Dev and Clone Environment Availability (Date Range: 2022-08-06 to 2022-08-12)

Legend: 🟩 Uptime 🟧 Planned Downtime 🟥 Unplanned Downtime

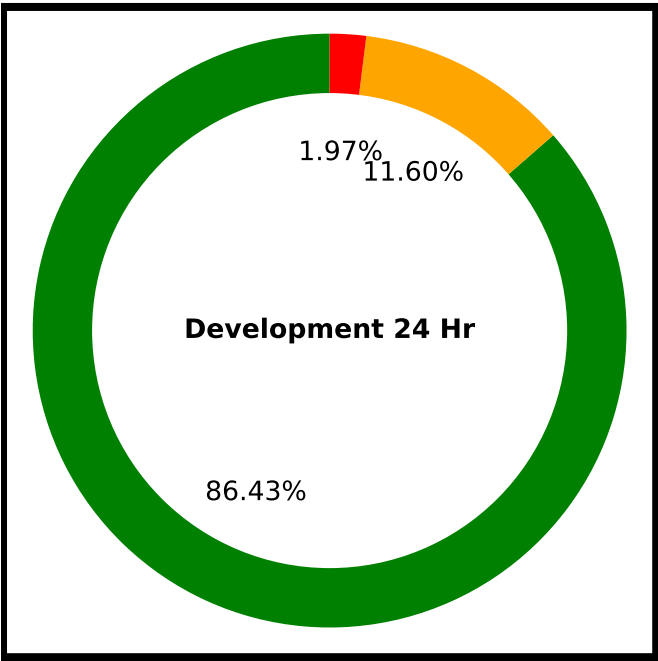**Development Workday**
- 0.74%
- 99.26%

Clone UAT Workday
- 17.78%
- 82.22%

Clone Pre Prod Workday
- 17.78%
- 82.22%

Development 24 Hr
- 1.97%
- 11.60%
- 86.43%

