

Why don't people seem to be able to diagnose problems these days?

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Skill: DevOps Engineer Lead



Alpine Learning Solutions

Certification status

Category	Certification	Active Date	Expiration Date
PROFESSIONAL	AWS Certified Solutions Architect - Professional	2024-06-21	2027-06-21
SPECIALTY	AWS Certified Security - Specialty	2024-06-19	2027-06-19
PROFESSIONAL	AWS Certified DevOps Engineer - Professional	2024-06-17	2027-06-17
ASSOCIATE	AWS Certified Solutions Architect - Associate	2024-06-15	2027-06-21

BENEFITS

Category	Certification	Active
FOUNDATIONAL	AWS Certified Cloud Practitioner	Active

NHO LUONG

CERTIFICATIONS

Certification status

Activity

Training

Plans

Challenges

Credentials

Q&A

Achievements

Collections

Transcript

Certification	Active
Microsoft Certified: DevOps Engineer Expert	Active
Microsoft Certified: Azure Solutions Architect Expert	Active
Microsoft Certified: Azure Administrator Associate	Active
Microsoft Certified: Azure Fundamentals	Active



OLD MAN YELLS AT CLOUD



Illustration by
Abraham S. R. C.

Old man yells at cloud
in misty Kauai
d'oh my god sue jay
scrumptious ahi o'ahu
shady no sunshower
island
island
island
island
island

