

# All Hail Our 'Bot Masters!

Chat-Ops for fun & profit

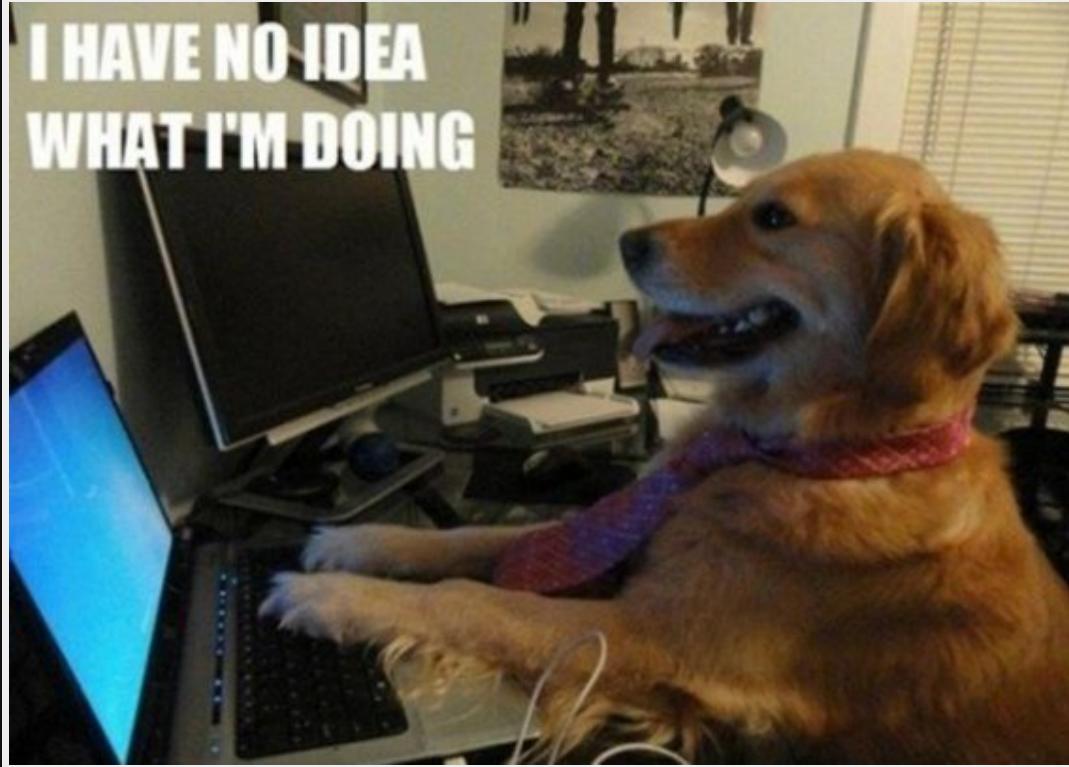
PHP Dorset July 2014

# Intro

- Dave Baker
- @fully\_baked

# By the way...

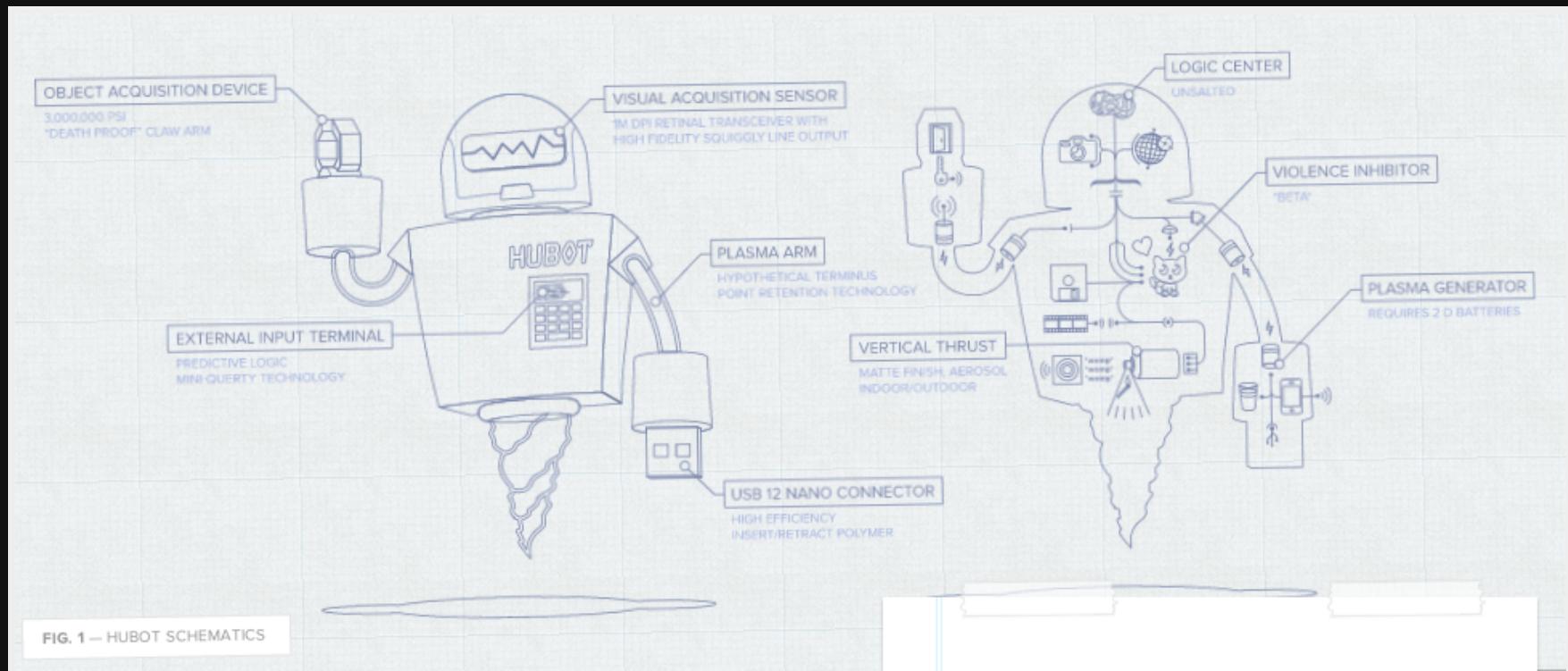
I HAVE NO IDEA  
WHAT I'M DOING



# What the hell is Chat-Ops?

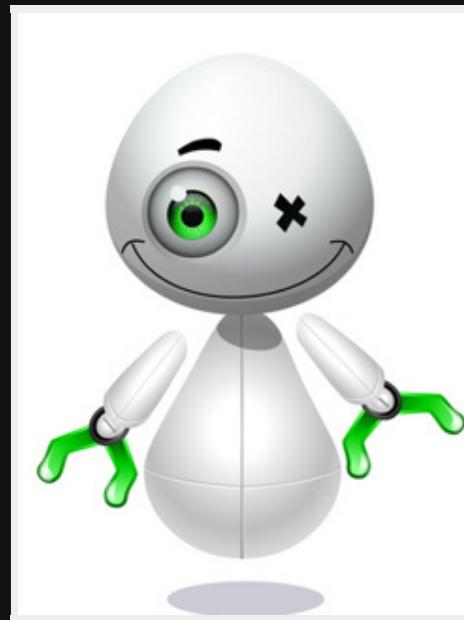
# How do I start

# Hubot



# Fred & Daphne

# Meet Zac



```
$ git checkout -b feature/my-new-feature  
# do some coding, commit changes  
$ git push -u origin feature/my-new-feature
```

Slack

# dev-team

ashley 16:45 zac rd4

zac 16:45 I'm deploying develop to dev4 for ashley  
I've finished deploying develop to dev4

fullybaked 16:47 zac whats on dev3

zac 16:48 hughdowner deployed hotfix/2.21.5 to dev3

fullybaked 16:48 zac whats on dev2

zac 16:48 acyph deployed feature/save-reports to dev2

acyph 16:52 @fullybaked: DB Access Log: Need to change the intake for an application to July 2014. Because we are in July now, the intake is no longer available in the interface.