Clone UAT 24 Hr
- 10.69%
- 89.31%

Clone Pre Prod 24 Hr
- 8.32%
- 91.68%
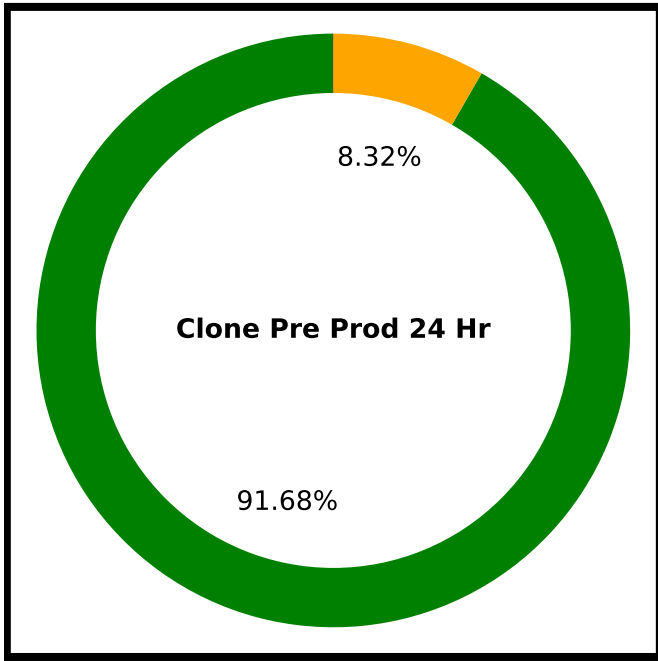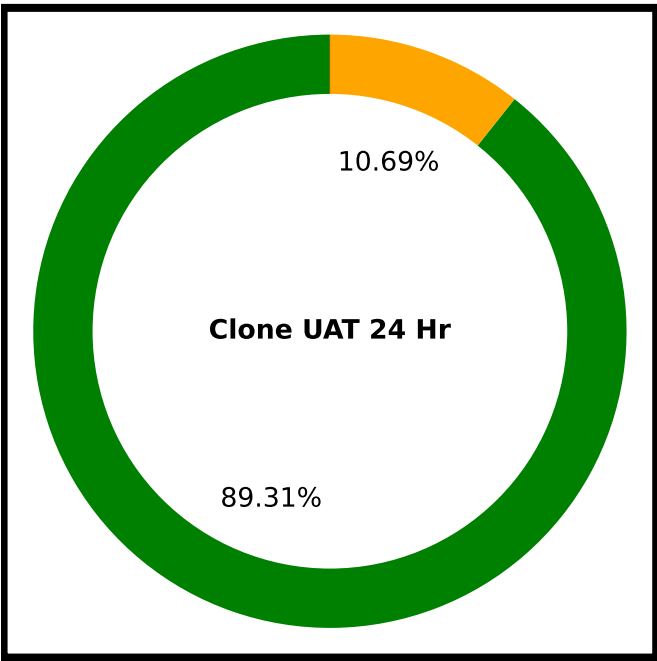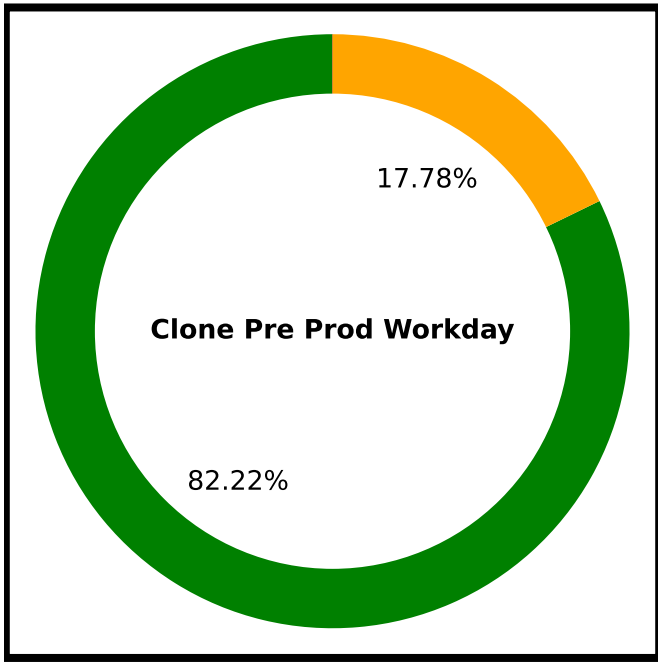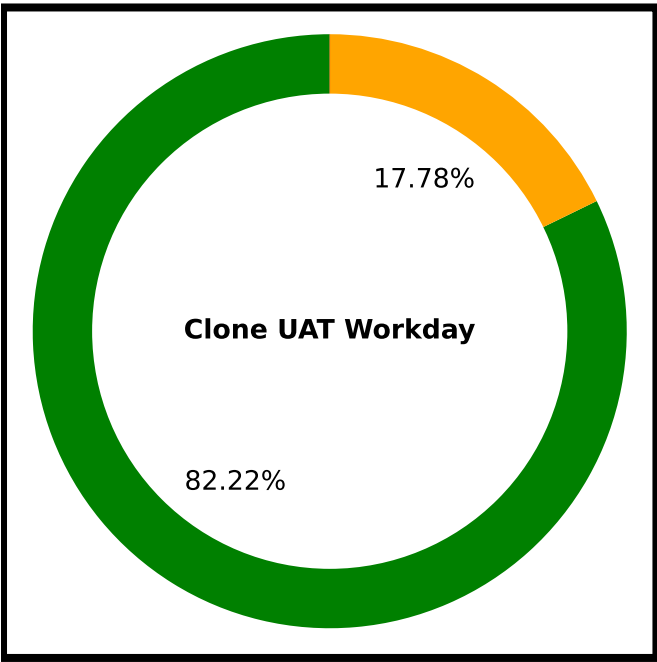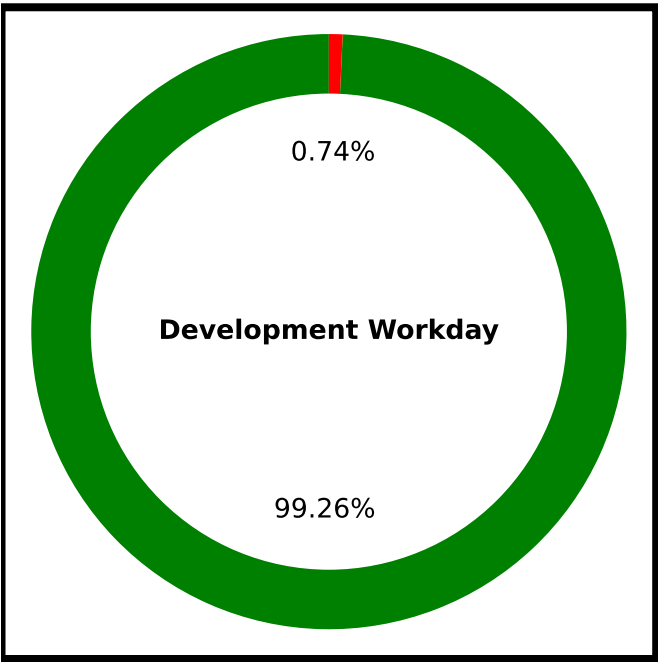
Development Unplanned Downtime
* WAM Outage -web domains are down

