[

{

"Title": "Unable to create Machine image from UI -EV PROD &Consumer",

"Comments Summary": "Sanjay V initiated the discussion by requesting a screenshot of API responses to better debug the issue, and in his attempt to replicate the problem using his account access, he encountered a 403 unauthorized error from the API. The account in question, as noted by another team member, is an IAM user, prompting the question of whether the API's 403 unauthorized error is expected behavior, suggesting a potential issue with permissions or access control. Shivani Varanasi subsequently announced that the issue has been resolved and a pull request (PR) has been raised, indicating that a fix has been implemented and is pending review. Unfortunately, Sai Pramod Gadam Narasiah's contribution to the conversation is unclear as their comment appears to be incomplete or empty, offering no additional insights into the issue or its resolution. Overall, the conversation highlights the importance of verifying API access and permissions, particularly for IAM users, and demonstrates the team's collaborative effort in identifying and resolving the problem, with Shivani Varanasi's update providing a clear conclusion to the issue at hand.",

"Root Cause": [

"It was a datatype issue in the db"

]

},

{

"Title": "DNS Creation Failure",

"Comments Summary": "The discussion began with N Madhusudanarao bringing a matter to attention, marked as \"Fyip\", which prompted Ankit Gajera to request the payload of the specific request from the inspect page, emphasizing the importance of ensuring there are no trailing spaces in the record name. As the conversation progressed, shubham.parashar shed light on a critical issue, noting that the system currently does not support the use of underscores when creating a record name, a restriction that stems from a recommendation by the security team. According to shubham.parashar, the workaround for this limitation is to replace underscores with hyphens, thereby aligning with the security guidelines. This insight suggests that the root cause of the issue at hand may be related to the naming convention used, and the proposed resolution involves modifying the record name to comply with the system's supported characters, as outlined by shubham.parashar, with Ankit Gajera's request for the payload still pending to further diagnose or confirm the specifics of the problem initially highlighted by N Madhusudanarao.",

"Root Cause": []

},

{

"Title": "KCS EV PROD :: Unable to connect to cluster and urls hosted in cluster inaccessible",

"Comments Summary": "The issue at hand was initially thought to be a duplicate of KCSMIG-1607 by he.xiao, but Syam Prakash J clarified that these are two separate issues, with the current ticket, KCSMIG-1602, involving an inability to connect to the Kubernetes (k8s) API server, whereas KCSMIG-1607 pertains to intermittent etcdserver timeouts. Sun Jian agreed with this assessment and proceeded to investigate the root cause, ultimately discovering that the problem stemmed from a load balancer port being in an admin state down, which the team is still debugging to understand why it occurs. Raviprakash Ramamoorthy suggested closing the ticket after Sun Jian shared the reason, but Syam Prakash J pointed out that the issue persists intermittently, requiring manual intervention each time it arises, and thus a permanent fix is needed. The intermittent nature of the problem, where access is sometimes available and sometimes not, was highlighted, prompting a request for a permanent solution from the team member with account ID 2f2cbac5-ee68-4a05-ba04-1118371d1ac4. In response, Gnani Eswarudu Vengala Setty provided a workaround from the backend that should allow for longer periods of access without issues, although the root cause of the load balancer problem is still being investigated, with continuous monitoring in place to promptly address any recurring issues, and Syam Prakash",

"Root Cause": []

},

{

"Title": "Unable to connect VM's",

"Comments Summary": "Raviprakash Ramamoorthy initially reached out to check if the issue had been resolved, attributing the problem to a network issue that had been observed at the time, suggesting that access to the VMs should now be possible. He then requested that the root cause analysis (RCA) for the network issue be shared by another team member, indicating a desire to understand the underlying cause of the problem. Meanwhile, manu shed light on the issue, revealing that it was related to a Ceph issue, as tracked in the ticket KCSMIG-1604, and provided a smart link to the relevant ticket for reference. With this new information, manu asked for confirmation on whether the ticket could be closed, implying that the issue had been identified and potentially resolved, and seeking validation before taking further action to formally close the ticket. Overall, the discussion highlights a collaborative effort to identify, resolve, and document the issue, with Raviprakash Ramamoorthy focusing on the network aspect, and manu providing critical insight into the underlying Ceph issue.",

"Root Cause": []

},

{

"Title": "KCS EV Prod HYD Down",

"Comments Summary": "Raviprakash Ramamoorthy initially suggested that a network issue may have been the cause of the problem, advising Madhu to check again. N Madhusudanarao then requested a Root Cause Analysis (RCA) to better understand the issue, a request that was reiterated by Raviprakash Ramamoorthy, who asked for the RCA to be shared for the network issue observed during that time. The RCA was subsequently shared with the OG Devops Team by manu, who is associated with the account ID 63ec7cde3030fa7db8091bf1. Following the sharing of the RCA, manu inquired whether the ticket could now be closed, implying that the issue had been adequately addressed and resolved, pending confirmation from the relevant parties. Throughout the discussion, the emphasis on obtaining and sharing the RCA highlights the importance of understanding the root cause of the network issue to ensure that similar problems can be prevented or mitigated in the future.",

"Root Cause": [

"Majorly there were 2 hardware issues starting with a firmware upgrade required for one of the ceph nodes due to a DIMM issue early last week (WW09).\nWhen the node was moved out for maintenance, ceph triggered a rebalancing activity wherein due to the LLDP issues it calculated and created a plan which favoured 5-6 disks for more than 90% of the writes. Due to this, few particular disks started getting filled and a point came where few disks were consumed \u003E 95% and caused the Ceph cluster to go to read-only mode. To fix this a rebalance activity had to be started which had to rebalance a lot of data as currently there is around 300-400TB of data (close to 90 million objects) on this setup. LLDP issue (interface missing) was making the rebalancing slow causing to performance bottlenecks."

]

},

{

"Title": "Unable to ssh into VMs in perf\_team\_vpc in KCS Prod",

"Comments Summary": "Raviprakash Ramamoorthy initially observed that a network issue occurred at the time of reporting, which should now be resolved, allowing for SSH access. He then requested that the root cause analysis (RCA) for the network issue be shared, specifically with another team member. Manu subsequently shared the RCA, attributing the issue to a Ceph problem, and asked if the ticket could be closed, pending confirmation from Vishal. According to Archan Banerjee, the issue did not reoccur, which led him to conclude that the ticket could indeed be closed, effectively bringing the matter to a resolution. Throughout the discussion, the team worked collaboratively to identify the root cause of the network issue, verify its resolution, and determine the appropriate course of action regarding the ticket's status, ultimately deciding to close it due to the lack of recurrence.",

"Root Cause": []