I'm the old man
I'm the old man
I'm the old man

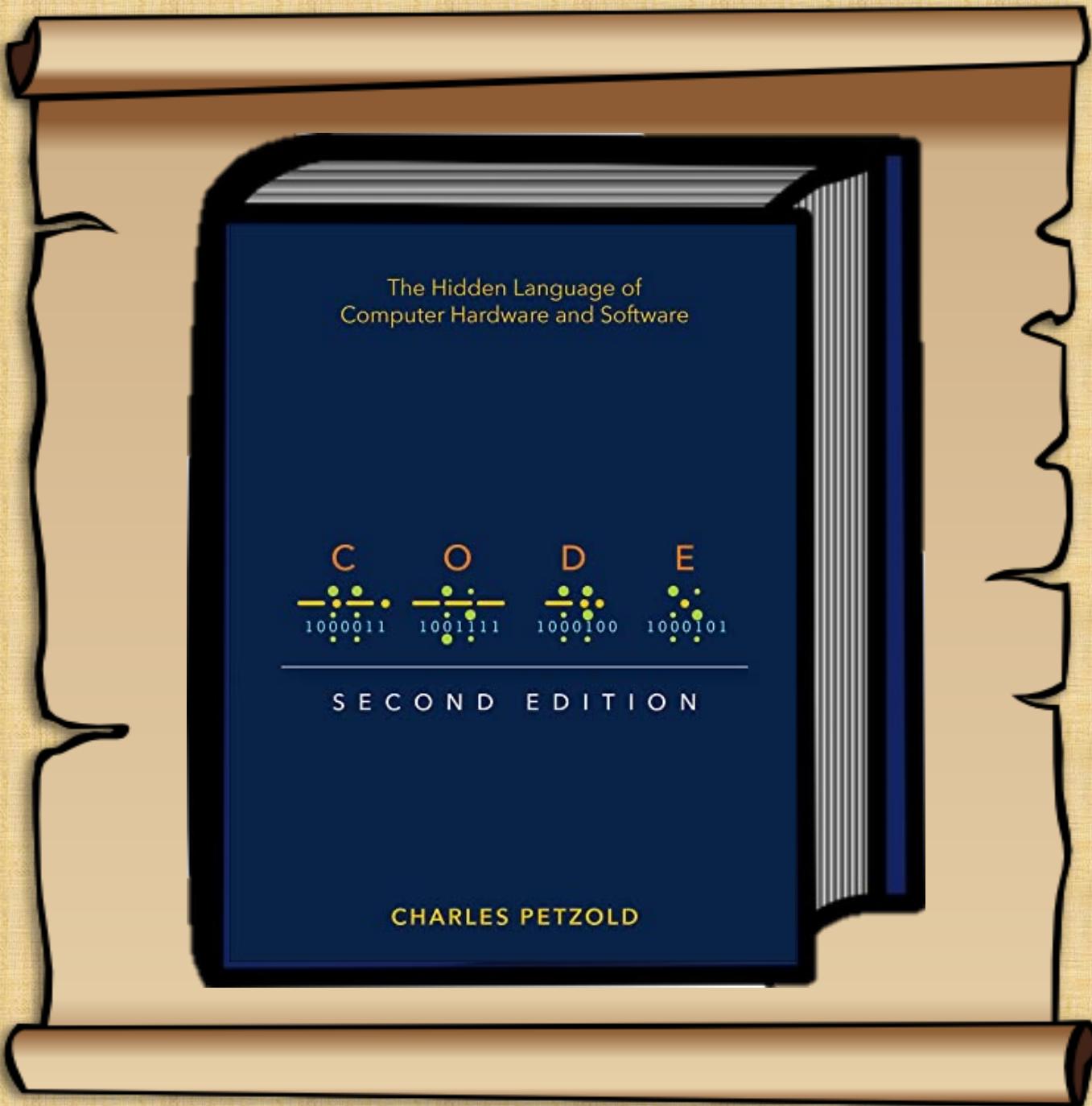
A BIT OF MY HISTORY





LIFE IN A 1990'S PC DEALERSHIP





**HAVE YOU TRIED
TURNING IT OFF AND ON AGAIN?**

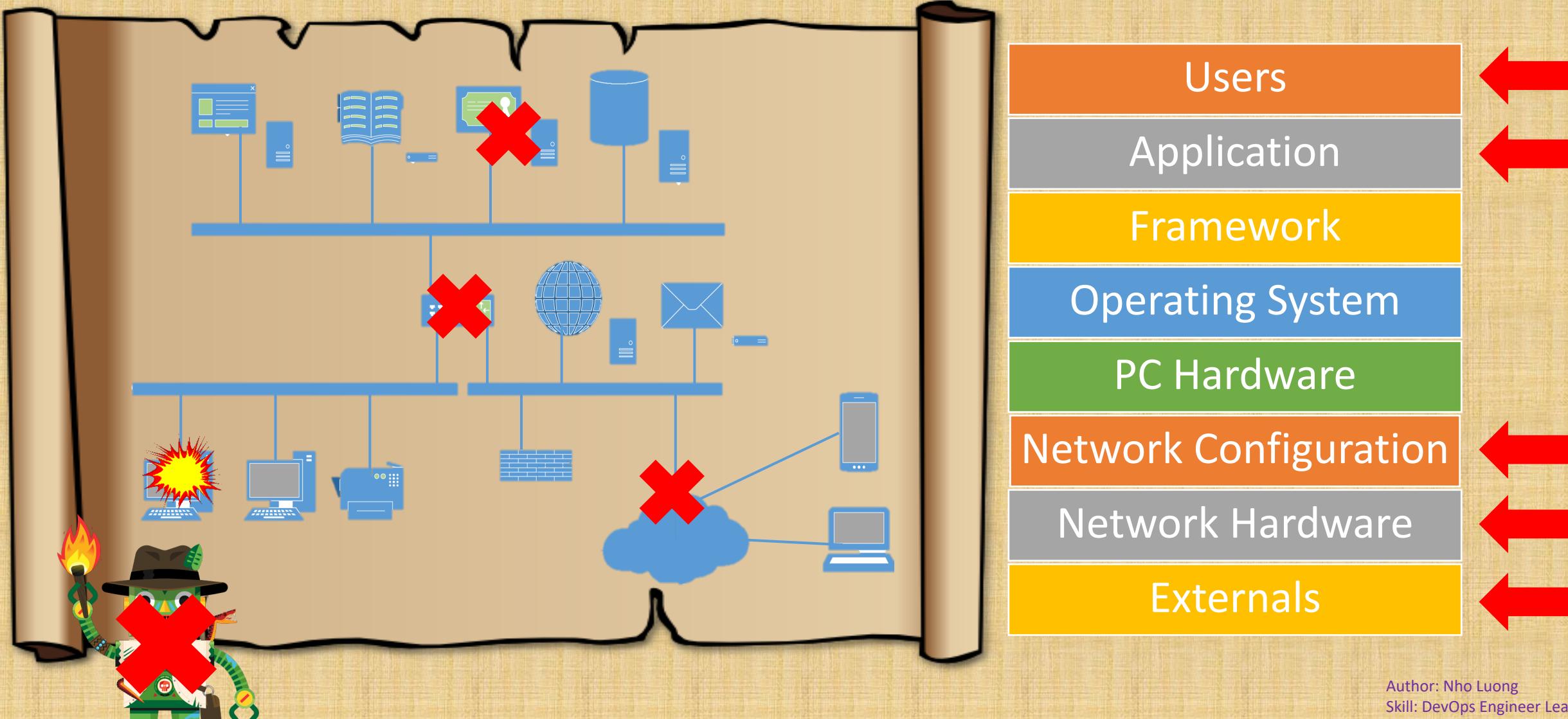


FOR ANY PROBLEM, FOLLOW THE PROCESS...

1. Collect the Evidence
2. Analyse the Evidence
3. Locate the Fault
4. Determination and Removal of the Cause
5. Rectification of the Fault
6. Check the System



