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

Legend: ■ Uptime ■ Planned Downtime ■ Unplanned Downtime

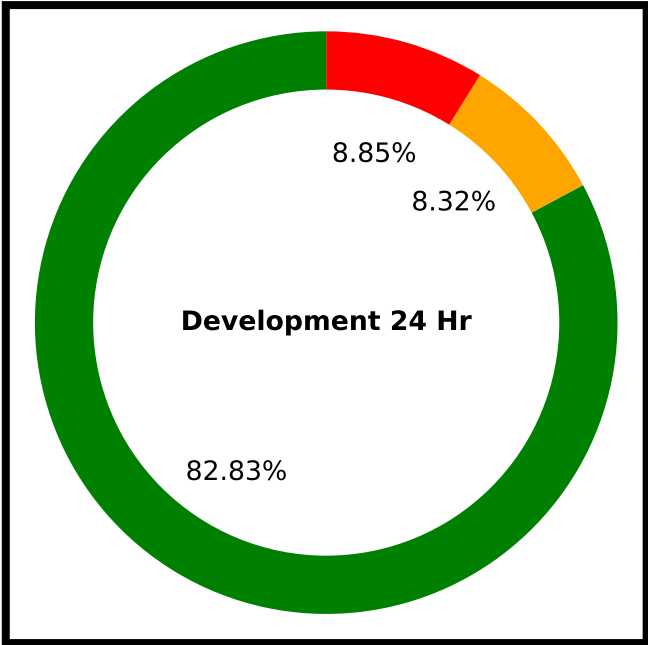## Development Workday
- 13.93%
- 86.07%

Clone Pre Prod Workday
- 0.33%
- 99.67%

Clone UAT Workday
- 37.26%
- 53.85%
- 8.89%

Development 24 Hr
- 8.85%
- 8.32%
- 82.83%

Clone Pre Prod 24 Hr
- 0.09%
- 7.13%
- 92.78%

Clone UAT 24 Hr
- 27.82%
- 64.45%
- 7.73%
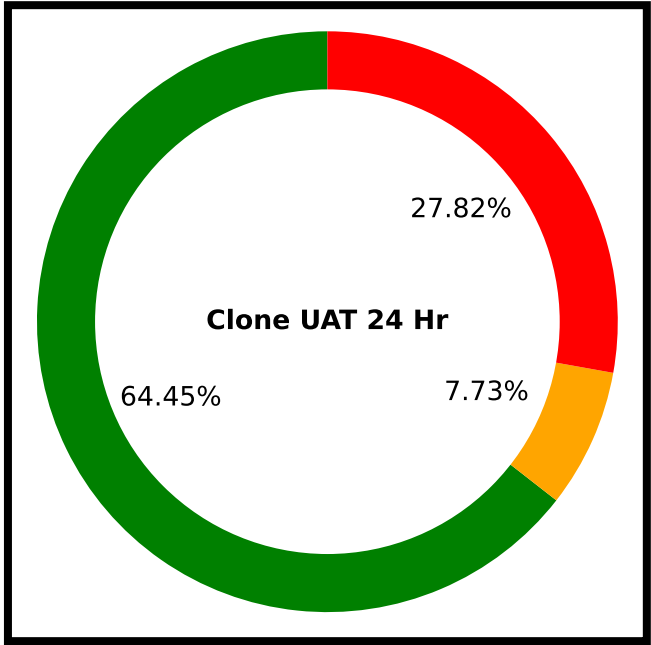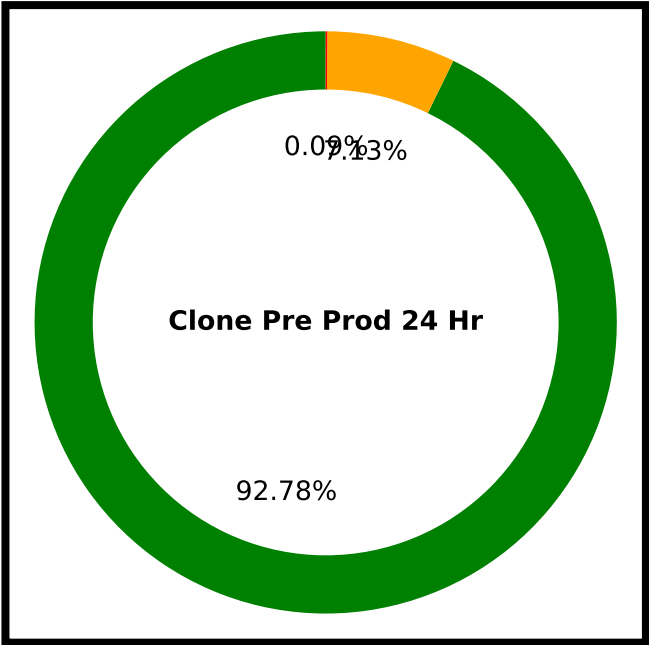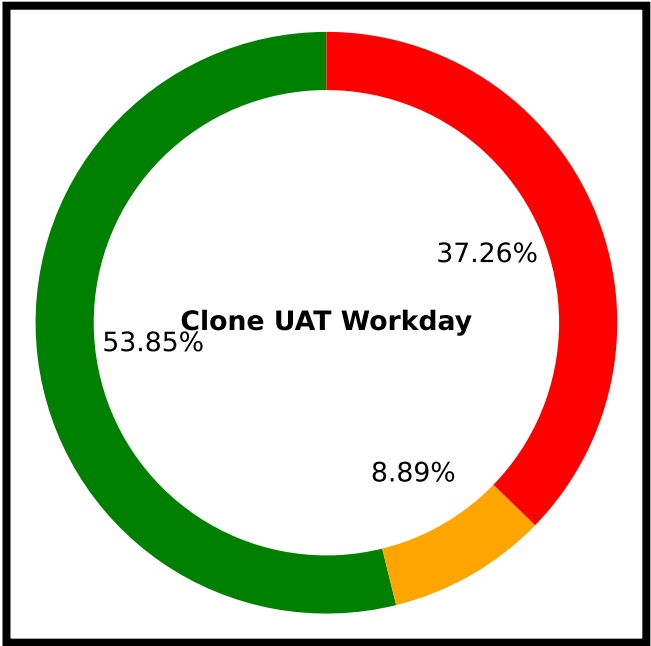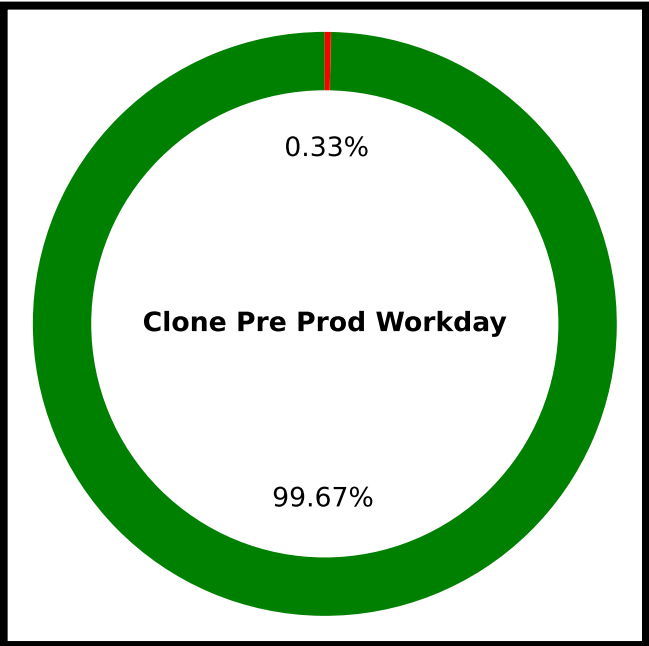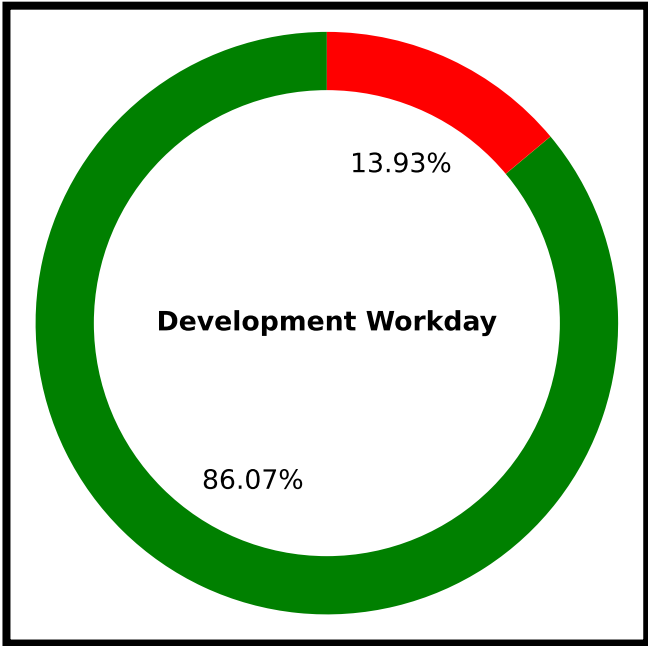
Development Unplanned Downtime
* Issue: connection timeouts on ALL calls from My Priorities and Starting Point (running on the DCOS DCX (critical) cluster) to any services running on the DCOS general cluster via the SSL offload farm (e.g., calls to crt-client-teams-rest-ssl, hrm-persons-svc-ssl, iaa-ejauthsvc-ssl, 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
* Mainframe Outage - DXC IPL of EDJA system catalog reorg
What: CA-7 batch will be on hold and EDJA will be shutdown and IPL'ed. This is for a Reorg catalog named SYS5DCAT.URUN.VSA0C01 to relieve capacity issue
Impact: EDJA will be unavailable on 08/03 from 9:00PM until 02:00AM on 08/04. Batch will be held. (Any scheduled promotions in this time frame will be delayed until after we come back up)
Contact: Mike Buechlein
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Contact: Mike Buechlein
* 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