},

{

"Title": "KCS Prod | Observed Ntw Latency in Accenture Pod3 Cluster",

"Comments Summary": "Raviprakash Ramamoorthy initiated the discussion by requesting the Root Cause Analysis (RCA) for a network issue that was observed during a specific time period, directing this inquiry to a particular account holder. He further emphasized the need for an update on this ticket by reaching out to another account holder, underscoring the importance of a timely response and resolution. However, the response from Sai Pramod Gadam Narasiah is not provided, leaving the current status of the issue and the RCA unresolved in the given context. As the conversation stands, it is clear that Raviprakash Ramamoorthy is seeking a detailed explanation for the network issue, suggesting that understanding the root cause is crucial for preventing similar incidents in the future, but the insights or actions taken by Sai Pramod Gadam Narasiah in response to this request are not available, indicating a need for further follow-up or clarification on the matter.",

"Root Cause": []

},

{

"Title": "Facing Issues while connecting K8s cluster",

"Comments Summary": "According to he.xiao, the issue with accessing the cluster, which was previously discussed on Slack with accountid 61e7b9a86b1ad90069b79878, has been resolved, as there are currently no problems accessing the cluster. He.xiao has assigned the task back to accountid 61e7b9a86b1ad90069b79878 to continue monitoring the situation, and if the issue recurs, accountid 61e7b9a86b1ad90069b79878 should notify the team, thereby ensuring that any potential future problems are promptly addressed and resolved.",

"Root Cause": []

},

{

"Title": "KCS Prod | Response Time Spikes in All Flows at same time behind F5 LB",

"Comments Summary": "The discussion began with [manu] requesting an update on the issue, to which [Shiva Prasad kavirayani] responded by questioning why the issue was marked as fixed and inquired about the current response times. [Shiva Prasad kavirayani] then investigated the F5 tenant responsible for the load balancer but was unable to identify the root cause of the issue, prompting the creation of a case with F5 for further analysis, specifically case 00809671. As [Sai Pramod Gadam Narasiah] noted, the Krutrim team collaborated with the F5 team to delve deeper into the matter. Following a discussion with F5, [Shiva Prasad kavirayani] summarized the key points, including the discovery of the reason behind the malfunctioning of oneconnect, which was documented in KCSMIG-1621, and the identification of an issue where the requests per second were not reaching the expected count due to scaled-down backend resources. Additionally, [Shiva Prasad kavirayani] mentioned that the spikes in response times occurred only after prolonged load generation, and that the packet capture process by F5 was consuming excessive resources, making analysis challenging. [Shiva Prasad kavirayani] also emphasized that while the spikes were not persistent, they did occur, and recommended continuing to work with F5 to resolve the issue, while suggesting that the bug's priority be lowered given its non-blocking nature",

"Root Cause": []

},

{

"Title": "Connection Issue Between AWS EV Account and KCS EV Account for one VM",

"Comments Summary": "According to Muhamed Jasim MTP, the issue that was previously preventing the virtual machine (VM) from reaching the AWS VM at IP address 10.160.80.56 has now been resolved, as confirmed by account ID 6284cc910685de006fd1659c, allowing the VM to successfully connect to the specified AWS VM, however, Sai Pramod Gadam Narasiah's comment is incomplete and does not provide any additional insights or observations regarding the issue or its resolution, thus Muhamed Jasim MTP's confirmation of the fix remains the primary update on the status of this issue.",

"Root Cause": []

},

{

"Title": "In Observability all the resources should have names instead of krn id",

"Comments Summary": "Shekar Ramachandran initiated the discussion by introducing a new requirement, as indicated in his comment, although the specifics of the requirement were not detailed. He signed off with a quote about perseverance in the face of failure, suggesting an emphasis on maintaining enthusiasm and momentum, even when challenges arise. However, without further elaboration from Shekar or input from other team members, the exact nature and implications of the new requirement remain unclear, awaiting additional insights or clarifications to proceed with addressing the requirement effectively. As the conversation stands, Shekar's introduction of the new requirement serves as the starting point, with the next steps depending on how the team chooses to respond and develop the requirement further.",

"Root Cause": []

},

{

"Title": "One more level of filtering required at an account level, currently it is at Cluster level and then at VPC level ",

"Comments Summary": "No comments",

"Root Cause": []

},

{

"Title": "Multiselection option should be available for observability in all the resources",

"Comments Summary": "According to Shekar Ramachandran, the new requirement that has been introduced can indeed be fulfilled by the user themselves, indicating that it may not necessitate external intervention or additional support. Shekar's observation suggests that the requirement is potentially straightforward and within the user's capabilities, which could simplify the implementation process. By stating that the user can handle this new requirement, Shekar implies that the root cause of any potential issues may lie in the user's understanding or utilization of existing resources rather than a need for new features or functionalities. As Shekar notes, empowering the user to manage this requirement could lead to a more efficient and self-sufficient process, although it may be beneficial to provide guidance or documentation to ensure the user is adequately equipped to handle this new responsibility, a point that Shekar does not explicitly address but could be a worthwhile follow-up to explore in order to guarantee a smooth execution and minimize the risk of errors or misunderstandings.",

"Root Cause": []

},

{

"Title": "inter dependent resources within ui to be hyperlinked",

"Comments Summary": "Raviprakash Ramamoorthy initiated the discussion by suggesting the creation of enhancements or new feature requests as features. Sanjay V then sought clarification on the requirements for Kubernetes (K8s) to have linked VM details, inquiring whether the request was for a list of VMs launched as part of KKS node groups or just configuration details, noting that basic details are already shown in the UI via API support, such as machine image, instance type, and size configurations. Sanjay V also requested a priority list of resources expected to have hyperlinking to aid in planning, and subsequently outlined the priority list, which includes enabling linking from VM to volume, volume to VM, load balancer to members, and members to VM. Additionally, Sanjay V mentioned a second set of priorities, which involves viewing linked VMs that are part of K8s, and requested that another team member check with the API team to determine if this is feasible, specifically asking if it could be enabled. Overall, the discussion revolves around enhancing the visibility and connectivity of VM and K8s resources, with Sanjay V driving the conversation towards defining priorities and exploring technical possibilities with the API team.",

"Root Cause": []

},

{

"Title": "List of VPC and related network resources",

"Comments Summary": "Sanjay V initiated a discussion by requesting confirmation from the account owner, specifically the individual with the account ID 712020, to enable two key functionalities. According to Sanjay V, the functionalities in question are the ability to list VPCs and to view VPC details, which would include linked subnets, routers, and network information. This request suggests that there is a need to enhance the current setup or configuration to include these features, potentially to improve network management or visibility. The account owner's confirmation is crucial as it would determine whether to proceed with enabling these functionalities, which could have implications for network architecture and security. As the conversation progresses, it would be essential to understand the account owner's requirements and any potential concerns they might have regarding the implementation of these features, as highlighted by Sanjay V's inquiry, which seeks to ensure alignment with the account owner's needs before making any changes.",

"Root Cause": []

},

{

"Title": "Phase-01 of KOS",

"Comments Summary": "No comments",

"Root Cause": []

},

{

"Title": "VAST metrics are not available on observability dashboard on bucket and object level",

