAMANATHAN Kiruthika

To: Neil SHARMA

Mon 2024-02-19 11:00

Dear ESMOS Support team E06G06T01,

Thank you very much for the update. We have checked your machines. If you wish to, you may turn off your Production VM.

Regards

CIO - Chief Information Officer


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



Reply

Forward



RAMANATHAN Kiruthika

To: Neil SHARMA

 Reply Reply all Forward

Mon 2024-02-19 10:55

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
Regards


PO - Product Owner / Product Manager

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 Reply

 Forward

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

 Inventory




Overview

Operations

Products

Reporting

Configuration


 ESMOSSupport


Products


Products x

Search...


NEW

 Filters

 Group By


 Favorites


1-5 / 5



Originals: How Non-Conformists Move the World


Price: S\$ 45.00






Test Driven Development


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
Price: S\$ 55.00



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

PO and CIO updated and acknowledged

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  

Mon 2024-02-19 11:21

Dear ESMOS Support team E06G06T01,

Thank you very much for the update. We have checked your machines. If you wish to, you may turn off your Production VM.



Regards


CIO - Chief Information Officer








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 Reply  Forward

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  

Mon 2024-02-19 11:22

Dear ESMOS Support team E06G06T01,

Thank you very much for the update. We have checked your machines. If you wish to, you may turn off your Production VM.



Regards

PO - Product Owner / Product Manager

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 Reply  Forward



# [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 resolution:

47h 24m ✓

Time to first response:


3h 56m ✓

Time to resolution:

23h 6m ✓



Attachments

odoo-server.logs.txt (24 kB)



RAMANATHAN Kiruthika


To: Neil SHARMA



Reply

Reply all

Forward



Mon 2024-02-19 09:53

Dear ESMOS support team

I have been trying to access the ESMOS site at <http://e06g07t01-proj-prod.northeurope.cloudapp.azure.com:8069> and am unable to do so.

As this is the second incident with their shipped products in the last two weeks, I have FIRED the vendor and obtained the SSH credentials from him.

SSH login: is214

SSH Password: ESM@SPassW@RD

Please bring the system back up. Our CEO is hopping mad!

Regards

ESMOS Product Owner

[DONOT reply to this message. Use the ESMOS6 Stakeholder communication form for any correspondence regarding this message. Penalties apply to any teams who reply directly to this email]

Reply

Forward

image-20240219-015624.png (77 kB)



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

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 occurred 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

image-20240219-020602.png (526 kB)


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

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**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  ...

Mon 2024-02-19 10:28

Dear ESMOS Support team E06G07T01,

Please bring up the service as soon as possible. May of the business team have revenue targets that hinge on the operation of this application.

Regards

PO - Product Owner / Product Manager

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Your Message:

Dear PO, Kindly take note of the updates regarding the previous incident: 1. The root cause of the incident is a bad request leading to an application crash due to lack of validation. The team is currently implementing a workaround to resolve the issue. Will provide timely updates. Regards, Systems Support Engineer.










 Reply  Forward

image-20240219-022934.png (78 kB)

**RAMANATHAN Kiruthika**  
To: Neil SHARMA

 Reply  Reply all  Forward  ...

Mon 2024-02-19 10:27

Dear ESMOS Support team E06G07T01,

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CIO - Chief Information Officer

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
 Reply  Forward

image-20240219-022953.png (82 kB)

**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 Acknowledged.



RAMANATHAN Kiruthika

To: Louis TEO Kuang Yi



Mon 19/02/2024 10:05

Dear ESMOS Support team E06G07T01,

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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 acknowleged.



RAMANATHAN Kiruthika

To: Neil SHARMA

 Reply Reply all Forward

Mon 2024-02-19 10:28

Dear ESMOS Support team E06G07T01,

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
PO - Product Owner / Product Manager

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 Reply


 Forward

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RAMANATHAN Kiruthika  
To: Neil SHARMA

☰ ☹️ ↩️ Reply ↩️ Reply all ➡️ Forward 📧 ⋮

Mon 2024-02-19 10:27

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↩️ Reply

➡️ Forward

*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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