Clone UAT Unplanned Downtime

Clone Pre Prod Unplanned Downtime

Development Planned Downtime

* Test
* RHEL7 OS patching for Oracle
Database servers between 8/6 - 8/7
nlddora1-1 & 2

DEVL002	EDW/DSS
DEVL003	Wherescape
DEVL028	

ServiceCenter

DEVL031	CMS
DEVL041	weblogic 8
DEVL042	Asset

Manager

DEVL043	TSA

nlddora1-3 & 4

DEVL029	Autosys
DEVL030	Autosys
DEVL052	ECM
DEVL055	ECM / ECF
DEVL058	OIMAINTG
DEVL060	OIMADM
DEVL142	Acct Access
DEVL070	CFW, JCA,

wam - Tempe

DEVL075	ENT / FAST
DEVL083	OIM
DEVL092	Apex
DEVL093	ETG

nlddora1-5 & 6

DEVL101	Legal Hold

Clone UAT Planned Downtime

* Apply July 2022 Oracle PSU for
WebLogic to UAT CLONE
What: Apply July 2022 Oracle PSU for
WebLogic to UAT CLONE internal
domains. Web platform team will make
sure all the Pre-prod STL weblogic
domains will be up and running after the
change.
Impact: Clone UAT -stl environment will
be unavailable during this window.
Contact: Kiran Chada
* Fix for IDMS data extract and db2 load
jobs
What: IDMS Abandonment Cluster 13
data extract & load for UAT
Impact: These IDMS Abandonment
Cluster 13 IDS Journal related DB2 tables
will be in read-only during the outage:
IDSJRNL-31415
JRNL-QTY
JRNL-POSN-QTY
DIST-CUSIP-NO
JRNL-REVERSAL-FLAG
JRNL-TYPE-CD
DIST-METHOD-CD
CUST-BACKUP-WITHHOLD-CD
CUST-W8-CD
ACCTPRB-31409
PAYABLE-DA
These two related tables will also
experience an outage while the data

Clone Pre Prod Planned Downtime

* Fix being installed to CA7 on Pre Prod
and Q9
What: Fix being installed to CA7 on Pre
Prod and Q9
Impact: CA-7 batch will be put on hold
while fix is installed. No new batch
allowed to run until CA-7 is back up
Contact: Fred Swift
* apply 220206 OS patch for all the
Oracle database servers
Oracle DBA team would like to apply the
latest PS patch for some of the Oracle
database servers in clone between 8/13
– 8/14.
 What: RHEL patching for Oracle
Database Servers Cluster 1,2,
 Please have your applications shut down
by 7pm Friday 8/12 .
Impact: The following Server/Databases
will be down.
Clone Cluster 1:
nlpdora1-1 &2

MGMT025	OEM 13c
MGMT081	OEM
PROD027	PPM/Jira
PROD051	ECT

nlpdora1-3:

PROD147	OIC

nlpdora1-4:

PROD066	WAV

Clone Cluster 2:

