**\*[2022-09-01 A] YiTMH Operation Handover(Brief)***===HANDOVER START===  
====NOTE START====***Note 4 - BI - HM93/93 intermittent domain alerts   
Events:** Received HM93/HM94 alert for BI domain: **matomo-sbk.ourbiworld.com** intermittently since **1am, 1 Sept (GMT+8)**.  
**Actions:**1) Checked network latency is normal, but when try to access with HTTPS/HTTP or do http-ping, it would appear Error page: Connect connect to database: Too many connection (with response code: 500 Internal Server Error), and we found both servers all have chance to hit the error, so suspected it should be related application.   
2) Reported in Teams (BI) Server alert/restart and synced to Apps regarding this alert and status. Activated BI-Jimmy at around 2am since alerts was still on and off since our monitoring has [Critical] wording, but he said this is not urgent and can be checked during office hour tomorrow.  
**Currents status:** All alerts finally stopped at **3:34**.  
After Cuthbert and SYS check, they found the high CPU issue for both server. They have decide to stop the matomo service and upgrade the CPU from 4 core to 16 core. Please ignore the relate monitor in HM until upgrade done.  
**Updated by Thurston.Chao** On **1st Sep**, around **15:10**, after sys upgrade cpu, we enable the monitoring and alert recovered.**Refer teams:** [2022-09-01] Matomo Write DB Server CPU upgrade and (BI) Server alert/restart  
*=====Split=====***Created by Cadalora.Lin** **Note 5 - SBK partner betradar unstable on 1st Spet 2022**SBK-Apps informed us that Live-center-spi alert and unstable. We checked the packet loss near partner side (av-api.betradar.com 3.67.165.115) and swung outgoing from TWG-Global to PCCW  
  
FRI BR01 command  
conf tno ip route 3.67.165.0 255.255.255.0 175.41.60.149 name betradar\_api  
end  
*=====Split=====  
====NOTE END====  
  
====OTRS TICKET START====***YTS92032856 - [##RE-1845##] Third Party Maintenance  
Circuit maintenanceVendor:** DOM**Circuit ID:** KE-202930-L3 / EFE-742794**Environment:** IOM**Affected customer:** IOM2**Start time:** 2022-09-01 05:00**End time:** 2022-09-01 12:00**Duration:** 420 minutes  
**Updated by Thurston.Chao** Per DOM, the maintenance have been completed.Please close ticket after 24 hours.  
*=====Split=====***YTS92032243 - Request "[##RE-940##] SO220531KEA001 - Finch Road to Taiwan Upgrade from 60Mb to 90Mb" has been raised for you**Boss order DOM Finch Road to Taiwan Upgrade from **60Mb to 90Mb**. The order is now in progress and DOM will update us as the project progresses.  
  
Refer link -   
<https://remedy.domicilium.com/WorkOrder.do?woMode=viewWO&woID=940&&fromListView=true>If vendor update, will create new ticket to Jira, **ticket closed**.  
**Updated by Thurston.Chao** No further response in 24 hours, ticket closed.  
*=====Split=====  
====OTRS TICKET END====  
====JIRA TICKET START====  
  
=====Split=====***YTS-1797 - [DHS] Bug for description**- Backend:   
1. Add two columns ( content\_raw, content\_html ) on table jsm\_\*\_prod.  
2. Create a ticket from Mail, then ticket status will be defined to 2, otherwise will be 1.3. When ticket close, content\_raw rollback to JSM, last desc update to comment part.  
- Frontend:1. Add email content zone to display the content\_html ( if the ticket status == 2 )  
  
 Update by **Gary.Wu** at 2022-09-01 18:30:32  
Update ticket description  
 Update by **Gary.Wu** at 2022-09-01 18:47:48  
Update ticket description  
*=====Split=====  
=====Split=====***YTS-1897 - Re: [YTS#92032856] [##RE-1845##] Third Party Maintenance**AUTO PULL BY WORKLOG SERVER  
 Update by **Bot** at 2022-09-01 18:34:47  
AUTO PULL BY WORKLOG SERVER  
*=====Split=====  
=====Split=====***YTS-1864 - No Downtime Request for UAT Deployment (Infra for 188Asia) 01-September-2022 (Thursday)  
No downtime deploymentBU:** 188A**Impacted module:** 188Asia All Modules**Date:** 2022-09-01**Start time:** 2022-09-01 16:00**End time:** 2022-09-01 16:30**Duration:** 30 minutes  
 Update by **Bot** at 2022-09-01 15:19:47  
AUTO PULL BY WORKLOG SERVER  
 Update by **Bob.Lin** at 2022-09-01 15:31:51  
Update ticket description  
 Update by **Bob.Lin** at 2022-09-01 15:32:15  
add MTN information  
 Update by **Bob.Lin** at 2022-09-01 15:32:24  
Update ticket handler to Bob Lin  
 Update by **Bob.Lin** at 2022-09-01 15:32:31  
Update category to Request-LTM  
 Update by **Bob.Lin** at 2022-09-01 15:32:36  
Update bizUnit to XN-188Asia  
 Update by **Bob.Lin** at 2022-09-01 15:32:40  
Update infra to SUN  
 Update by **Thurston.Chao** at 2022-09-01 18:32:48  
Change ticket status from "Open" to "In Progress"  
*=====Split=====  
=====Split=====***YTS-1889 - Disable the CASHWAGER188 schedule job for delete SBK live data**AUTO PULL BY WORKLOG SERVER  
 Update by **Bot** at 2022-09-01 17:34:47  
AUTO PULL BY WORKLOG SERVER  
 Update by **Cadalora.Lin** at 2022-09-01 17:35:52  
Change this ticket queue to team: (DBA)  
*=====Split=====  
=====Split=====***YTS-1818 - RE: High Latency to Some Destination IP in VN via TWG  
Event:** After NET-Justin changed the outgoing path of AS45899 from PCCW to TWG, The latency of HCMC is back to normal, but Hanoi is getting worse.**Action:** We checked the traceroute and found TWG would choose another peer ISP instead of going to AS45899 directly. We forwarded this finding to TWG and asked them to optimize the route.**Status:**TWG has done the route adjustment at 14:00 on 9/1, and we verified the latency was back to normal.We asked TWG if the route adjustments are applied to all prefixes or only 123.16.165.0/24, because some other prefixes in VN might get the same issue. Pending TWG reply.  
 Update by **Danny.Wu** at 2022-09-01 15:38:16  
TWG has done the route adjustment at 14:00 on 9/1, and we verified the latency was back to normal.We asked TWG if the route adjustments are applied to all prefixes or only 123.16.165.0/24, because some other prefixes in VN might get the same issue. Pending TWG reply.  
 Update by **Danny.Wu** at 2022-09-01 15:40:20  
Update ticket description  
*=====Split=====  
====JIRA TICKET END====*