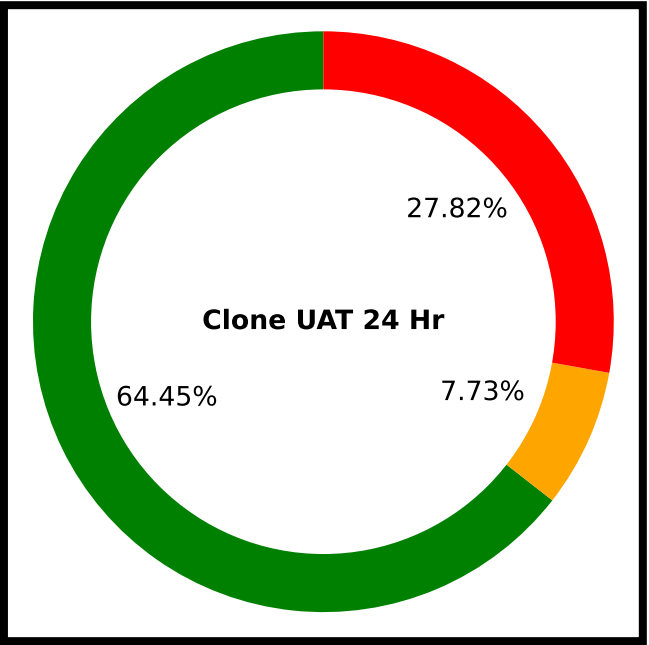
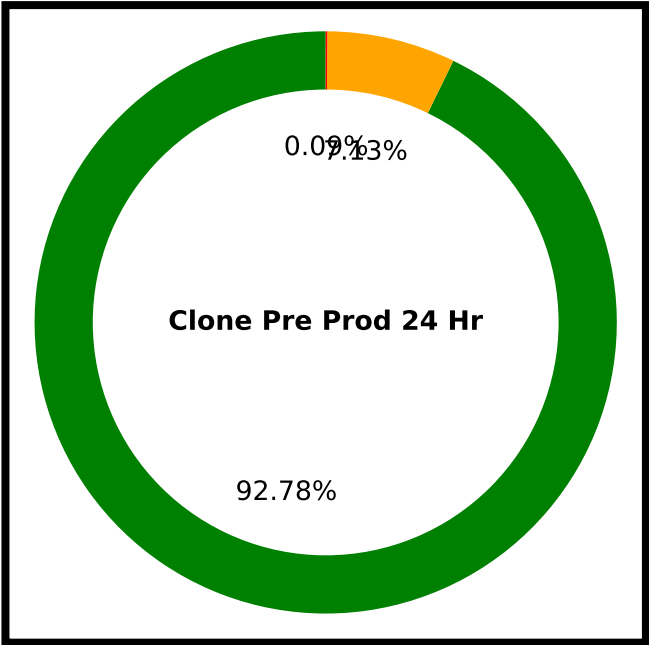
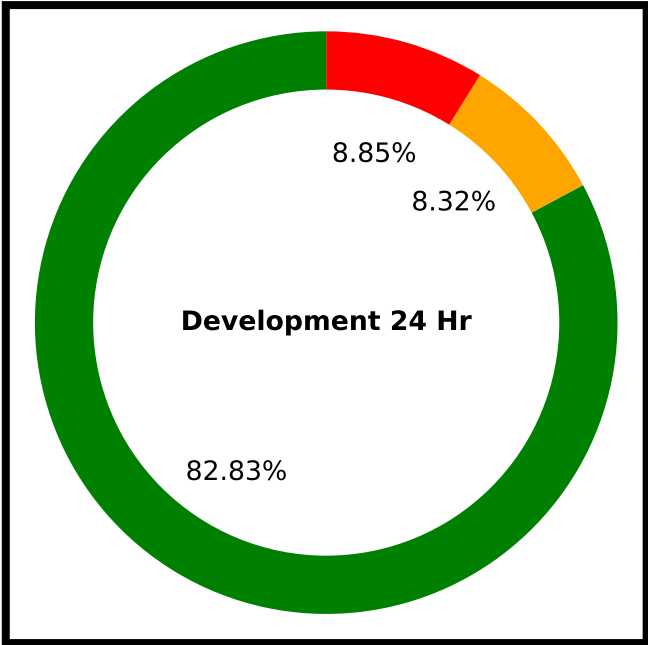
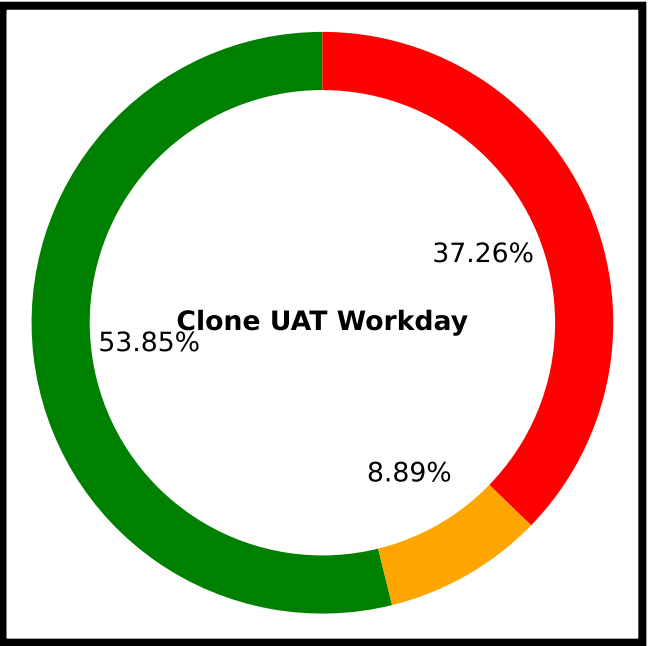
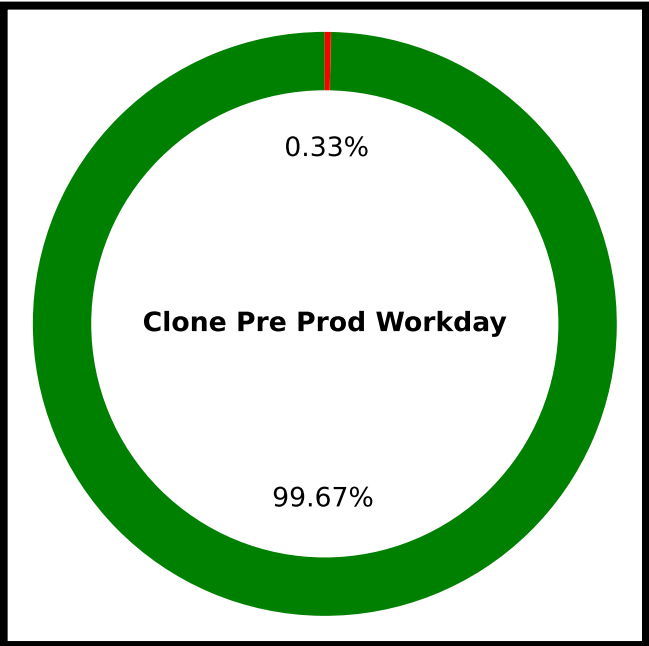
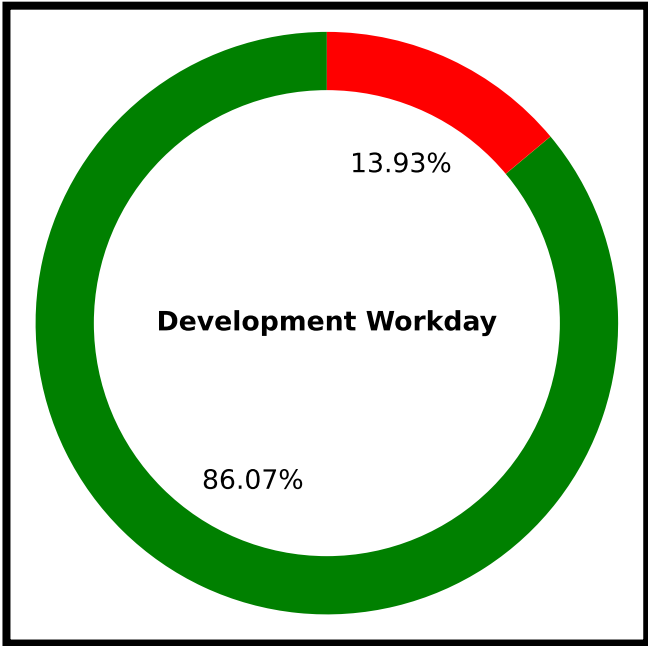