fullybaked 16:55 zac deploy develop to dev2

zac 16:55 I'm deploying develop to dev2 for fullybaked  
I've finished deploying develop to dev2

github 16:58 [crm\_v1:develop] 1 new commit by Ashley Pinner:  
58fd654c03af: protocol needs two o's. - Ashley Pinner

ashley 17:11 @rowan: for ticket 1926, is the reply acceptable? We're just looking to clear down the last tickets 😊

fullybaked 17:23 zac whats on dev1

fullybaked online

Slack

#dev-team

2a69d1b31yde: Skeleton of the referee [Show more...](#)

acyphe 15:17  
@fullybaked:

github 15:18  
[dataharvesting-dev/crm\_v1] Pull request submitted by ACyphus  
**#200 Fix import path for BDY templates to use the correct est\_\* location**  
# Working on dev

[dataharvesting-dev/crm\_v1] Pull request closed: **#200 Fix import path for BDY templates to use the correct est\_\* location** by [fullybaked](#)

[crm\_v1:master] 2 new commits:  
d6a2d3f65768: Fix import path for BDY templates to use the correct est\_\* location - Dave Baker  
fc431033debd: Merge pull request #200 from dataharvesting-dev/hotfix/fix-bdy-import-path - Dave

[crm\_v1] The branch "hotfix/fix-bdy-import-path" was deleted by [fullybaked](#)

acyphe 15:18  
zac deploy hotfix/fix-user-files-path-enq-templates to dev1

zac 15:18  
I'm deploying hotfix/fix-user-files-path-enq-templates to dev1 for acyphe

github 15:18  
[crm\_v1] New tag [2.21.6](#) was pushed by [fullybaked](#)

zac 15:19  
I've finished deploying hotfix/fix-user-files-path-enq-templates to dev1

github 15:27  
[crm\_v1:develop] 2 new commits by Dave Baker:  
d6a2d3f65768: Fix import path for BDY templates to use the correct est\_\* location - Dave Baker  
f2cdb32e1d66: Merge branch 'hotfix/fix-bdy-import-path' into develop - Dave Baker

[dataharvesting-dev/crm\_v1] Pull request submitted by ACyphus

fullybaked online



Slack

Search

STARRED  
# dave-test  
**# dev-team**  
# general  
# zac-lab  
# s3\_file\_migration

CHANNELS  
# random  
+4 more...

DIRECT MESSAGES  
● slackbot  
● acyph  
● ashley  
● dom  
● emily  
● hughdowner  
● rowan  
● stephanies  
● tomgrenville

PRIVATE GROUPS  
+1 more...

fullybaked online

**#dev-team**

2a69d1b31yde: Skeleton of the referee [Show more...](#)

acyph 15:17 @fullybaked:

github 15:18 [dataharvesting-dev/crm\_v1] Pull request submitted by ACyphus  
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acyph 15:18 zac deploy hotfix/fix-user-files-path-enq-templates to dev1

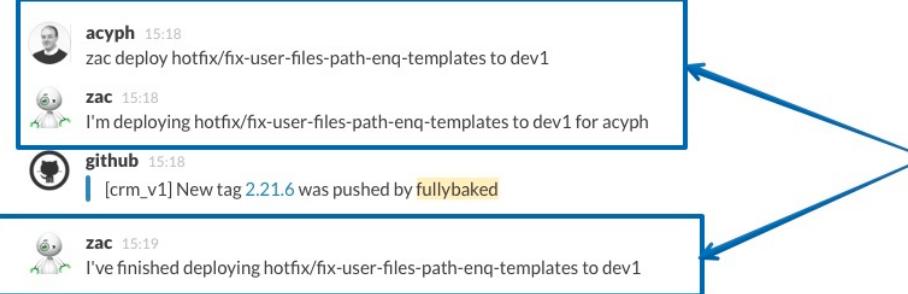
zac 15:18 I'm deploying hotfix/fix-user-files-path-enq-templates to dev1 for acyph

github 15:18 [crm\_v1] New tag **2.21.6** was pushed by [fullybaked](#)

zac 15:19 I've finished deploying hotfix/fix-user-files-path-enq-templates to dev1

github 15:27 [crm\_v1:develop] 2 new commits by Dave Baker:  
d6a2d3f65768: Fix import path for BDY templates to use the correct est\_\* location - Dave Baker  
f2cdb32e1d66: Merge branch 'hotfix/fix-bdy-import-path' into develop - Dave Baker