CONSIDER THE WHOLE SYSTEM





How can our habits help us
to diagnose problems more
efficiently?

WHAT IS YOUR SYSTEM MEANT TO DO?

SPECIFICATION

VERSION 1.0

TEST PLAN
& RESULTS

VERSION 1.0

USER MANUAL

VERSION 1.0

YES, BUT IT DOESN'T WORK LIKE THAT...



USERS



LOG FILES



TELEMETRY

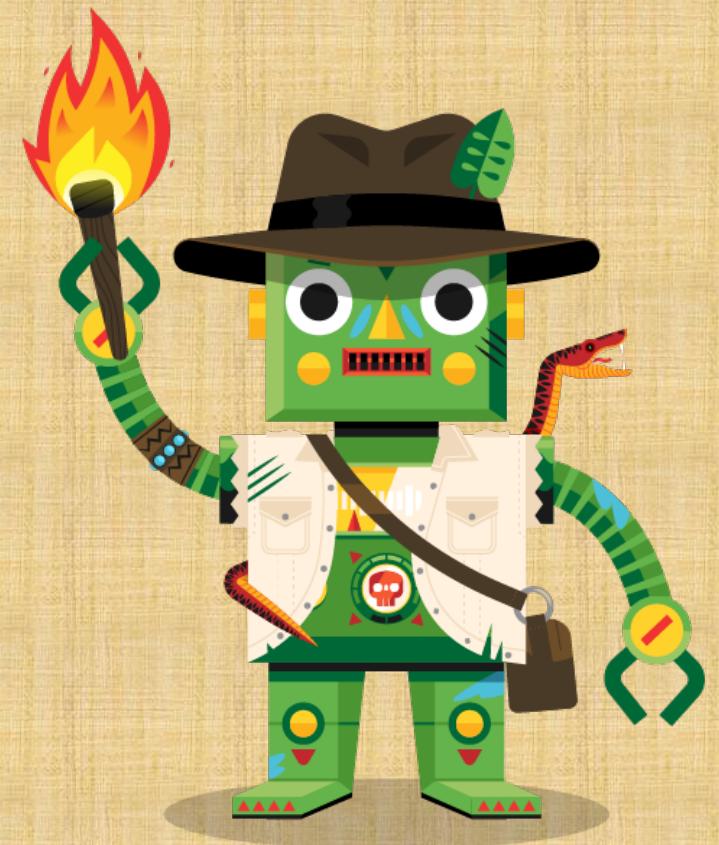


By failing to prepare, you are preparing to fail.

Benjamin Franklin

IS TESTING PART OF THE SOLUTION?