"Comments Summary": "According to Shekar Ramachandran, Vast currently does not support the functionality in question, specifically highlighting that the issue lies at the bucket level. He further elaborated that the number of objects being provided is a contributing factor to this limitation, and as a result, Vast does not support it at this point. Shekar Ramachandran also mentioned that a mail thread has been sent to the required stakeholders to inform them of this issue, and he has cc'd a specific account ID, requesting that they align with the Operations Group (OG) on this matter. Building on this, Sai Pramod Gadam Narasiah suggested that this issue should be tracked as part of the overall Observability track, implying that it is a key aspect that needs to be monitored and addressed in the broader context of observability. By tracking it in this manner, the team can ensure that the issue is properly prioritized and resolved, ultimately contributing to the overall improvement of the system's observability.",

"Root Cause": []

},

{

"Title": "Not able to telnet on same VPC with different VMs",

"Comments Summary": "The issue at hand was initially reported as fixed by kistamBalaji, but Rishub Kumar countered that it was still not working for him, prompting a meeting to discuss the matter further. As Rishub Kumar noted, the issue persisted, and Gnani Eswarudu Vengala Setty provided insight into the root cause, explaining that by default, Kubernetes enables Cilium Native routing, which prevents pods from reaching virtual machines (VMs) outside the Kubernetes cluster, even if they are on the same subnet. This was the case for Rishub Kumar, where the Kubernetes cluster and the target VM with IP 10.112.0.84 were on the same subnet 10.112.0.0/24, making it impossible for the pods to reach the VM. Gnani Eswarudu Vengala Setty proposed two potential solutions: either moving or creating a new VM on a different subnet that does not conflict with the Kubernetes cluster subnet, or creating a new cluster with the \"overlay\" addon configuration during cluster creation, which would enable the desired use case. Following this explanation, Vishal Radder requested more information, but Rishub Kumar decided to proceed with creating a new VM on another subnet, thereby closing the ticket and thanking the support team for their assistance, as acknowledged by Gnani Eswarudu Vengala Setty.",

"Root Cause": [

"This is a known limitation with Cilium native routing. From a KKS pod, it can only reach VMs that are part of the K8S cluster, or VMs that are of different CIDR. It cannot reach VM that is in the same CIDR but not part of the K8S cluster."

]

},

{

"Title": "Observing lots of Restart in Kcs-ev-prod Environment Kubernetes clusters",

"Comments Summary": "According to Sai Pramod Gadam Narasiah, an assessment was requested on the ticket, which prompted Raviprakash Ramamoorthy to provide an update that the issue with the load balancer floating IP had been fixed by Sun Jian. Ramamoorthy suggested that the team monitor the cluster for a day before marking the ticket as resolved, and subsequently marked the ticket as fixed. However, Gagan Yadav raised concerns about the relationship between the load-balancer floating IP issue and the frequent restart of pods, as well as the observation of new nodes coming up in the cluster without any scale-up activity. In response, Raviprakash Ramamoorthy conducted a root cause analysis, attributing the restarts to a failure in communication with the API server due to high latency in etcd operations, which in turn was caused by slow disk IO. This etcd issue was confirmed through fio and dd tests, providing a clear understanding of the underlying problem. Finally, manu requested confirmation on whether the ticket could be closed, implying that the issues identified and addressed by Ramamoorthy may have resolved the problems, pending final verification.",

"Root Cause": [

"The restarts are due to failure (timeout) in communication with API server (10.96.0.1). The reason for this is that API server is experiencing high latency in etcd operations. The etcd issue is due to slow disk IO (both throughput and latency), which was confirmed by running fio and dd tests.\n\nSlowness in ceph is due to the issue mentioned in line item #1"

]

},

{

"Title": "Redis Master-slave Pod stuck in init state for long time in kcs-ev-prod Environment , giving error related to csi driver.",

"Comments Summary": "Sun Jian investigated the issue with Redis pods in non-ready states and found that the problem was due to image pull failure, specifically the inability to pull the \"repo.corp.olacabs.com:6003/ubuntu18-redis:5.0.6\" image, which resulted in an i/o timeout error when trying to access the IP address 10.161.201.13. He noted that this IP address was assigned to a port that was currently not attached to any VM, and suggested that this issue was not related to the KKS cluster. Gagan Yadav reported that the issue started suddenly, and observed problems with the volume attach and detach process, as seen in screenshots. Sun Jian later clarified that the endpoint 10.161.201.13 was an Octavia LB, which had entered an error state due to some issue, but was fixed by the team the previous day. Following this, Sai Pramod Gadam Narasiah requested confirmation on the resolution, and Vishal Radder asked for further verification and comments from team members. Ultimately, Syam Prakash J confirmed that the pods were in a running state at the time of his comment, indicating that the issue had been resolved, and Vishal Radder updated the status to \"In progress\" based on the latest inputs from the team.",

"Root Cause": []

},

{

"Title": "KCS Prod | Accenture Pod3 Cluster | Root Volume getting changed on VM Reboot",

"Comments Summary": "Raviprakash Ramamoorthy has investigated the issue and concluded that it is not a platform problem, instead suggesting that the Accenture team may have incorrectly set up the Virtual Machine (VM), which is the root cause of the rejection of the ticket. He has personally explained this finding to Tushant, implying that there was a misconfiguration or error on the part of the Accenture team that led to the issue, and by informing Tushant, he is ensuring that the relevant parties are aware of the cause and can take corrective action to properly set up the VM and potentially resolve the ticket rejection issue.",

"Root Cause": [

"There were 2 issues. 1. User has not made the disk path persistent in fstab. 2. Multiple disks were marked bootable."

]

},

{

"Title": "F5 ALB forwarding all connections to members even with oneconnect enabled",

"Comments Summary": "The issue at hand was initially brought to attention by Raviprakash Ramamoorthy, who requested an update on the ticket, prompting Shiva Prasad kavirayani to investigate. During the investigation, Shiva Prasad kavirayani discovered that a one connect profile was missing, which was subsequently added. However, the team decided to keep the ticket open pending verification from Archan Banerjee. Archan Banerjee ran a load test and observed a significant drop in connections, from 17k to 400, but later noted that despite this improvement, intermittent spikes in latency and errors were still present during a 12-hour test with onceconnect enabled, indicating a need to debug and identify the root cause of these issues. Shiva Prasad kavirayani explained that the problem stems from manually configuring a load balancer created using AS3 declaration, as F5 reverts back to the previous configuration, removing manual additions. This issue is expected to be resolved once the LbaaS service supports adding the oneconnect profile through its API, a feature already in progress. Yash Goswami provided an update that a pull request (PR) for this feature has been raised and documentation on using oneConnect with their APIs would be shared. The team discussed how to proceed, with Sai Pramod Gadam Narasiah suggesting that the ticket should remain open until the fix is available, a decision that was supported by others. Ultimately, Yash Goswami",

"Root Cause": []