[dataharvesting-dev/crm\_v1] Pull request submitted by ACyphus





**fullybaked** 20:39  
zac build release 2.22.0



**zac** 20:39  
I'm building release 2.22.0 for **fullybaked**

---

Release 2.22.0 is now on [REDACTED] for testing

```
> zac what can i deploy  
# or  
> zac what can i deploy like feature
```



**zac** 21:42

develop

- feature/DOC-behat-features
- feature/ENT-404-report
- feature/Refactor-ENQ
- feature/current-user-refactor-orange-day
- feature/email-stats-TP-names
- feature/logs-dns-lookup
- feature/memcache-cake-delete
- feature/more-caching
- feature/new-mobile
- feature/pluginise-mec
- feature/private-SDDs
- feature/save-reports

```
module.exports = (robot) ->

  robot.respond /deploy (.*) to (.*)/i, (msg) ->
    env = new Environment(escape(msg.match[2]), robot, msg)
    env.deploy(escape(msg.match[1]))

  robot.respond /whats on (.*)/i, (msg) ->
    env = new Environment(escape(msg.match[1]), robot, msg)
    env.deployed()
```

# But, what else?



**newrelic** 14:00

[application name] alert opened

**Message**

[Apdex score fell below critical level of 0.90](#)

**Start Time**

Jun 26, 2014 at 13:00:53 UTC

**Severity**

Critical



**fullybaked** 21:00  
zac newrelic me



**zac** 21:00  
Apdex: 1 [0.5]\*  
Application Busy: 2.63%  
Error Rate: 0%  
Throughput: 15.3 rpm  
Errors: 0 epm  
Response Time: 103 ms  
DB: 7.23%  
CPU: 2.41%  
Memory: 62.8 MB

<https://rpm.newrelic.com/accounts/...../applications/.....>



**fullybaked** 21:26

new ticket #1234 is up



**zac** 21:26

Did you mean <https://dhcrm.lighthouseapp.com/projects/81711-enterprise-crm/tickets/1234>

Slack

★ Data Harvesting

STARRED

- # dave-test
- # dev-team
- # general
- # sys-logs

CHANNELS

- # random
- +4 more...

DIRECT MESSAGES

- slackbot
- acyph
- ashley
- dom
- emily
- hughdowner
- rowan
- stephanies
- tomgrenville

PRIVATE GROUPS

- +1 more...

fullybaked online

#sys-logs

that was someone sniffing around  
attempted root login from china :S

**pt papertrail 12:08**  
"fatal" search found 3 matches – <https://papertrailapp.com/searches/2152683>

```
Jul 07 12:07:01 exp sshd: fatal: Read from socket failed: Connection reset by peer [preauth]
Jul 07 12:07:01 exp sshd: fatal: Read from socket failed: Connection reset by peer [preauth]
Jul 07 12:07:01 exp sshd: fatal: Read from socket failed: Connection reset by peer [preauth]
```

**pt papertrail 12:52**  
"fatal" search found 1 match – <https://papertrailapp.com/searches/2152683>

```
Jul 07 12:52:09 exp sshd: fatal: Write failed: Connection reset by peer [preauth]
```

**pt papertrail 13:24**  
"fatal" search found 1 match – <https://papertrailapp.com/searches/2152683>

```
Jul 07 13:24:12 crm php_errors.log: [07-Jul-2014 13:24:12 Europe/London] PHP Fatal error: Class '' not found in /mnt/data1/www/crm.dataharvesting.com/releases/20140704114458/cake/libs/class_registry.php on line 142
```