- Testing verifies what it does, not how it does it
- Use experimentation to create new knowledge



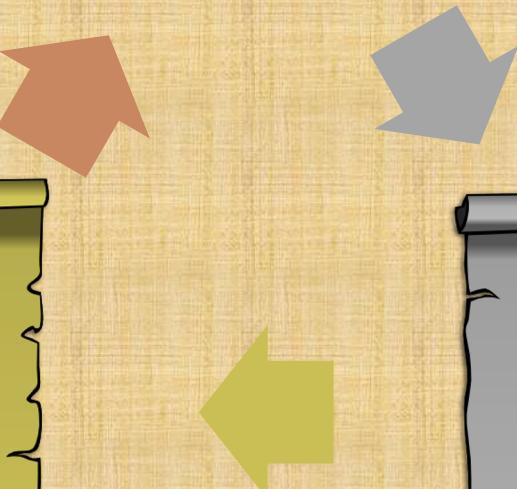
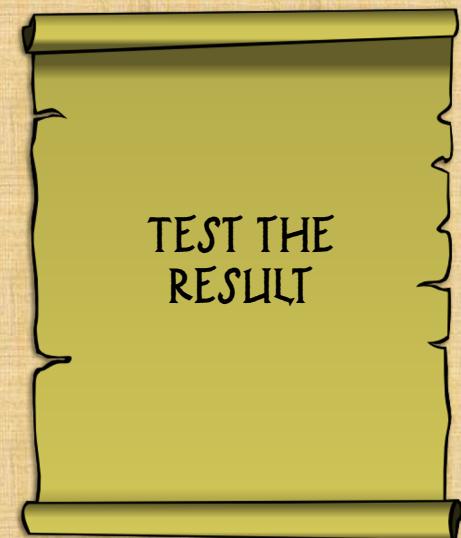
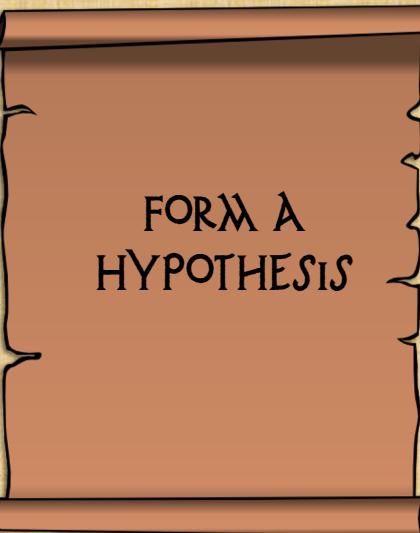
EMBRACE YOUR INNER EXPLORER

What happens if I go
down that path?