Historical Environment Availability : Development

Historical Development 24hr

Historical Development Workday

Legend: Uptime, Planned Downtime, Unplanned Downtime
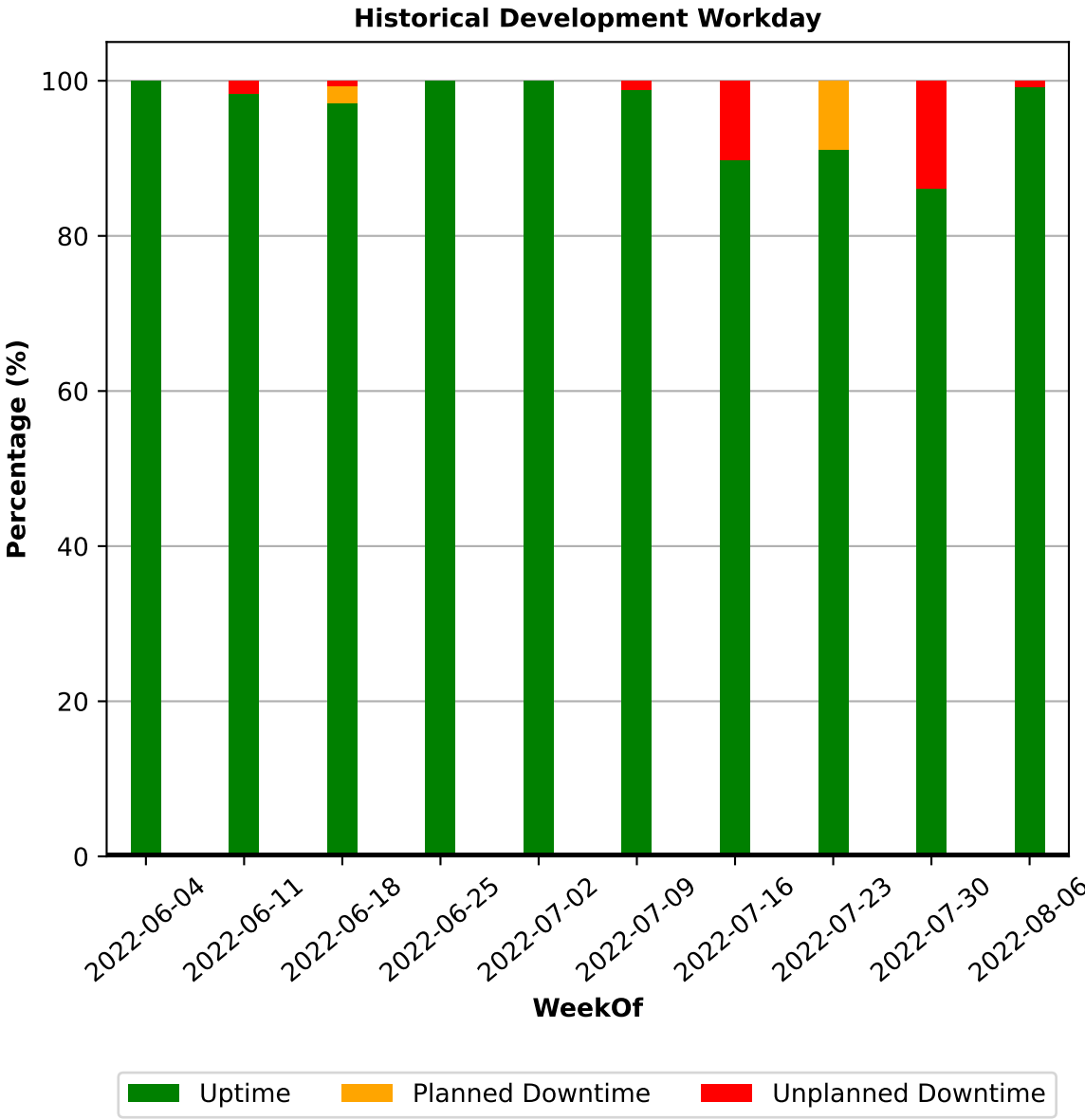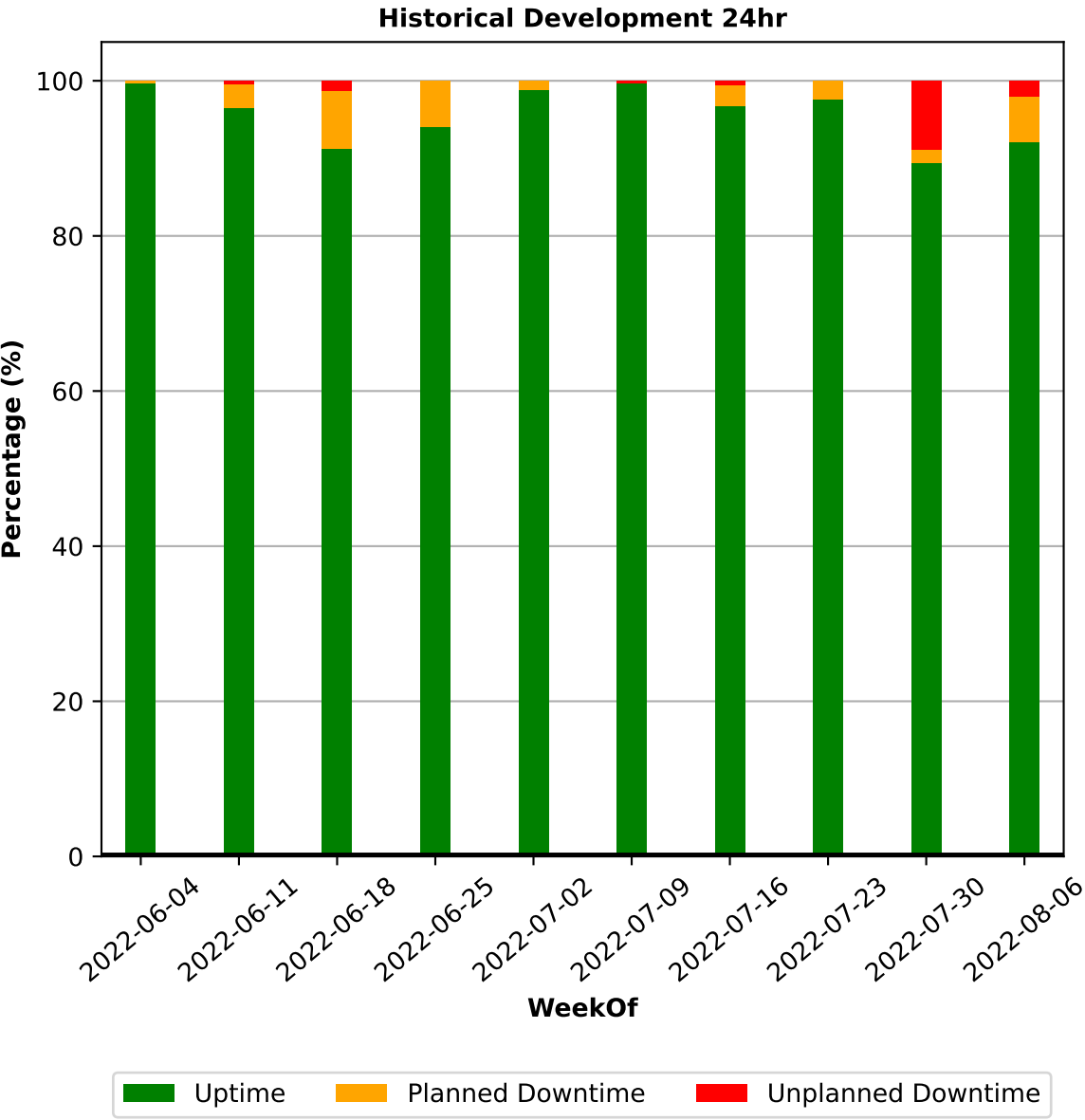