**fullybaked 16:09**  
zac log me access

**zac 16:09**  
Jul 07 15:53:18 crm public.dataharvesting.com.access: 80.231.29.53 -- [07/Jul/2014:15:53:18 +0100] "GET /dhcrm.js HTTP/1.1" 200 11740  
Jul 07 15:53:18 crm public.dataharvesting.com.access: 80.231.29.53 -- [07/Jul/2014:15:53:18 +0100] "GET /jquery.js HTTP/1.1" 200 91556  
Jul 07 15:53:18 crm public.dataharvesting.com.access: 80.231.29.53 -- [07/Jul/2014:15:53:18 +0100] "GET /dh%20shield2%20small.jpg HTTP/1.1" 200 19656  
Jul 07 15:54:13 crm public.dataharvesting.com.access: 202.46.61.31 -- [07/Jul/2014:15:54:13 +0100] "GET / HTTP/1.1" 200 319  
Jul 07 15:54:57 crm public.dataharvesting.com.access: 119.63.193.195 -- [07/Jul/2014:15:54:57 +0100] "GET / HTTP/1.1" 200 319  
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/prq/1306/v2/ HTTP/1.1" 200 31482  
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/form\_items/style/style.css HTTP/1.1" 200 6187  
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/prq/1306/v2/colorbox.css HTTP/1.1" 200 4392  
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/prq/1306/v2/colorbox.css HTTP/1.1" 200 21078

Search

3 people

Slack

★ Data Harvesting

STARRED

- # dave-test
- # dev-team
- # general
- # sys-logs

CHANNELS

- # random
- +4 more...

DIRECT MESSAGES

- slackbot
- acyph
- ashley
- dom
- emily
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- stephanies
- tomgrenville

PRIVATE GROUPS

- +1 more...

fullybaked online

#sys-logs

Search

3

that was someone sniffing around  
attempted root login from china :S

**pt papertrail** 12:08 "fatal" search found 3 matches – <https://papertrailapp.com/searches/2152683>

```
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```
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```

**pt papertrail** 13:24 "fatal" search found 1 match – <https://papertrailapp.com/searches/2152683>

```
Jul 07 13:24:12 crm php_errors.log: [07-Jul-2014 13:24:12 Europe/London] PHP Fatal error: Class '' not found in /mnt/data1/vhosts/scrm.dataharvesting.com/releases/20140704114458/cake/libs/class_registry.php on line 142
```

**fullybaked** 16:09  
zac log me access

**zac** 16:09