Dev and Clone Environment Availability (Date Range: 2022-07-30 to 2022-08-05)



Development Unplanned Downtime

* Issue: connection timeouts on ALL calls from My Priorities and Starting Point (running on the DCOS DCX (critical) cluster) to any services running on the DCOS general cluster via the SSL offload farm (e.g., calls to crt-client-teams-rest-ssl, hrm-persons-svc-ssl, iaa-ejauthsvc-ssl, etc.).
Fix/Root Cause: we added the new egress entry to allow communication to the Konvoy general cluster via the ssl farm to our network policy files, we were able to successfully connect to services running on the general cluster. This was required because the services on the general cluster that we could not connect to earlier have been migrated from DCOS to Konvoy.
FYI, team is making a prod change this weekend to ensure that it doesn't bite them there too.

Development Planned Downtime
* Testing ansible to resume suspended datasources on nidaweb-41
Impact: Instance 1 on these domains will be unavailable
accountSvcA-integ
accountWeb-integ
alertsWeb-integ
applicationSvcA-integ
branchSvcWeb-integ
clientReportingWeb-integ
commonSvcA-integ
complianceWeb-integ
faCompWeb-integ
Contact: Praht Dooley

* Jumbo Frames enablement in clone (Network work on nedsrv84)
What: Maintenance on Oracle VM host nedsrv84 to modify the MTU - the following servers will be migrated to another host while this work is happening
tlpdora1-5
Impact: Servers will be migrated to a different host while the work is being performed so no impact is expected. However issues have been noted with previous vMotions of Oracle servers if the servers are extremely busy.
Contact: Jim Moore, 58453

* Mainframe Outage - DXC IPL of EDJA system catalog reorg

Clone Pre Prod Unplanned Downtime

* Weblogic domain bounce of application2svc. Director approval provided by Blake Moyer

Clone Pre Prod Planned Downtime

* WebLogic upgrades - Pre Prod
What: Web-Platform will upgrade the following PreProd WebLogic domains to wls12214
application2SvcA
applicationSvcA
attachmentSvcA
clientReportingSvcA
clientReportingWeb
commonSvc
common2Svc
common3Svc
complianceWeb
complianceWeb2
contactSvcA
contentFwkSvcA
opsWeb
opsWeb2
opsWeb3
portfolioWeb
proposalWeb
supportSvcHQWeb
supportSvcWeb
testWeb
vendorAuthWeb
Impact: The listed domains in Preprod will experience an outage and any domain cluster routed to a listed Svc domain will be impacted too.
Contact: Colleen Schoenfeld or Ravi Chintala