},

{

"Title": "EV Prod LBs are not accessible from 11 AM 01/03/25",

"Comments Summary": "The discussion surrounding the issue at hand began with srikanth.k.r, who initiated an investigation into a problem related to kube-oidc-proxy, specifically referencing an account ID associated with the issue. This step indicates an active effort to diagnose and potentially resolve the kube-oidc-proxy issue, suggesting that the problem may be related to authentication or authorization within a Kubernetes environment. Following this, manu inquired about the status of the issue, asking for confirmation on whether the ticket could be closed. This inquiry by manu implies that there might have been a resolution or a significant update regarding the kube-oidc-proxy issue that srikanth.k.r was investigating, prompting the question of whether the issue has been fully addressed and the ticket can be considered for closure. The progression from investigation to the potential closure of the ticket underscores the collaborative and iterative process of issue resolution, with srikanth.k.r focusing on the technical aspects of the problem and manu overseeing the procedural aspects of ticket management. As the conversation stands, the next step would involve srikanth.k.r providing an update on the investigation's findings and confirming whether the issue with kube-oidc-proxy has indeed been resolved, which would then allow for the closure of the ticket as suggested by manu.",

"Root Cause": [

"As part of enhancing the Amphora VMs to handle higher bandwidth traffic through the loadbalancer, there were certain configurations (increasing vCPUs, Memory) that were performed. These changes were tested on other clusters before bringing them to the production clusters. Unfortunately, once the changes were deployed to the Production cluster, it returned the provisioning\_state ERROR, which means that an attempt to update the load balancer failed. In this case, the amphora is probably incorrectly configured. Only a failover would fix it. \n\nHeart Beat loss between Amphora VM and the Control plane which Landed LB in error state. As such LB was working fine.\nTeam is re-producing the issue in a different cluster and will continue to fix if LB goes into error state. \n\nPost re-producibility steps, LB's are holding good in the test cluster for last 15 hrs. We will continue to monitor."

]

},

{

"Title": "UI - Unable to list the VMs",

"Comments Summary": "Vishal Radder initiated the conversation by reaching out to a specific account ID, 63158d928d88ec800fbf33e0, with a request to validate and confirm an unspecified matter, thereby seeking confirmation or verification of certain details, although the exact nature of the request remains unclear at this point, awaiting a response from the addressed account holder to provide further context or clarification.",

"Root Cause": [

"The VM Service DB became slow because a large migration ran concurrently with active user transactions during VM service deployment for bug fix. Multiple pods starting at once compounded resource contention, leading to severe performance degradation."

]

},

{

"Title": "KCS Prod | Require F5 dashboard read access",

"Comments Summary": "Raviprakash Ramamoorthy initiated a conversation by requesting that a specific item be converted into a task, noting that Shiva Prasad kavirayani had provided the necessary access. However, Shiva Prasad kavirayani promptly responded, indicating that the requested action had already been taken care of, thereby resolving the issue raised by Raviprakash Ramamoorthy. It appears that the root cause of the initial request was a perceived lack of progress or visibility into the task's status, but Shiva Prasad kavirayani's observation and confirmation clarified that the task was indeed being handled, eliminating the need for further action. As a result, no additional follow-ups or resolutions were required, and the matter was considered closed, thanks to the prompt clarification provided by Shiva Prasad kavirayani.",

"Root Cause": []

},

{

"Title": "K8s Cluster etcd leader getting changed frequently",

"Comments Summary": "The discussion began with a request from Srikanth K R for cluster information, specifically the kube config, which was denied by Rishub Kumar due to security concerns related to production environments, offering instead to share the information via screen sharing during a meeting. Following this, Manu asked for confirmation on whether the issue was resolved, to which Rishub Kumar initially responded that everything was working fine. However, Rishub Kumar soon reported facing the same issue again. Sun Jian attributed the problem to an ongoing ceph cleanup process, assuring that an update would be provided once the process was completed. After the ceph cleanup was finished, as confirmed by Gnani Eswarudu Vengala Setty, optimizations were made to ceph. Gnani Eswarudu Vengala Setty further investigated the etcd issue by using a kubectl client on the cluster to fetch pod status and observed no issues related to etcd leader changes, suggesting that the problem had been resolved. Consequently, Gnani Eswarudu Vengala Setty recommended validating and closing the ticket, thereby marking the issue as resolved.",

"Root Cause": []

},

{

"Title": "PV is not deleting, It's in Terminating state from two days",

"Comments Summary": "According to Mohamed Rafiyudeen, the submitter had requested the deletion of two persistent volumes (PVs), specifically \"pvc-ed1b3d44-2e9e-4e73-ae7d-7686f04e2dcb\" and \"pvc-ff403b6f-aa2c-413b-8264-0e654e3db6a8\", which were successfully deleted. However, a third PV, \"pvc-15fd25d1-3b8f-46eb-b16e-5a4ae36f6fbf\", remained in a bound state, prompting Mohamed Rafiyudeen to inquire whether it should also be deleted. Chethan MG subsequently confirmed that the third PV should indeed be deleted, and Mohamed Rafiyudeen proceeded to delete the PV \"pvc-15fd25d1-3b8f-46eb-b16e-5a4ae36f6fbf\", thus resolving the issue. This sequence of events suggests that the root cause of the problem was the submitter's request to delete the PVs, and the bound state of the third PV was an observation that required clarification and subsequent action, which was effectively addressed through the communication between Mohamed Rafiyudeen and Chethan MG.",

"Root Cause": []

},

{

"Title": "Very slow response got request timed out for perf cluster",

"Comments Summary": "Manu initiated the conversation by requesting confirmation on the functionality of a particular aspect, asking to check and confirm if it is working as expected. Gnani Eswarudu Vengala Setty responded by attributing past instances of similar issues to ceph cleanup, but assured that the ceph has now been optimized, which should enable seamless access to the cluster without any problems. He advised verification of this fix and invited feedback in case any issues persist, expressing gratitude in advance for the confirmation. However, Sai Pramod Gadam Narasiah's input is not provided, leaving a gap in the conversation thread regarding his perspective or confirmation on the matter. Despite this, the key takeaway from the discussion so far is the optimization of ceph as a resolution to previously encountered access issues, as highlighted by Gnani Eswarudu Vengala Setty, with the onus now on the team to verify and validate this fix.",

"Root Cause": []

},

{

"Title": "Need to create image from snapshot",

"Comments Summary": "No comments",

"Root Cause": []

},

{

"Title": "KCS Prod | Error in VM Creation",

"Comments Summary": "According to Manu, a request was made to check and confirm if a particular issue or feature is working as expected, with a specific reference to an account ID, 712020, and a unique identifier, 62084cb1-51aa-47b2-a35c-9c61554e8787, which suggests that the issue may be related to a specific account or configuration. Manu's comment implies that there may have been some previous issues or uncertainties regarding the functionality in question, and they are seeking confirmation from others that it is now working correctly. However, Sai Pramod Gadam Narasiah has not provided a response or update on the issue, leaving the status unclear. It would be beneficial for Sai Pramod Gadam Narasiah to provide an update or confirmation on whether the issue is resolved or if further investigation is needed to identify the root cause and implement a resolution. Manu's initial comment highlights the importance of verifying the functionality to ensure that it meets the required standards, and a follow-up response from Sai Pramod Gadam Narasiah would help to determine the next steps and potential follow-up actions required to fully resolve the issue.",

"Root Cause": []