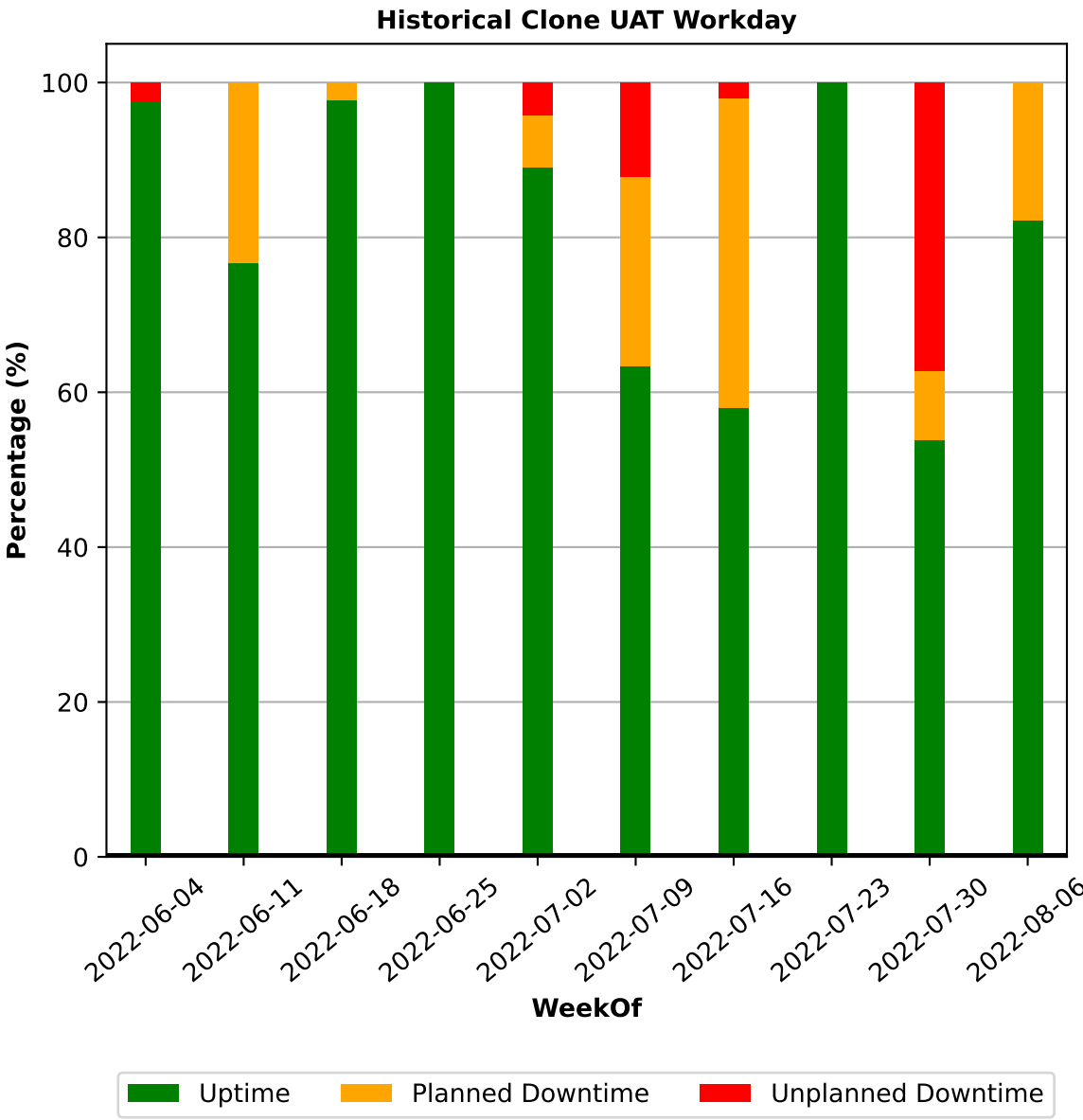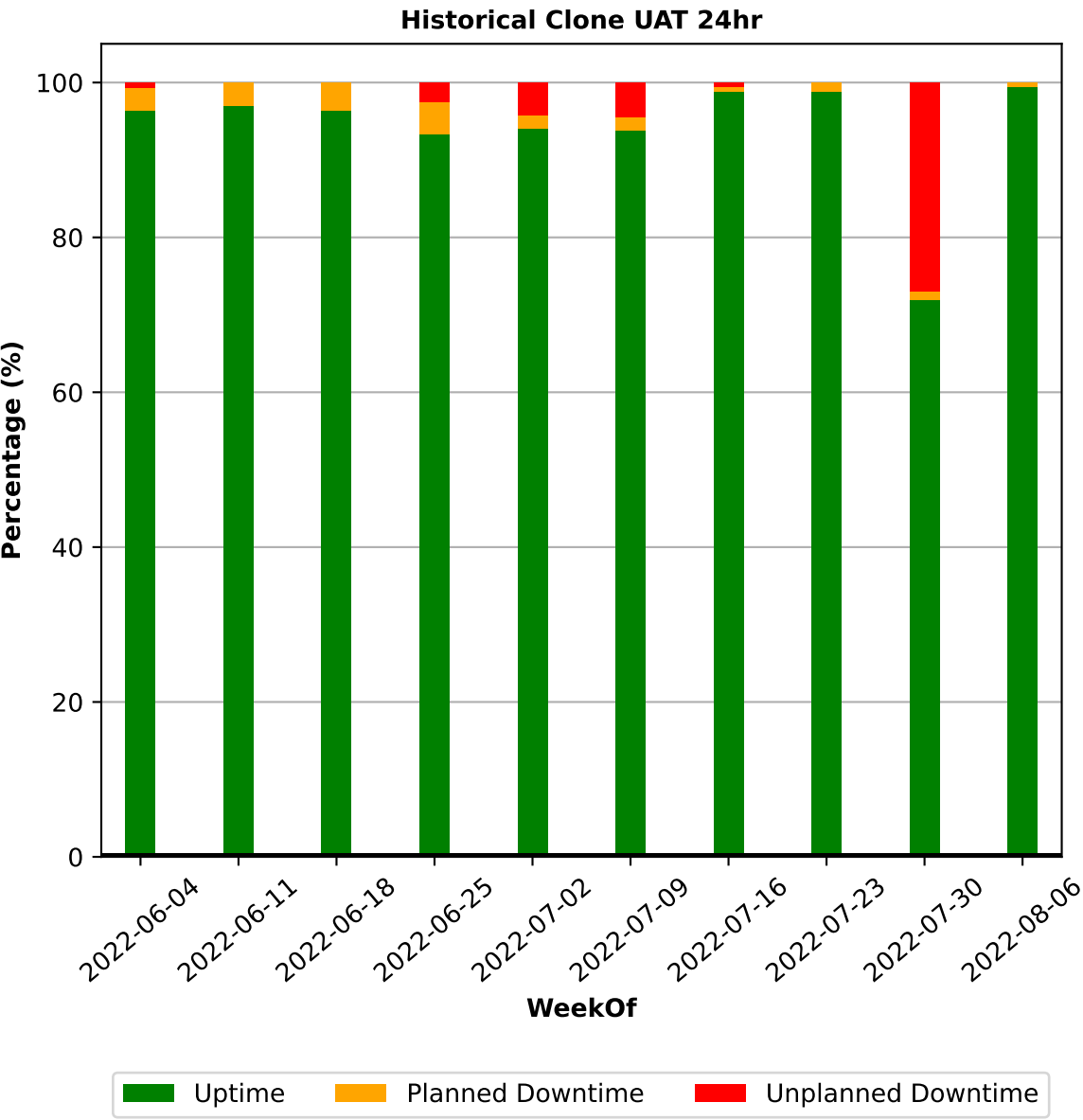
Development Unplanned Downtime