Clone UAT Unplanned Downtime

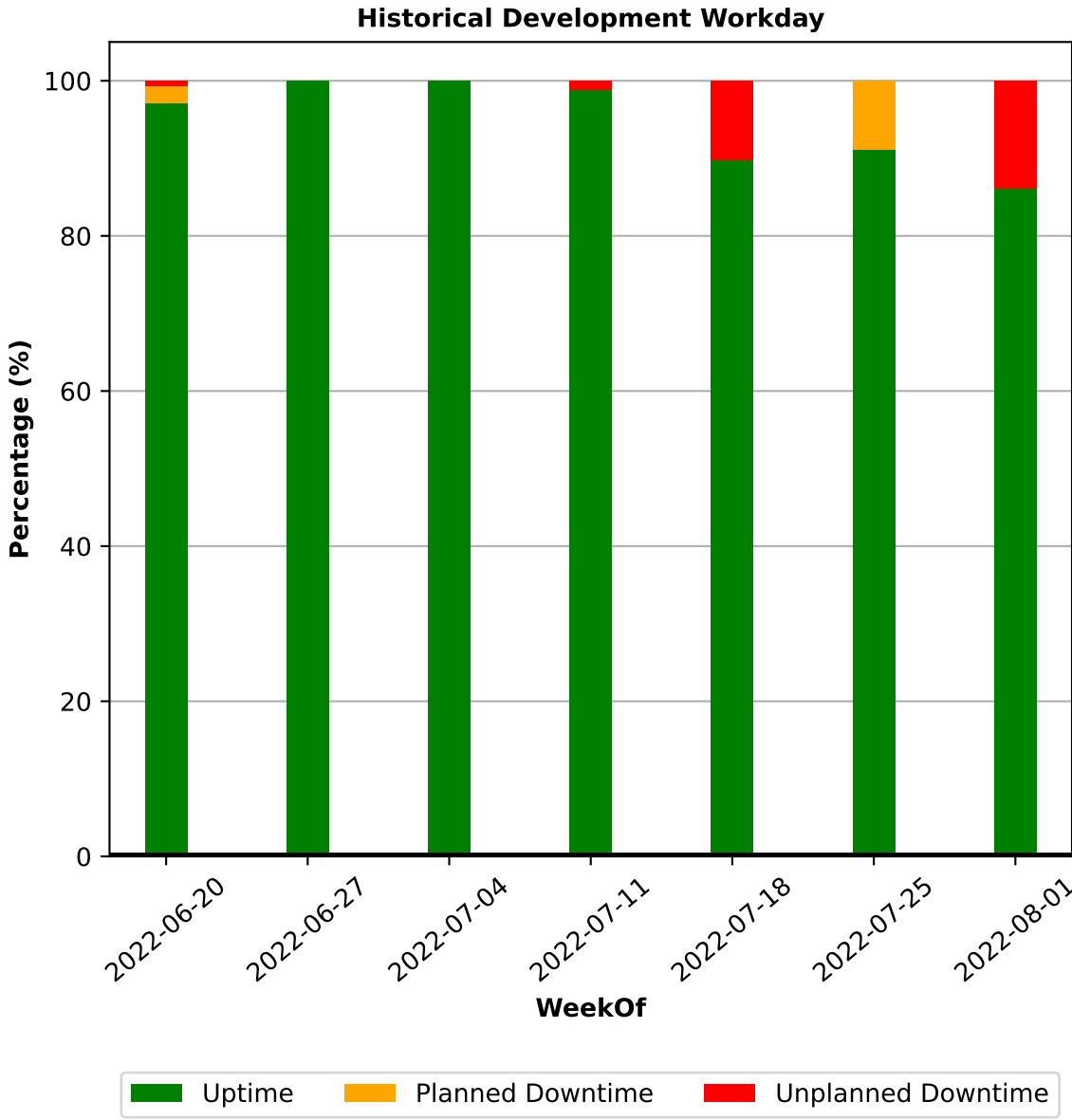
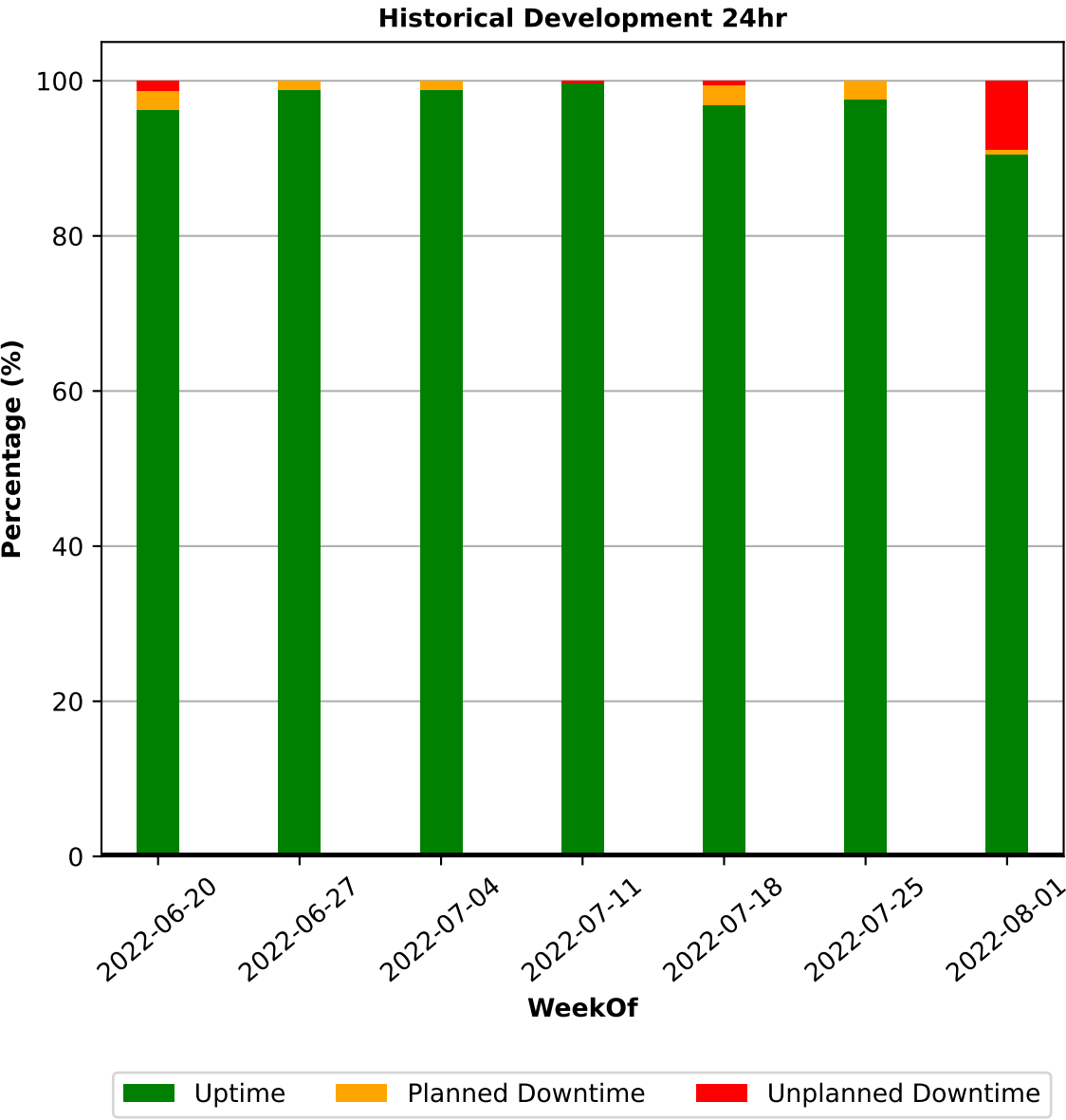
* Jones link unavailable to do an ASM change that occurred. Root cause: Automatic update to the policy in both clone and prod impacting web pages
* Issue: connection timeouts on ALL calls from My Priorities and Starting Point (running on the DCOS DCX (critical) cluster) to any services running on the DCOS general cluster via the SSL offload farm (e.g., calls to crt-client-teams-rest-ssl, hrm-persons-svc-ssl, iaa-ejauthsvc-ssl, etc.).
Fix/Root Cause: we added the new egress entry to allow communication to the Konvoy general cluster via the ssl farm to our network policy files, we were able to successfully connect to services running on the general cluster. This was required because the services on the general cluster that we could not connect to earlier have been migrated from DCOS to Konvoy.
FYI, team is making a prod change this weekend to ensure that it doesn't bite them there too.