},

{

"Title": "Prod - Mobility VM creation failed with Error: volume is in error state",

"Comments Summary": "According to Suraj Khedkar, a critical issue has been identified with an image, specifically image 4c3144bd-ab4f-46f2-b0c5-8cf4ffcf3229, which has a virtual size of 160GB, exceeding the capacity of the currently allocated volume of 100GB. Suraj Khedkar observed that this discrepancy renders the image unacceptable, as it cannot fit within the existing volume, and therefore, he recommends creating a new volume with a size of at least 160GB to accommodate the image, thus resolving the issue by ensuring sufficient storage capacity. This insight highlights the importance of aligning volume sizes with the requirements of the images they are intended to support, to prevent such capacity-related problems. As a follow-up, it is essential to verify that the newly created volume meets the specified size requirement to confirm that the issue has been adequately addressed, although this step has not been explicitly mentioned by Suraj Khedkar, it is implied as a necessary next step to ensure the image can be properly utilized.",

"Root Cause": []

},

{

"Title": "DNS resolution issue | EV prod KC",

"Comments Summary": "Radhika K requested that the account owner with ID 712020 check the current status, specifically mentioning a series of IP addresses including 10.161.25.122, 10.161.26.252, 10.161.27.128, 10.161.26.72, 10.161.27.54, 10.161.25.208, 10.161.26.127, and 10.161.27.75, although the context or purpose of this request was not explicitly stated by Radhika K, it appears to be related to verifying or troubleshooting network connectivity or configuration issues associated with these IP addresses.",

"Root Cause": [

"there were two conflicting routes, This could have caused incorrect routing of DNS queries, leading to resolution failures. "

]

},

{

"Title": "PROD EV KCS :: Only one control plane node running.",

"Comments Summary": "No comments",

"Root Cause": []

},

{

"Title": "Prod Consumer - Vol is returning an error due to a reserved state, but it is showing two different states for two different APIs for the same Vol",

"Comments Summary": "The issue at hand, initially reported by Srikanth K R, involves a volume in the backend being in an \"in-use\" state, specifically the kafka2-mobility-common-root-vol with the ID 62eb23e1-a87d-4aeb-8203-8b7460df3eda, which is attached to a device on /dev/vda. Raviprakash Ramamoorthy explained that the volume status update has a minimum latency of 5 minutes, which could cause the observed mismatch. However, David Albert emphasized the importance of launching VMs within a reasonable timeframe, typically 5 to 10 minutes for larger hosts, from a customer's perspective. Sreenivasulu Panyam repeatedly encountered the same error on March 6, 2025, at different times, notifying Vishal Radder, David Albert, and Akarsh Pattani. Yash Patel requested that the volume KRN or name be provided in the comments for debugging purposes. Sreenivasulu Panyam later shared the KRNs and volumes, noting that some had transitioned to an \"available\" state after being in a \"success\" state. Yash Patel advised against destroying and relaunching instances when the issue occurs, as it hampers the debugging process, and thanked the team for discussing the flow, acknowledging the issue and promising to update on the fixes. Raviprakash Ramamoorthy eventually confirmed that the issue had been resolved and",

"Root Cause": []

},

{

"Title": "Prod- mobility VM creation failed with error duplicate key value violates unique constraint \"instances\_pkey\"",

"Comments Summary": "The issue at hand, as initially reported by Anurag Kollanandy, involved difficulties in creating a new VM, with a request to retry and inform of the result. Raviprakash Ramamoorthy attempted to reproduce the issue, inquiring if the problem persisted for the user. Sreenivasulu Panyam confirmed experiencing the same error, noting that repeatedly destroying and relaunching the VM eventually resolved the issue temporarily. Ramamoorthy asked for the specific time the issue occurred, to which Panyam provided several timestamps across March 5 and 6, 2025, indicating recurring instances of the error. The issue was eventually assigned to another team member by Ramamoorthy, who later announced that the issue should be resolved, requesting feedback if the problem recurred. Following this, Shivani Varanasi confirmed the resolution of the issue. David Albert then inquired about the nature of the issue and the fix applied, seeking clarification for his and others' benefit, though a detailed explanation of the root cause and the resolution was not provided in the comments. Throughout the conversation, several team members were kept informed via \"FYI\" notifications, ensuring awareness of the issue's progress and resolution. Despite the resolution, the comments lack a clear technical explanation of the root cause and the specific actions taken to resolve the issue, which would be beneficial for future reference and troubleshooting.",

"Root Cause": []

},

{

"Title": "Prod - Mobility VM launch failed with error \"ip\_addresses is empty list of object\"",

"Comments Summary": "Sreenivasulu Panyam reported encountering the same error on two separate occasions, specifically at 3:38 PM and 5:06 PM on March 5, 2025, indicating a recurring issue. These error instances were brought to the attention of other team members, as evidenced by the mention of account IDs, suggesting an attempt to inform and possibly involve them in the troubleshooting process. The notification \"FYI\" was included in the comments, implying that the team members were being kept in the loop regarding the error's persistence. Meanwhile, Sai Pramod Gadam Narasiah noted that changes had been deployed to the PRODUCTION cluster, which could be related to addressing the error reported by Sreenivasulu Panyam, although a direct connection between the deployment and the resolution of the error is not explicitly stated. To fully understand the impact of the changes deployed by Sai Pramod Gadam Narasiah on the error experienced by Sreenivasulu Panyam, further clarification or follow-up comments would be necessary to determine if the issue was indeed resolved by the updates made to the PRODUCTION cluster.",

"Root Cause": []

},

{

"Title": "Prod - ev Loadbalancer creation failed with \"provisioning\_status\": \"ERROR\"",

"Comments Summary": "Rishit Dwivedi initially requested that the user with account ID 712020 share the VPC Name and LB name, indicating an attempt to troubleshoot or investigate an issue related to the load balancer. Subsequently, Rishit Dwivedi confirmed that the load balancer had transitioned to an active state and was validated by the same user, suggesting that the initial issue had been addressed or resolved. Manu then chimed in, stating that the issue had been fully resolved, as confirmed by Praseetha, and provided a link to a Slack conversation for reference, implying that the resolution had been discussed and verified through an external channel. The confirmation from Praseetha, as mentioned by Manu, adds an additional layer of validation to the resolution, ensuring that all parties involved were aware and in agreement that the issue was closed. Overall, the sequence of comments suggests a collaborative effort to identify, troubleshoot, and resolve a technical issue related to a load balancer, with clear communication and validation among team members, ultimately leading to a successful resolution.",

"Root Cause": []

},

{

"Title": "disk\_size not working on staging KKS-KCS",

"Comments Summary": "The discussion began with he.xiao requesting the devops team to deploy changes to the Staging environment, as the updates had not been implemented yet. Following this, Rishub Kumar tested the changes in Staging and encountered a 500 error, which persisted even after retrying, indicating a recurring issue. Notably, Rishub Kumar also mentioned that the same problem existed in the Production environment, suggesting a widespread issue. However, he later reported that the problem had been resolved in Production, and he requested that the fix be applied to Staging as well. Gnani Eswarudu Vengala Setty subsequently confirmed that the issues had been addressed, specifically mentioning that the problems were fixed that morning, and gave the go-ahead to proceed with creating a node group with a custom disk size in Staging. He also offered support in case any further issues arose, ensuring a smooth process going forward, and included a team member in the conversation for awareness and follow-up.",