2022 − 06 − 11 :
* Multiple Development CICS regions at end of memory, root cause was imperva security
2022 − 06 − 18 :
* Dev Paas Server - docker issue on paas-7
2022 − 07 − 09 :
* Unable to access the Dev Firecall from last 10 min. PFA
2022 − 07 − 16 :
* 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.
* 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
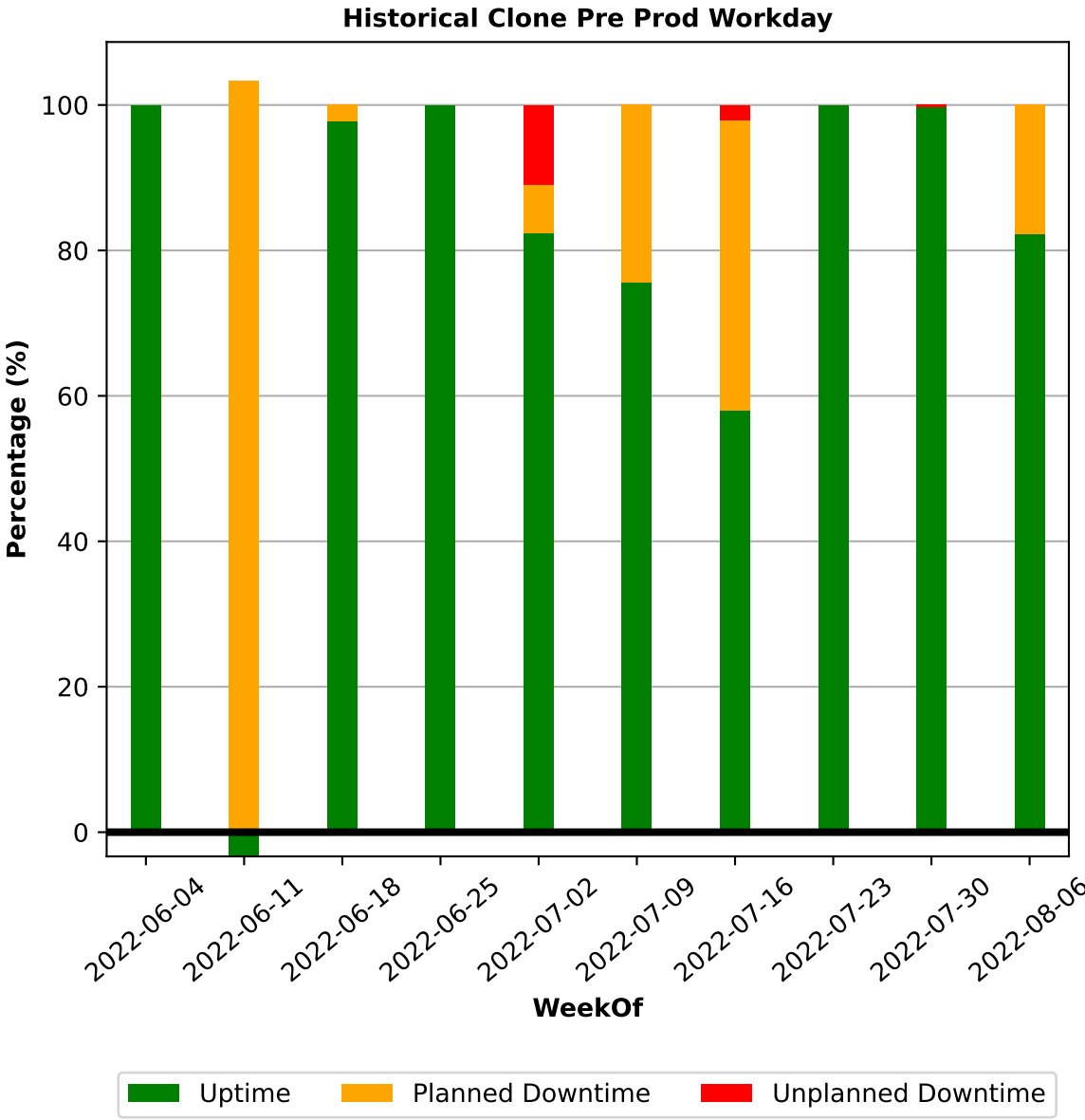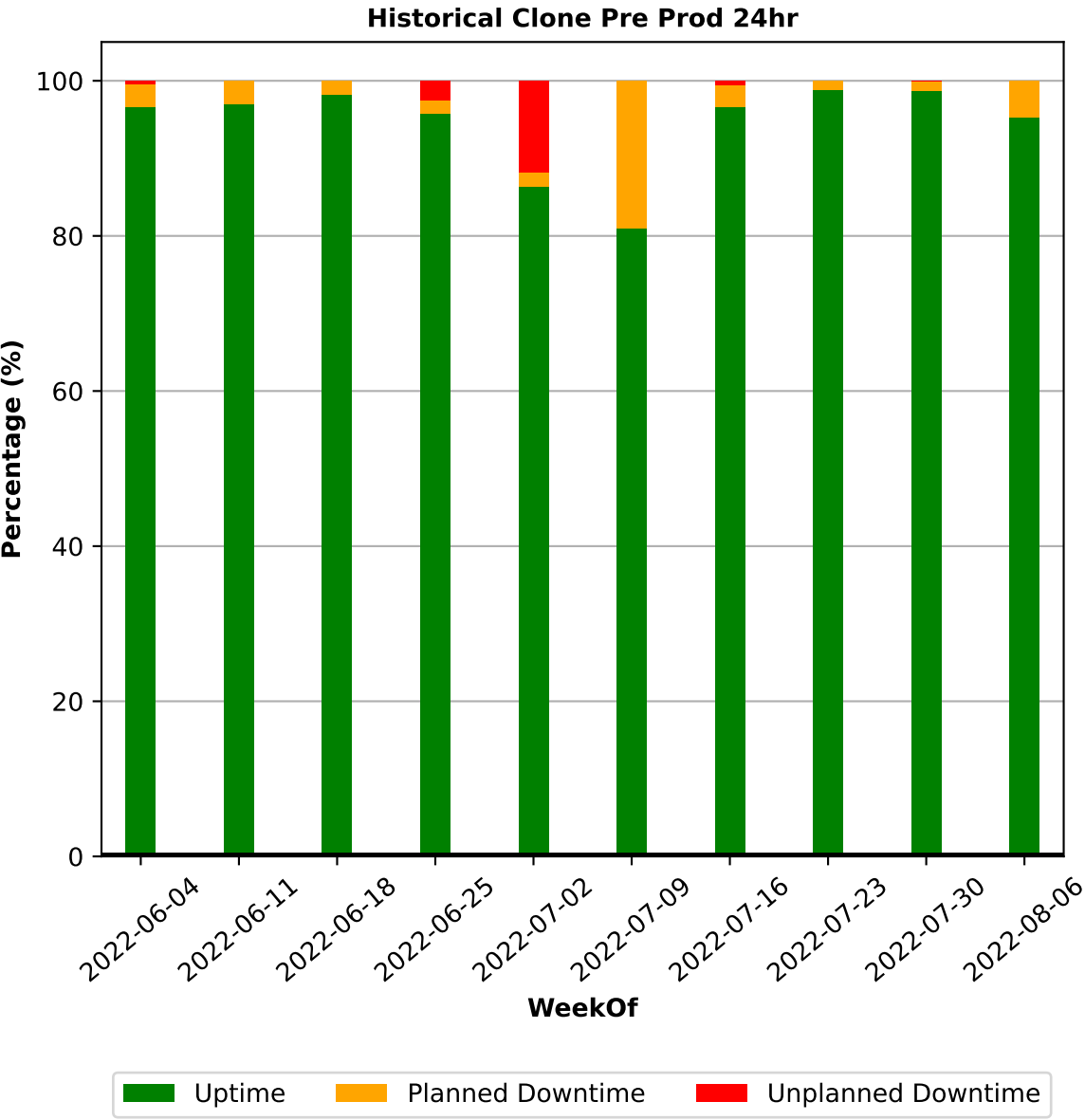
Historical Environment Availability : Clone UAT