Clone UAT Planned Downtime
* Jumbo Frames enablement in clone (Network work on nedsrv84)
What: Maintenance on Oracle VM host nedsrv84 to modify the MTU - the following servers will be migrated to another host while this work is happening
tlpdora1-5
Impact: Servers will be migrated to a different host while the work is being performed so no impact is expected. However issues have been noted with previous vMotions of Oracle servers if the servers are extremely busy.
Contact: Jim Moore, 58453

* IPL of EJQ2 to new SYSRES in preparation of z/OS 2.4 install
What: IPL of EJQ2 to new SYSRES in preparation of z/OS 2.4 install
Impact: EJQ2 will be unavailable during the outage.
Contact: Michael Buechlein

* Clone Cisco Firepower IPS reboot
The reboot will cause an outage to ALL clone branches.
What: Clone Cisco Firepower IPS reboot
When: August 3rd from 8:00PM - 11:00PM
Impact: Loss of connectivity with Clone branches
Contact: Eric Williams - 636.579.7430

Historical Environment Availability : Development



Development Unplanned Downtime

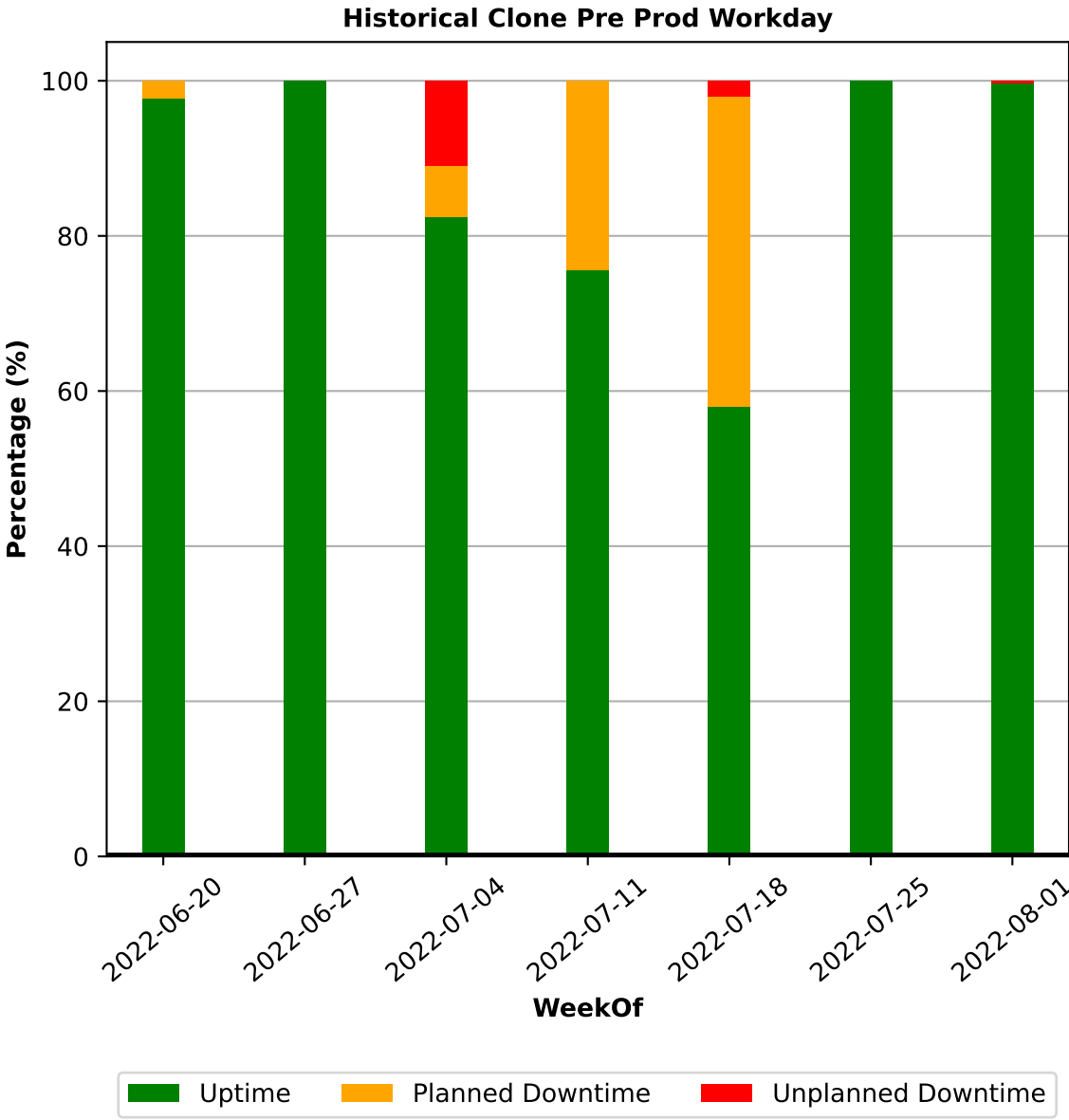
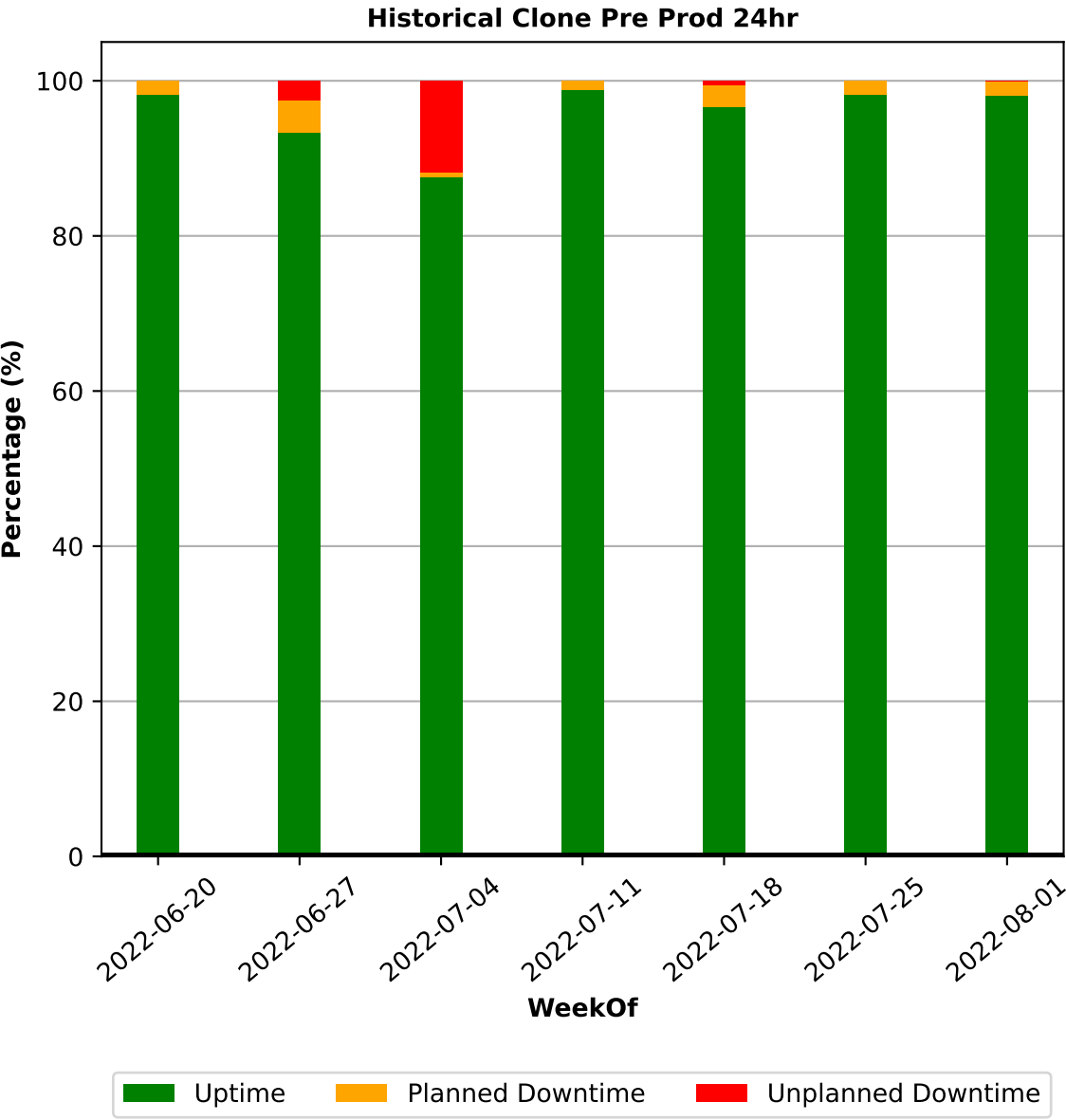
2022 – 06 – 20 :
* Dev Paas Server - docker issue on paas-7