"Root Cause": []

},

{

"Title": "KC EV prod | graylog-kafka-2 port 22 is not responding",

"Comments Summary": "According to Mohamed Rafiyudeen, there was an issue that needed to be retried, as indicated by his request to \"try again working now\", which suggests that a previous attempt had failed or was not successful. However, following this attempt, Somisetty Siva Krishna observed and confirmed that the issue has been resolved, as evidenced by his comment \"Looks good!\", which implies a positive outcome and indicates that the retry was successful. It appears that the root cause of the initial issue is not explicitly stated, but the resolution was achieved through the simple act of retrying, as suggested by Mohamed Rafiyudeen, and subsequently verified by Somisetty Siva Krishna, who confirmed that everything is now working as expected, with no further issues or follow-ups required at this point.",

"Root Cause": []

},

{

"Title": "Prod- mobility - Attach EBS volume got failed and not attached.",

"Comments Summary": "According to Suraj Khedkar, the issue lies in the interaction between OpenStack and Ceph, where the block device could not be created in Ceph, but OpenStack Cinder added a successful entry without host information for the volume, resulting in subsequent operation failures in OpenStack, as evidenced by the absence of host information in attributes such as os-vol-host-attr, os-vol-mig-status-attr, and os-vol-mig-status-attr. Raviprakash Ramamoorthy followed up to check if the issue was resolved and planned to investigate ways to avoid this issue in the future, with the intention of updating the ticket to a resolved state. Srikanth K R noted that the team encountered an OpenStack upstream issue and applied a ported fix to their cloud, referencing a specific bug report on Launchpad. Finally, Vishal Radder requested that the relevant party validate and confirm the resolution, ensuring that the issue is fully addressed and tested before considering it closed.",

"Root Cause": []

},

{

"Title": "Convert CloudTrail Ingestion Timestamp from UTC to IST",

"Comments Summary": "According to dharan.kumar, the suggestion at hand cannot be viewed as a feature request, primarily because the team has made a conscious decision to maintain uniformity by keeping the time format in UTC, as emphasized by the account identifier 712020 with the unique hash 0b47efd8-6fc6-47ae-9d76-c586cd8a2fc8, thereby implying that any deviations from this standard would undermine the established consistency, and thus, such requests are not being considered for implementation at this time, as dharan.kumar points out, highlighting the importance of adhering to the chosen time format for the sake of coherence and standardization across the system.",

"Root Cause": []

},

{

"Title": "Create an Image from snapshot",

"Comments Summary": "According to Touseef Hussain, an image has been uploaded, and he has requested that it be checked, indicating the initiation of a verification process to ensure the image meets the required standards or specifications, although the specific context or criteria for the check have not been detailed by Touseef Hussain in this initial comment.",

"Root Cause": []

},

{

"Title": "Prod- EV - Not able to ssh to the VMs which launched earlier",

"Comments Summary": "According to Praseetha, an issue was encountered while attaching a Security Group to the Load Balancer, where the default Security Group was unexpectedly deleted, suggesting a potential bug. Praseetha noted that the existing Security Groups should not be automatically removed when adding a new one, and that deletion or detachment of a Security Group should be a separate action. Raviprakash Ramamoorthy subsequently clarified that the development team confirmed the put call replaces the security groups, requiring all security groups to be re-added, which Praseetha had earlier mentioned as not being a feasible solution. Raviprakash Ramamoorthy also provided an update on the list of issues being tracked, including the resolution of the SSH issue, and confirmed that the removal of old Security groups when adding a new one is as per design. Additionally, an issue with the name resolution of kafka-1.evprod-kcs.olacabs.net was reported, but Sun Jian later confirmed that this issue has been fixed. Following this, Vishal Radder requested validation of the fix, although Sai Pramod Gadam Narasiah did not provide any additional insights in their comment. Overall, the discussion highlights the importance of carefully managing Security Groups when updating Load Balancer configurations to avoid unintended deletions, and the need for thorough validation of fixes to ensure that all issues are properly resolved.",

"Root Cause": []

},

{

"Title": "EV-Prod while listing the LB with krn - Unexpected Error: Load Balancer Has Been Deleted",

"Comments Summary": "According to srikanth.k.r, the `getall` API is successfully listing the load balancers (LBs), but the `get` API is intermittently throwing different errors, as previously reported. srikanth.k.r observed that the issue arises from the fact that the `get` API is using version 2 (v2), which is specifically designed for Octavia, whereas the `getall` API is utilizing version 3 (v3), which is tailored for F5. This discrepancy in API versions is the root cause of the problem, as the `get` API's use of v2 is incompatible with the expected functionality, leading to random errors. srikanth.k.r's insight highlights the importance of ensuring consistency in API versions, particularly when interacting with different load balancing systems like Octavia and F5. To resolve this issue, it is likely that the `get` API will need to be updated to use v3, consistent with the `getall` API, in order to achieve reliable and error-free functionality. Further follow-up will be necessary to confirm the resolution and verify that the updated `get` API is working as expected, but srikanth.k.r's analysis has provided a clear direction for troubleshooting and remediation.",

"Root Cause": []

},

{

"Title": "DNS resolution timeout in KCS prod cluster",

"Comments Summary": "Radhika K initially confirmed that she was able to connect to the load balancer (lb), requesting verification from the other end. However, Archan Banerjee noted that DNS resolution was still not working, although they were able to connect using the IP address. This issue was subsequently addressed, as Suryanarayan Majhi announced that the DNS timeout problem had been resolved. Meanwhile, Sai Pramod Gadam Narasiah took action by moving the faulty router to another node and initiated a root cause analysis (RCA), which was to be shared later, while also requesting re-verification of the issue. Following this, Archan Banerjee re-verified the setup and confirmed that it was working properly, indicating that the previously identified issues had been successfully resolved, thanks to the efforts of the team members involved, including the resolution of the DNS timeout issue and the relocation of the faulty router.",

"Root Cause": []

},

{

"Title": "EV-Prod - F5 Load Balancer Issue: HTTPS Access Failing",

"Comments Summary": "The issue at hand, as highlighted by Srikanth K R, involves the inability to access the F5 Load Balancer (LB) using the URL [testing-kcs.corp.olaelectric.com](http://testing-kcs.corp.olaelectric.com), which is an alias for [pub-corp-mlb-alb-1973370175.ap-south-1.elb.amazonaws.com](http://pub-corp-mlb-alb-1973370175.ap-south-1.elb.amazonaws.com) with an address of 100.64.1.5, instead of reaching the desired F5 LB at 154.210.130.88. Praseetha noted that 100.64.1.48 is their Zscaller IP and this is a normal occurrence. However, the root cause of the problem seems to stem from a configuration issue, as the DNS resolution for [testing-kcs.corp.olaelectric.com](http://testing-kcs.corp.olaelectric.com) was pointing to an Amazon AWS IP (15.206.53.119) rather than the expected Zyscalar IP. Srikanth K R requested assistance in resolving this issue, which was further emphasized by Sai Pramod Gadam Narasiah. Rishabh Rastogi explained that the route was initially added under \*.corp.olaelectric.com but was pointing to the wrong CNAME, and after adding the route entry under [ol",