Historical Clone UAT 24hr

Historical Clone UAT Workday

Legend: Uptime (green) | Planned Downtime (orange) | Unplanned Downtime (red)

WeekOf: 2022-06-04, 2022-06-11, 2022-06-18, 2022-06-25, 2022-07-02, 2022-07-09, 2022-07-16, 2022-07-23, 2022-07-30, 2022-08-06

Clone UAT Unplanned Downtime

2022 − 06 − 04 :
* Holdings Unavailable, app code issue

2022 − 06 − 25 :
* 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 − 02 :
* 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 − 09 :
* Connectivity issues to Oracle prod2152 impacting various web domains and applications, Root Cause: DBAs are still researching root cause.

2022 − 07 − 16 :
* APEX Outage

2022 − 07 − 30 :
* 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.
* 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

Historical Environment Availability : Clone Pre Prod

Historical Clone Pre Prod 24hr

Historical Clone Pre Prod Workday

Legend: Uptime (green), Planned Downtime (orange), Unplanned Downtime (red)

Clone Pre Prod Unplanned Downtime

2022 − 06 − 04 :
* when trying to access FA Performance Summary, an error is being returned "No FA record Found

2022 − 06 − 25 :
* 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 − 02 :
* finHRWeb-phx domain is down, no resolution yet

2022 − 07 − 16 :
* APEX Outage

2022 − 07 − 30 :
* Weblogic domain bounce of application2svc. Director approval provided by Blake Moyer