```
Jul 07 15:53:18 crm public.dataharvesting.com.access: 80.231.29.53 -- [07/Jul/2014:15:53:18 +0100] "GET /dhcrm.js HTTP/1.1" 200 11740
Jul 07 15:53:18 crm public.dataharvesting.com.access: 80.231.29.53 -- [07/Jul/2014:15:53:18 +0100] "GET /jquery.js HTTP/1.1" 200 91556
Jul 07 15:53:18 crm public.dataharvesting.com.access: 80.231.29.53 -- [07/Jul/2014:15:53:18 +0100] "GET /dh%20shield2%20small.jpg HTTP/1.1" 200 19656
Jul 07 15:54:13 crm public.dataharvesting.com.access: 202.46.61.31 -- [07/Jul/2014:15:54:13 +0100] "GET / HTTP/1.1" 200 319
Jul 07 15:54:57 crm public.dataharvesting.com.access: 119.63.193.195 -- [07/Jul/2014:15:54:57 +0100] "GET / HTTP/1.1" 200 319
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/prq/1306/v2/ HTTP/1.1" 200 31482
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/form_items/style/style.css HTTP/1.1" 200 6187
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/prq/1306/v2/colorbox.css HTTP/1.1" 200 4392
Jul 07 15:56:30 crm public.dataharvesting.com.access: 151.225.94.124 -- [07/Jul/2014:15:56:30 +0100] "GET /icl/sa/prq/validate_min.js HTTP/1.1" 200 21078
```



Slack

#dev-team

90c53ed76aa6: Refactor main processing into separate method, catch and throw errors for each record processed. - HughbertD

acyp 11:45  
zac remind me in 15 mins to Meet with @hughdowner and @tomgrenville

zac 11:45  
I'll remind you to Meet with @hughdowner and @tomgrenville on Mon Jul 07 2014 12:00:04 GMT+0100 (BST)

zac 12:00  
acyp: you asked me to remind you to Meet with @hughdowner and @tomgrenville

ashley 13:12  
@fullybaked: it wasn't 17GB. It was 5 😊

fullybaked 13:22  
@ashley: gtfo... you're on holiday.  
no work until tomorrow

ashley 13:49  
😊

fullybaked 14:04  
i'll just leave this here for people to read as and when they have the time <http://php-and-symfony.matthiasnoback.nl/2014/07/descriptive-unit-tests/>

acyp 14:29  
@fullybaked: DB Access Log: Changing an applications intake for MBA APS. This is related to the fact intakes are not available in the interface during that month.  
@fullybaked: DB Access Log: Investigating reported SRV issue with result numbers not adding up.  
@fullybaked: Fancy looking at a SRV issue with me?

fullybaked 14:35  
oh you really know how to tempt a guy

acyp 14:35  
😊

fullybaked 14:36  
you coming here then?

fullybaked

Search

?

Channels

STARRED

# dave-test

# dev-team

# general

# sys-logs

# zac-lab

s3\_file\_migration

CHANNELS

# random

+4 more...

DIRECT MESSAGES

slackbot

acyp

ashley

dom

emily

hughdowner

rowan

stephanies

tomgrenville

PRIVATE GROUPS

+1 more...

fullybaked online



Slack

#dave-test

Search

1

zac ping

zac 10:52 PONG

fullybaked 10:55 zac log me fatal

zac 10:55 Jul 07 10:49:50 crm php\_errors.log: [07-Jul-2014 10:49:50 Europe/London] PHP Fatal error: Uncaught exception 'Exception' with message 'Email address in request does not match the resource you are attempting to change' in /mnt/data1/vhosts/public.dataharvesting.com/Libs/Authenticate.php:63

Jul 07 10:49:57 crm php\_errors.log: [07-Jul-2014 10:49:57 Europe/London] PHP Fatal error: Uncaught exception 'Exception' with message 'Email address in request does not match the resource you are attempting to change' in /mnt/data1/vhosts/public.dataharvesting.com/Libs/Authenticate.php:63

Jul 07 10:51:08 crm php\_errors.log: [07-Jul-2014 10:51:08 Europe/London] PHP Fatal error: Uncaught exception 'Exception' with message 'Email address in request does not match the resource you are attempting to change' in /mnt/data1/vhosts/public.dataharvesting.com/Libs/Authenticate.php:63

Jul 07 10:51:57 crm php\_errors.log: [07-Jul-2014 10:51:57 Europe/London] PHP Fatal error: Uncaught exception 'Exception' with message 'Email address in request does not match the resource you are attempting to change' in /mnt/data1/vhosts/public.dataharvesting.com/Libs/Authenticate.php:63

Jul 07 10:52:57 crm php\_errors.log: [07-Jul-2014 10:52:57 Europe/London] PHP Fatal error: Uncaught exception 'Exception' with message 'Email address in request does not match the resource you are attempting to change' in /mnt/data1/vhosts/public.dataharvesting.com/Libs/Authenticate.php:63

"fatal" found 5 matches – <https://papertrailapp.com/events?q=fatal>

fullybaked 16:08 zac help log

zac 16:08 zac log me <query> - Search logs for query

zac log me group=<group> <query> - Search logs in specific group

zac log me server=<server> <query> - Search logs in specific server

zac papertrail me <query> - Search logs for query

zac papertrail me group=<group> <query> - Search logs in specific group

zac papertrail me server=<server> <query> - Search logs in specific server

fullybaked 16:22 zac base64 encode all you bases belong to us

zac 16:22 YWxslHlvdSBiYXNlcjBiZWxvbmcdG8gdXM=

online

fullybaked









*Photo by FWF*

# Why is this so important

*By placing all of the tools directly in the conversation,  
everyone is pairing all of the time* Jesse Newman

**Everyone sees  
this from their  
first day**

# Mobile

# Remote Work

# Secure

# Thanks for listening

I'm **Dave Baker / @fully\_baked**

Tweet me to continue the conversation

---

<https://joind.in/event/phpdorset-july-2014>

<https://speakerdeck.com/fullybaked>

# Resources

Original Github talk by Jesse Newland <https://www.youtube.com/watch?v=NST3u-GjjFw>

Hubot <https://github.com/github/hubot>

Bitly bundle of links that you might find useful  
[http://bitly.com/bundles/o\\_26qpksaefm/1](http://bitly.com/bundles/o_26qpksaefm/1)