"Root Cause": []

},

{

"Title": "BE || prod || KCS IAM || create policy for kos service is failing with 409 error response but get policies in tenant api is not listing the created policy",

"Comments Summary": "The discussion began with Kumar Tanmay inquiring about the status of another request, seeking confirmation from the team. Narayan Patil then clarified that the policy name must be globally unique, explaining that the error encountered was due to the policy already existing, which is the expected behavior of the service at present. Kumar Tanmay followed up by asking if it was possible to list any policy with the same name that caused the conflict, aiming to understand the root cause of the issue. Praveen Kumar D N was then referenced in the conversation, although the context of their involvement was not explicitly stated. A previous failure was highlighted, with a response status line indicating a 500 error and a response body detailing a failure to create a policy due to an issue in KOS, where the request failed without providing a specific reason. Despite the initial concern, Kumar Tanmay concluded that the issue was not significant after discussing it with the team, particularly with the individual referenced as [~accountid:6138a27a156ab30071816a25], and decided to close the matter, copying [~accountid:712020:f68bfc52-eab9-4a27-9f26-0b16b285ab9c] on the decision. Throughout the conversation, the team worked to identify the cause of the error, ultimately determining it was not an issue worth pursuing further due to the existing policy and the service's current behavior.",

"Root Cause": []

},

{

"Title": "BE || prod || KCS VM || delete image api is failing with 400 but expected 403",

"Comments Summary": "The discussion surrounding the issue at hand has led to a consensus that the behavior observed is expected and functioning as intended, as initially stated by Abhinav Bhaskar and later reaffirmed by Raviprakash Ramamoorthy, who explicitly mentioned that the behavior is expected and thus rejected the request. Following this determination, a request was made by an unnamed user, identified by their account ID, to close the issue. Meanwhile, Praveen Kumar D N intervened by modifying the automation code in accordance with a change request, although the direct relevance of this code change to the issue's resolution or the expected behavior is not explicitly stated. Abhinav Bhaskar then reiterated the request to mark the issue as closed, addressing the user with the account ID. Ultimately, the collective assessment by Abhinav Bhaskar and Raviprakash Ramamoorthy that the behavior is as expected, coupled with the code adjustments made by Praveen Kumar D N, suggests that the issue has been thoroughly examined and deemed not to require further action, supporting the call to close it.",

"Root Cause": []

},

{

"Title": "New flavor required for EV-Prod Node Group",

"Comments Summary": "Gnani Eswarudu Vengala Setty suggested using the flavor \"r32.256\" for node group creation in the production environment, and invited feedback in case any issues arise during this process, indicating a proactive approach to troubleshooting and a willingness to provide support. This recommendation implies that the specified flavor has been identified as suitable or optimal for the production setup, possibly due to its compatibility, performance, or stability characteristics. By proposing this specific flavor, Gnani Eswarudu Vengala Setty is likely aiming to mitigate potential configuration-related problems that could occur if a different flavor were used, thus streamlining the node group creation process and ensuring a smoother deployment in prod. It is expected that the individual responsible for the node group creation will follow this advice and report back if they encounter any difficulties, allowing for prompt resolution and minimizing downtime.",

"Root Cause": []

},

{

"Title": "DNS Creation failure for NS record",

"Comments Summary": "Sanjay V initially requested that the issue be checked, with a note to another team member to investigate the reason for failure from the backend. Syam Prakash J then identified that the DNS creation failed due to a missing dot at the end of the values, which was subsequently resolved. However, a new issue emerged where the NS record added was not forwarding DNS queries to their DNS, as evidenced by a dig command output showing the NS records but no answer section. The output revealed that the NS records were correctly configured, pointing to redis-enterprise1 through redis-enterprise5, with corresponding IP addresses, but the query was not being forwarded. It was also noted that the security group rules had been updated to allow traffic from 0.0.0.0/0 on these VMs. Raviprakash Ramamoorthy later clarified that the functionality being tested was not currently supported by KC DNS, as informed by the development team, and suggested using a workaround until the feature is supported, with a promise to update the team once the feature is available. Overall, the issue involves a combination of DNS configuration, NS record forwarding, and unsupported functionality, with a temporary workaround in place.",

"Root Cause": []

},

{

"Title": "BE || prod || Kcs KBS || update volume api failed with 404 error",

"Comments Summary": "According to Suraj Khedkar, a crucial issue with the current API call is that it lacks a specified HTTP method, which by default will be considered as a POST request, inevitably resulting in a 404 error due to the incorrect method. To rectify this, Suraj Khedkar emphasizes the importance of explicitly specifying \"PUT\" as the HTTP method to ensure the API call is executed correctly. Furthermore, Suraj Khedkar notes another significant point, which is the need to invoke the update API only after the volume creation process has been successfully completed, highlighting the necessity of sequential execution to prevent potential failures or inconsistencies. By addressing these two key aspects, the API call can be optimized to function as intended, avoiding errors and ensuring a successful outcome. Suraj Khedkar's observations underscore the critical role of precise API configuration and the sequential execution of dependent processes in achieving the desired functionality.",

"Root Cause": []

},

{

"Title": "BE || prod || Kcs S3 || delete s3 bucket api execution is success but internally not deleted the bucket and causing issue of 409 while creating same bucket again in next run of automation test suite execution",

"Comments Summary": "The discussion surrounding the issue at hand has led to a key decision, as Raviprakash Ramamoorthy noted, the priority of the task has been adjusted to High, following a phone conversation. Furthermore, Suraj Khedkar pointed out, in reference to a previous call, that an essential modification is required, specifically that the prefix of the bucket's name needs to be altered to use \"en\" as the prefix, as indicated to the account owner with ID 6138a27a156ab30071816a25. This adjustment is crucial and necessitates attention to ensure the bucket is properly configured, highlighting the importance of precise naming conventions in the project's setup. The reduction in priority by Raviprakash Ramamoorthy and the specific instruction by Suraj Khedkar collectively contribute to a clearer understanding of the task's requirements and the steps needed to move forward, underscoring the value of collaborative discussions in resolving project details.",

"Root Cause": []

},

{

"Title": "NodeGroups not reflected on the k8s cluster",

"Comments Summary": "Raviprakash Ramamoorthy initiated a discussion with Syam, which led to an update in the priority of the issue to High, indicating a significant escalation in its severity. Following this, Naseeruddin Shaik reported that version c8.16 is now operational, expressing gratitude for the efforts made. However, Naseeruddin Shaik also highlighted the need for a resolution to the r32.256 issue, requesting to be informed once this specific problem is addressed, thereby linking the current operational status of c8.16 with the pending resolution of the r32.256 issue for comprehensive closure. This sequence of events suggests that while progress has been made with the deployment of c8.16, the team is still awaiting the resolution of a critical issue, r32.256, which is crucial for moving forward, as emphasized by Naseeruddin Shaik's request for notification upon its resolution.",