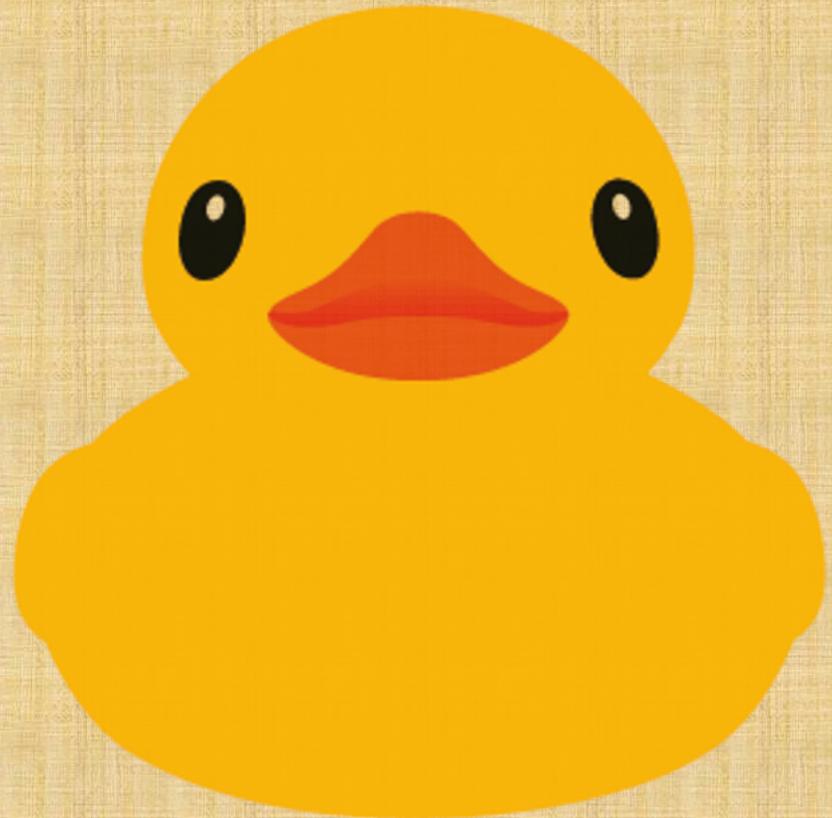


Just try one
thing at a
time!



IT IS NEVER TO EARLY TO START TO WRITE UP

- As a
 - Record of what you tried
 - For audit
 - To aid a future retrospective
 - Way to clear your head





Why has my HP printer become a DVD? A fix for HP USB Printers not being detected on Windows 10/11

Jul 30, 2022 · 2 min read · TECH TIPS · Share on: [Twitter](#) [Facebook](#) [LinkedIn](#) [Email](#)

Today I made the fateful mistake of offering to try to fix a family members home printer. Family IT, and especially printers, the bane of all IT Professionals.

The Problem

The system in question was a 10 year old setup made up of a Dell Optiplex desktop currently running Windows 10 and an HP M1132 LaserJet multifunction printer. This had all been working until a couple of weeks ago when the PC failed to detect the printer. The printer was uninstalled, assuming that would fix the problem, but the Add Printer tools could not even find the printer.

I tried all the normal things, power cycle everything, swap the USB cable, reinstalling drivers, tested the printer on my Windows 11 laptop, all to no effect.

I was close to giving up, assuming the USB circuitry on the printer must have failed. However, just before I gave up, I noticed that when you plugged the USB printer cable in a DVD was detected by the PC. HP used this means, or at least did 10 years ago, to ship the drivers and other HP bloatware they deemed necessary. Until recently after this DVD was detected, Windows went onto detecting the printer. It was this second step that had failed, and I suspect the cause was a recent Windows (10 & 11) Security Update.

The Solution

Turns out [the solution](#) was in the HP Support Forum, but it took some finding as the forums are full of wrong answer, half solutions and confusion.

Basically you need to run a [utility](#) that disable the HP Smart Install DVD feature, so the printer does not appear as a DVD. Once this was done the expected Windows Add Printer Wizard worked as expected.

So that was two hours of my life I won't get back, and I do wonder how many older HP printers will end up landfill due to what I assume is a Windows Security update to block some autorun run vulnerability?

Search...



It works on my PC

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Postmortem: Azure DevOps Service Outages in October 2018



Azure DevOps SRE

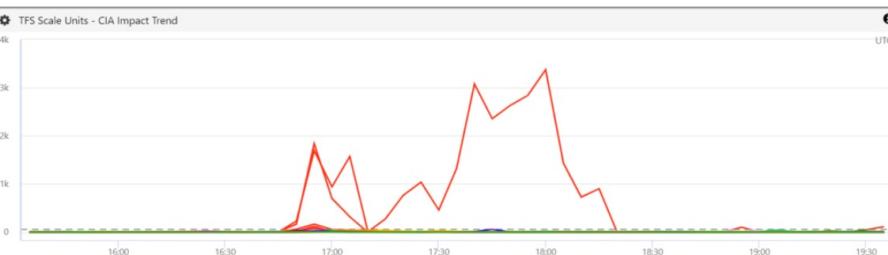
October 16th, 2018 | 0 | 0

Earlier this month, Azure DevOps experienced several significant service outages, for which we are deeply sorry. As with every significant live site incident, we have completed a detailed root cause analysis for these. Due to the proximity of these incidents and common underlying causes, we wanted to share the details with you to ensure that you know what happened and what we're doing to prevent them from recurring.