2022 – 07 – 11 :
* Unable to access the Dev Firecall from last 10 min. PFA

2022 – 07 – 18 :
* Developer via Outage channel reported issues with wlsdev being locked again.
Impact - Appeared to affect FWK 4.0 apps running in dev and local machine using wlsdev. WebLogic domains were fine since they were up and running and already have an established connection to DB2.
Fix: Reached out to User Access to clear violations, but they reported by 12:25pm that it was not locked. Someone else must have unlocked the id.
* Developer via Outages channel reported wlsdev can't connect.
Impact - Appeared to affect FWK 4.0 apps running in dev and local machine using wlsdev. WebLogic domains were fine since they were up and running and already have an established connection to DB2.
Fix: The PaaS Team identified another application using wlsdev.
Root Cause:Application teams are using wlsdev in their FWK 4.0 applications to connect their applications to DB2 and most likely has an incorrect password to keep locking the id out. The ACF2id, wlsdev, is only supposed to be used within Fwk 3.0 applications. FWK 4.0 applications teams are supposed to create their own acf2id to connect to DB2. It appears the process is not get followed. I had the Dev Team send out a dev-alert reminding developers as well as mentioning it in the DevOps channel. Also, there will be an update about it in the DevOps Announcement today

* APEX Outage
* Identified that the ACF2id,wlsdev, was locked out.
Impact - Some Fwk 3.0 apps like holdings, portfolio, statements, fast, quotes, etc in Development were not working because a few WebLogic domains (application2Svc,quotesWeb,fastWeb,branchSvcWeb) were in a failed state and couldn't start up. It was failing to start because the businessDataSrc couldn't connect to DB2. The businessDataSrc uses the id wlsdev to connect to DB2 and with wlsdev locked out the domain would not start. FWK 4.0 apps running in dev and local machine using wlsdev.
Colleen worked with User Access to get the id unlocked while the Web Platform team started up the WebLogic domains. However, this took multiple times as the id still got locked. When all the WebLogic domains finally started that was around 10:29am. The developers were reporting things were fixed, but the id still kept getting locked out.
Fix: There was a Zoom bridge with the Dev team, Web Platform, Platform As a Service, and a MF person to identify where the Lock was originating from. It was determined that it was coming from a Konvoy server. The Platform As a Service team was then able to determine which application was using wlsdev and shut it down by 12:00pm. Notified the user and told them to stop using wlsdev.