"Root Cause": []

},

{

"Title": "Error in Updating F5 ALB Listener in Prod KCS",

"Comments Summary": "According to Yash Goswami, it is possible to create multiple listeners with a unique port and protocol combination for a particular load balancer (LB), which would allow multiple listeners to have the same IP but operate on different ports, thus meeting the requirement. However, Yash Goswami also mentioned that there is an ongoing issue with changing the protocol from HTTP to HTTPS, which has been marked as a medium-priority bug. Meanwhile, Archan Banerjee attempted to create another listener in the same LB and encountered an error when trying to access the HTTPS endpoint, specifically receiving a \"curl: (51) SSL: no alternative certificate subject name matches target host name\" error. In response to this issue, Yash Goswami suggested that Archan Banerjee verify the DNS settings and ensure that the members are running a server at service port 1883 to accept traffic according to the LB configurations, implying that the error might be related to a misconfiguration or issue with the server setup rather than the LB itself. This indicates that the root cause of the problem may be related to the server or DNS configuration, and further investigation is needed to resolve the issue.",

"Root Cause": []

},

{

"Title": "KCS - Prod Mobility VM destroy not working - getting error \"Error: volume detachment failed\"",

"Comments Summary": "Raviprakash Ramamoorthy initially addressed the issue by unblocking the user, with plans to update the relevant tickets with detailed information. Following this intervention, praseetha confirmed that the unblocking was successful, as evidenced by their ability to destroy and unblock with destroying, referencing a specific account ID. However, praseetha then encountered a new issue when attempting to recreate, resulting in an error that persisted even after retrying, indicating a potential problem with the creation process that requires further investigation and resolution. The root cause of this error is not yet clear, but it is distinct from the initial unblocking issue that Raviprakash Ramamoorthy had resolved, suggesting that there may be an underlying problem with the system's functionality that needs to be identified and addressed to prevent similar errors in the future.",

"Root Cause": []

},

{

"Title": "Prod-VM mobility VM launch failed with \" Error: VM instance entered error state: ERROR\"",

"Comments Summary": "Praseetha attempted to refresh and apply a configuration, but encountered an error while destroying, which resulted in a 500 status code error with an Axios timeout of 30000ms, indicating a potential issue with the API request. The error stack trace pointed to a timeout in the Axios request, specifically in the `handleRequestTimeout` function, and also referenced the `makeCloudApiCall` function in the `utils/index.js` file. Mohamed Rafiyudeen suggested trying to create the VM again, but Praseetha reported that creating and destroying the VM multiple times did not resolve the issue, and also attempted to use a different instance flavor, GP-A03-048-0192-100\_New, which still resulted in an error. Vikram Choudhary then asked Praseetha to investigate why the VM service is failing, implying that the root cause of the issue may be related to the VM service itself, and that further debugging is needed to determine the cause of the error and find a resolution. Overall, the issue persists, and further troubleshooting is required to identify the root cause and find a solution, with Praseetha, Mohamed Rafiyudeen, and Vikram Choudhary all contributing to the discussion and attempting to resolve the problem.",

"Root Cause": []

},

{

"Title": "unable to access bucket",

"Comments Summary": "According to Yash Patel, the issue at hand does not appear to be related to a service problem, but rather seems to be connected to the configuration of laptop users, as evidenced by the fact that non-root access on the same laptop was able to access the bucket, whereas root user access was not working. This observation was made during a debugging session between Yash Patel and Narayan, highlighting a discrepancy in access permissions based on user privileges. To further validate this finding, Yash Patel suggests attempting to access the bucket from any virtual machine (VM) using both root and non-root users, which would help confirm whether the issue is indeed specific to the user configuration on laptops, and potentially shed more light on the root cause of the problem. By doing so, it may be possible to identify the underlying reason for this access discrepancy and work towards a resolution.",

"Root Cause": []

},

{

"Title": "VM - prod Mobility - VM creation failed \" Error: error creating port: API request failed with status 500: {\"status\":\"failed\",\"message\":\"timeout of 30000ms exceeded\",\"error\":\"timeout of 30000ms exceeded\"",

"Comments Summary": "Raviprakash Ramamoorthy initially suggested destroying and recreating the VMs to address an unspecified issue, directing this advice to a specific account holder. However, praseetha reported that when attempting to follow this instruction, an error occurred, although the exact nature of the error was not detailed in the comment. This observation by praseetha indicates a potential obstacle in the process proposed by Raviprakash Ramamoorthy, suggesting that simply destroying and recreating the VMs might not be as straightforward as initially thought. Following this, Raviprakash Ramamoorthy again requested that the account holder try the process and update on the outcome, implying an anticipation that the issue preventing the destruction of the VMs might have been resolved or that there was an expectation of a different outcome upon retrying. This sequence of comments highlights a collaborative troubleshooting effort, with Raviprakash Ramamoorthy proposing solutions and praseetha providing feedback on the efficacy of these proposals, leading to a call for further action by Raviprakash Ramamoorthy to resolve the underlying problem.",

"Root Cause": []

},

{

"Title": "KC prod consumer | 4 kafka instances port 22 is not responding",

"Comments Summary": "According to Rishit Dwivedi, the issue in question has been successfully resolved, as confirmed by the reporter during a bridge call, and all functionality is now operating as expected. This resolution was subsequently acknowledged and validated by Somisetty Siva Krishna, who expressed satisfaction with the outcome, indicating that the fix has been deemed effective and the matter is now considered closed, with Krishna's affirmative response suggesting that the team can consider this issue fully addressed and move forward.",

"Root Cause": [

"For the 3 VMs IP address was not assigned. For the 4th VM sshd service was not running."

]

},

{

"Title": "KCS Prod - Console UI - VM. metrics not coming",

"Comments Summary": "According to Sanjay V, the current issue is attributed to recent changes made to the metrics query endpoint, which is specifically causing problems when accessed through the UI. Sanjay V emphasized the need for input from two key individuals, identified by their account IDs, 3b542936-0ee0-476c-8090-0ff8fddd8581 and 7bd2585c-6121-4156-8b6c-1d15bcc86e6e, suggesting that their expertise or knowledge is crucial in understanding or resolving the issue at hand. By highlighting the changes to the metrics query endpoint as the root cause, Sanjay V provides a clear direction for where to focus troubleshooting efforts, implying that a review or potential rollback of these changes might be necessary to restore functionality to the UI. Furthermore, the requirement for inputs from specific team members indicates that the issue may involve complex aspects of the metrics query endpoint that require specialized knowledge to address, underscoring the collaborative nature of the problem-solving process in this context. As the discussion unfolds, it will be important to track the insights and recommendations provided by the identified team members to fully comprehend the impact of the endpoint changes and to devise an effective resolution strategy.",

"Root Cause": []

}

]