October 3, 4 and 8 Incidents

The incident on [Wednesday, 3 October 2018](#) started with a networking issue in the North Central US region. Since our authentication service, SPS, is in this region the issue impacted several of our scale units.

In the customer impact chart below, you can see that most scale units recovered quickly except for the two scale units in South Central US (SU3 and SU5) which took longer to recover, particularly with SU3 where the incident lasted for 75 minutes.



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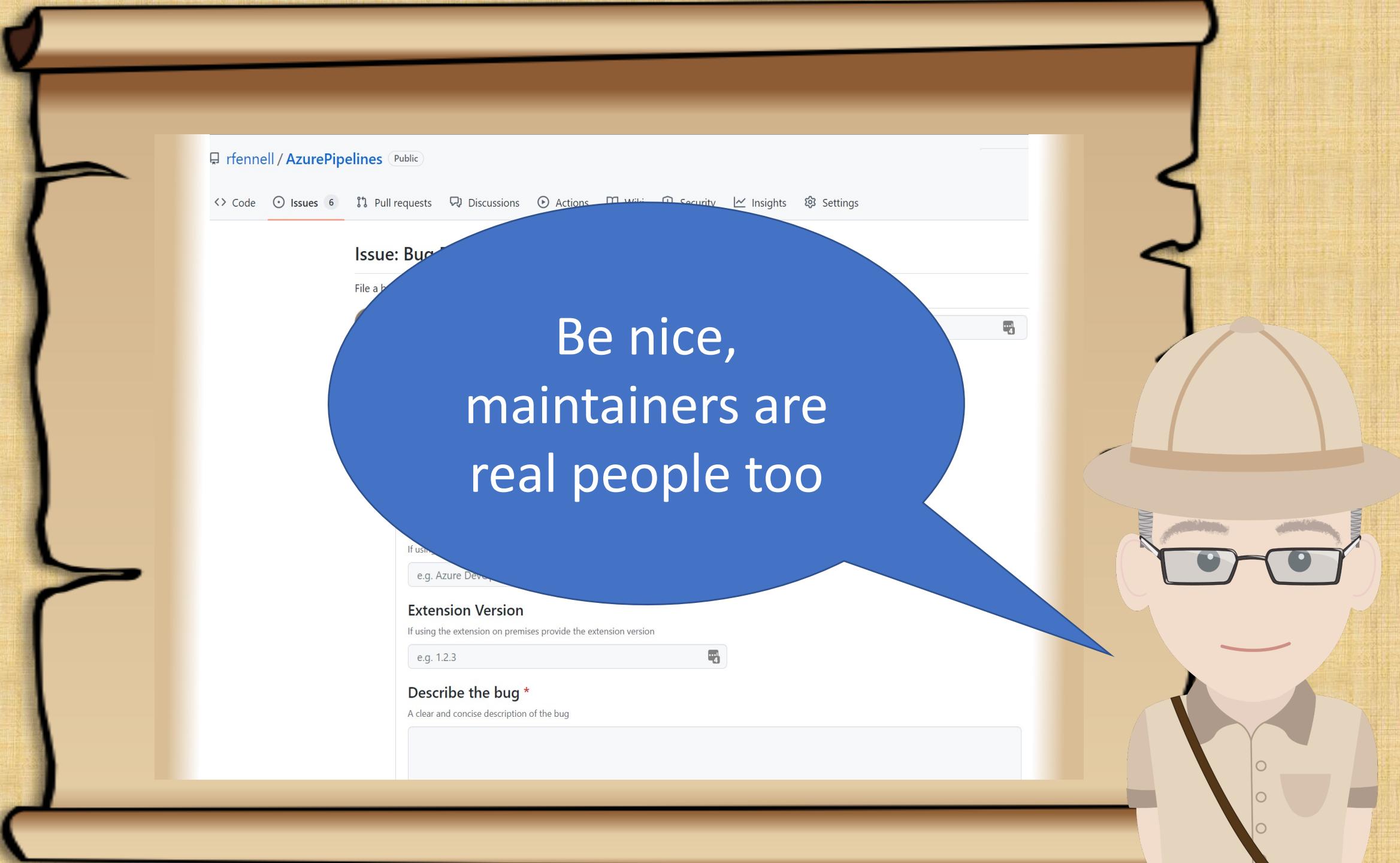
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Create a custom filter

