# Supporting Alfresco

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# Agenda

- Investigating and resolving Alfresco Issues
- Getting the most from Alfresco Support
- Getting the most from JIRA Tickets

#### Investigating and resolving

# Alfresco Issues

#### **First**

Use supported versions!

Follow Day Zero Guide!

# Simple Things

- When did the problem start?
- What changed?
- Remove as many variables as possible
- Find steps to reproduce

#### Common Issues

- Folders with too many direct children
- Low on resources
- Separate Alfresco & Solr

#### Common Issues

- Use appropriate storage
- Pin memory when using virtual machines
- Increase cluster timeouts

#### Tools

- Support Tools add-ons
- Log files
- JMX Dump

#### Tools

- Node Browser
- JavaScript Console
- API Explorer

#### Tools

- CMIS Workbench
- JConsole / JVisualVM
- JStack -I

# Getting the most from Alfresco Support

#### Severity Levels

- 1. Production System Down
- 2. Major Impact
- 3. Minor Impact
- 4. Questions & Enhancements

## Issue Template

- Description
- Steps to reproduce
- Expected behaviour
- Observed behaviour
- Analysis to date
- Business impact [optional]
- Desired outcome from ticket [optional]

#### Attachments

- JMX dump
- Bounded logs
- Specialized configuration files

# **Severity 1**

- Write up a ticket (using template)
- Pick up the phone and call support!

## Service Level Targets

Initial Service Level Target Response Times

Severity	Short Title	Premier/Partner	Enterprise	Starter/Business
One (1)	Production System Down	1 hour	2 hours	4 Business hours
Two (2)	Production/Development - Major Impact	2 hours	4 Business hours	1 Business day
Three (3)	Production/Development - Minor Impact	6 hours	1 Business day	2 Business days
Four (4)	Question/How- to/Enhancement	1 Business day	2 Business days	3 Business days

## Service Level Targets

Subsequent Service Level Target Response Times

Severity	Short Title	Premier/Partner	Enterprise	Starter/Business
One (1)	Production System Down	Constant Phone Bridge	Constant Phone Bridge	Hourly
Two (2)	Production/Development - Major Impact	Daily	Daily	Every two days
Three (3)	Production/Development - Minor Impact	Every two days	Every two days	Every three days
Four (4)	Question/How- to/Enhancement	Every four days	Every four days	Every five days

# Tips

- Be kind and responsive
- Put tickets on hold if you are busy
- Understand response times
- Re-opening tickets

# Getting the most from JIRA Tickets

#### Remember

- ALF issues are conversations
- Community-only issues
- Use <u>community</u> for support

# Issue Reporting

- Only new issues
- Investigate before reporting
- Don't like the design? Not a bug!
- See support issue template above

## **Issue Triage**

- Fortnightly review
- Fast decisions
- Patches improve success
- Provide affectsVersion

#### Old Issues Closed

- Issues over a year old, with no affectsVersion provided
- Issues with affectsVersions that only contain unsupported versions of Enterprise Edition
- Issues with affects Versions that only contains releases of Alfresco Community Edition older than two releases back.

# Thank You!

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