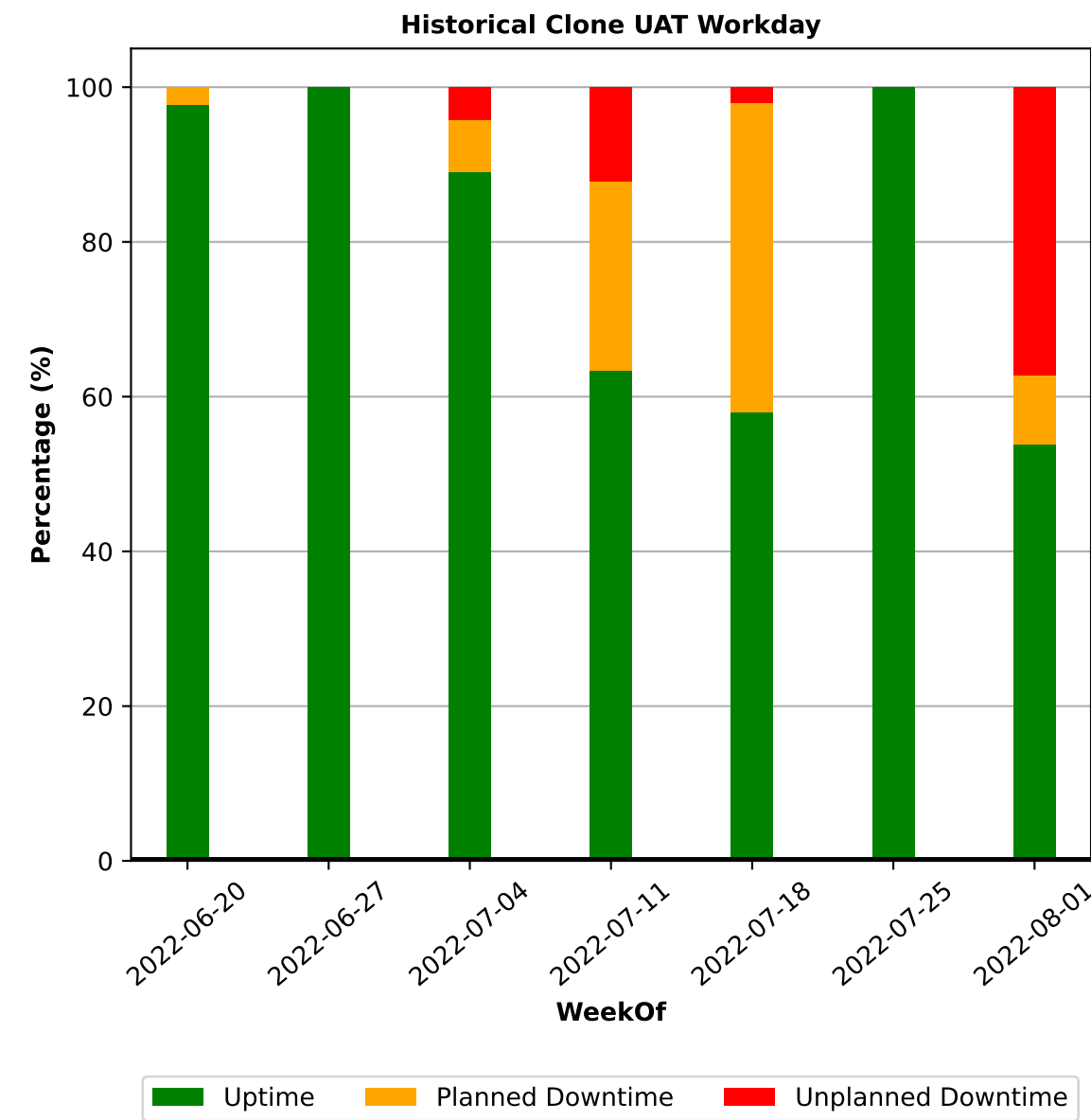
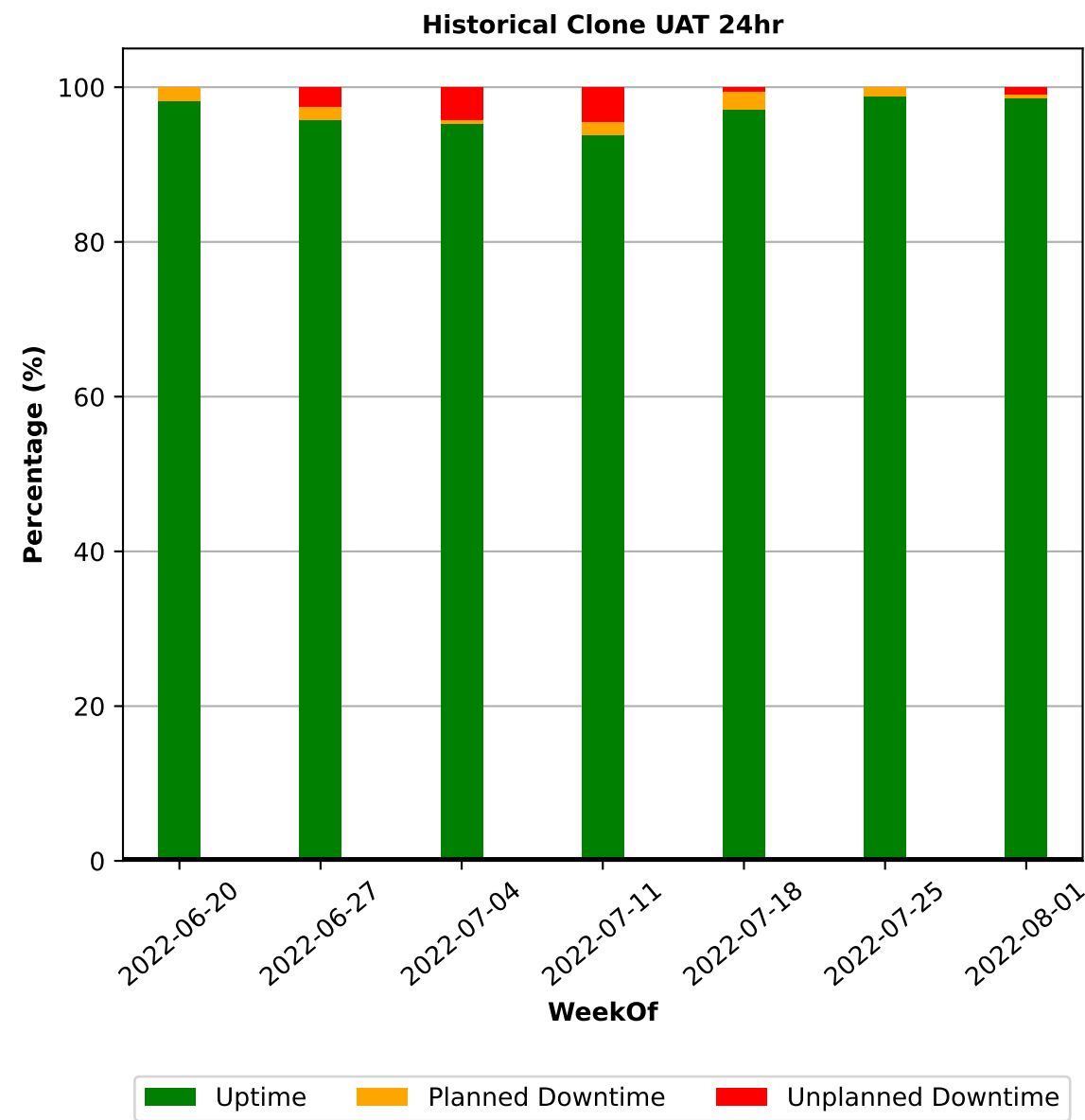
Historical Environment Availability : Clone Pre Prod