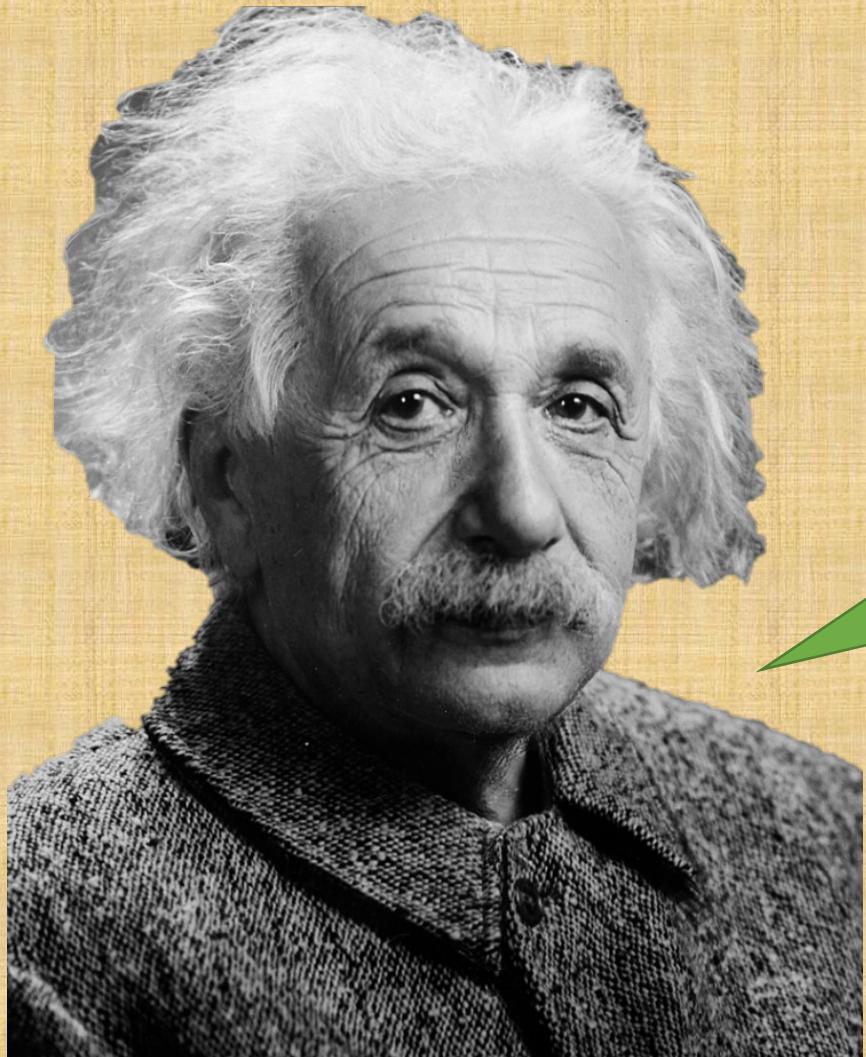
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	#830 opened on Oct 5, 2020 by Sebbl22				
<input type="checkbox"/>	Timeout while generating release notes GenerateReleaseNotes (XPlat version) Known Issue	7	37		
	#648 opened on Mar 18, 2020 by RCTycooner				



Be nice,
maintainers are
real people too



Insanity: doing the same
thing over and over again
and expecting different
results

Albert Einstein

SUMMING UP...

- No such things a dumb question
- Experiment – embrace your inner toddler
- Your rubber duck is your friend
- Never trust your memory
- Hold, document and act on actionable blameless retrospectives
- Only experience enables the '*I have never seen it before, but it is a bit like that*' moment, so practice your skills, to grow your knowledge base.

But remember

IT IS ALWAYS DNS



Thank You