Clone Pre Prod Unplanned Downtime

- 2022 – 06 – 27 :**
* firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages. Impact: Anyone trying to use powerbroker or login with privilege's to a Linux/windows servers
- 2022 – 07 – 04 :**
* finHRWeb-phx domain is down, no resolution yet
- 2022 – 07 – 18 :**
* APEX Outage
- 2022 – 08 – 01 :**
* Weblogic domain bounce of application2svc. Director approval provided by Blake Moyer

Historical Environment Availability : Clone UAT



Clone UAT Unplanned Downtime

2022 – 06 – 27 :
* firewall upgrade change was blocking the ability for multifactor authentication to reach the cloud vendor to send text messages. Impact: Anyone trying to use powerbroker or login with privilege's to a Linux/windows servers

2022 – 07 – 04 :
* complianceWeb-func domain is down, issues with data source changes
* Oracle client upgrade to 19c on nldgtools-9: Outage to the application while the Oracle 12c client uninstall and then install the Oracle 19c client

2022 – 07 – 11 :
* Connectivity issues to Oracle prod2152 impacting various web domains and applications, Root Cause: DBAs are still researching root cause.

2022 – 07 – 18 :
* APEX Outage

2022 – 08 – 01 :
* Jones link unavailable to do an ASM change that occurred. Root cause: Automatic update to the policy in both clone and prod impacting web pages
* Issue: connection timeouts on ALL calls from My Priorities and Starting Point (running on the DCOS DCX (critical) cluster) to any services running on the DCOS general cluster via the SSL offload farm (e.g., calls to crt-client-teams-rest-ssl, hrm-persons-svc-ssl, iaa-ejauthsvc-ssl, etc.).
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