Clone Pre Prod Unplanned Downtime
* Weblogic domain bounce of application2svc. Director approval provided by Blake Moyer

Clone Pre Prod Planned Downtime
* Oracle 19c upgrade on nlpgtools-11/12/10p
Removing Oracle 12c and 18c and upgrading to 19c. Details coming in workflow
What: Upgrade Oracle client to 19c 64bit on the following Linux servers below in clone:
tlpgtools-9
tlpgtools-10
tlpgtools-11
nlpgtools-11
nlpgtools-12
nlpgtools-11p
nlpgtools-12p
tlpgtools-12
Impact: Outage to the application during Oracle 19c client upgrade (1-2 hours)
Both Oracle 12c 32bit & 64bit and 18c 32bit & 64bit client will be removed and then point to 19c 64bit.
  --64bit:

ejvoracli12r7x-12.1.0-7.el7.x86_64

ejvoracli12r7x-12.2.0-3.el7.x86_64

ejvoracli18r7x-18.3.0-7.el7.x86_64
-- 32bit:

ejvoracli18r7i-18.3.0-5.el7.i686.rpm

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.
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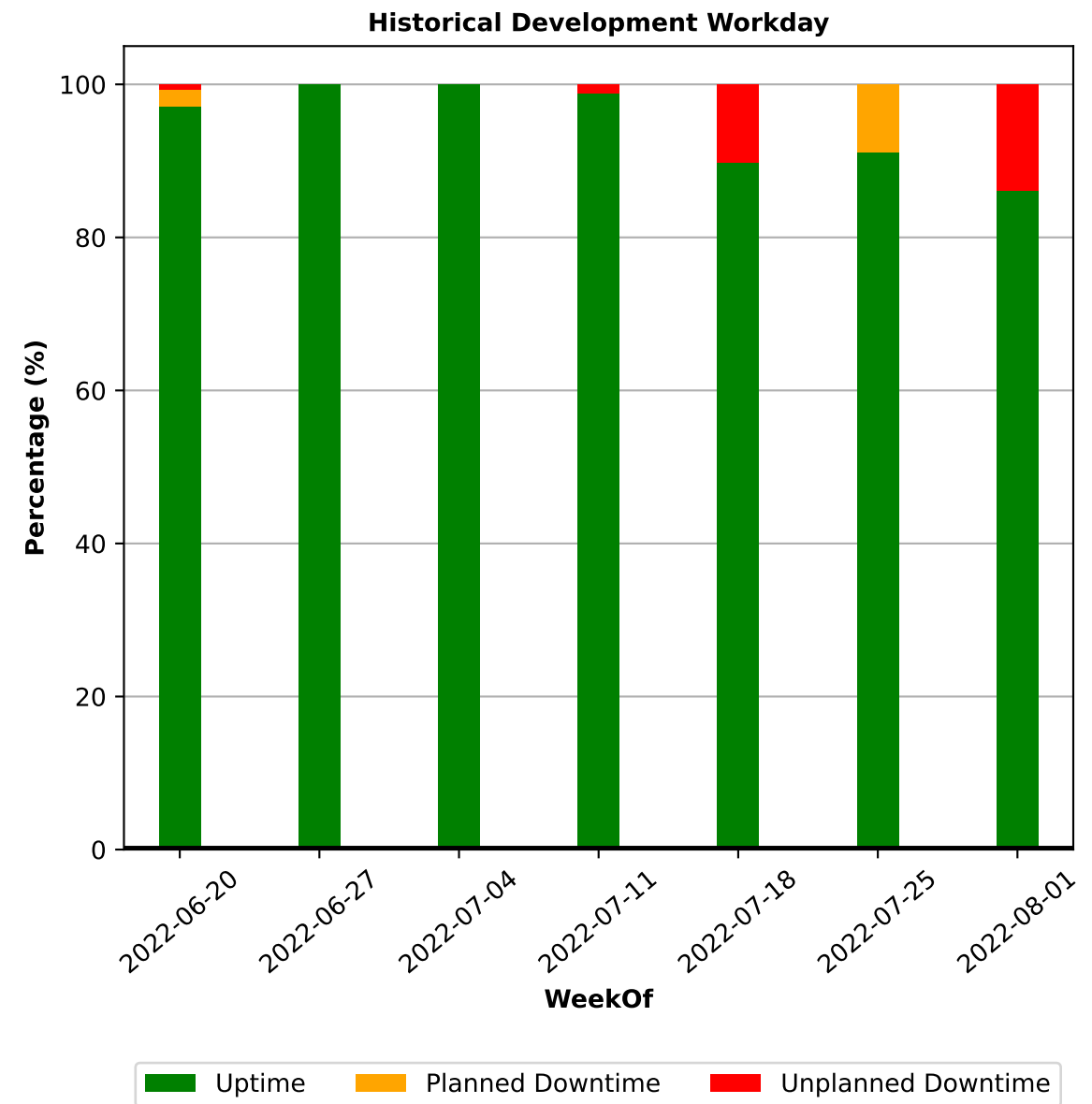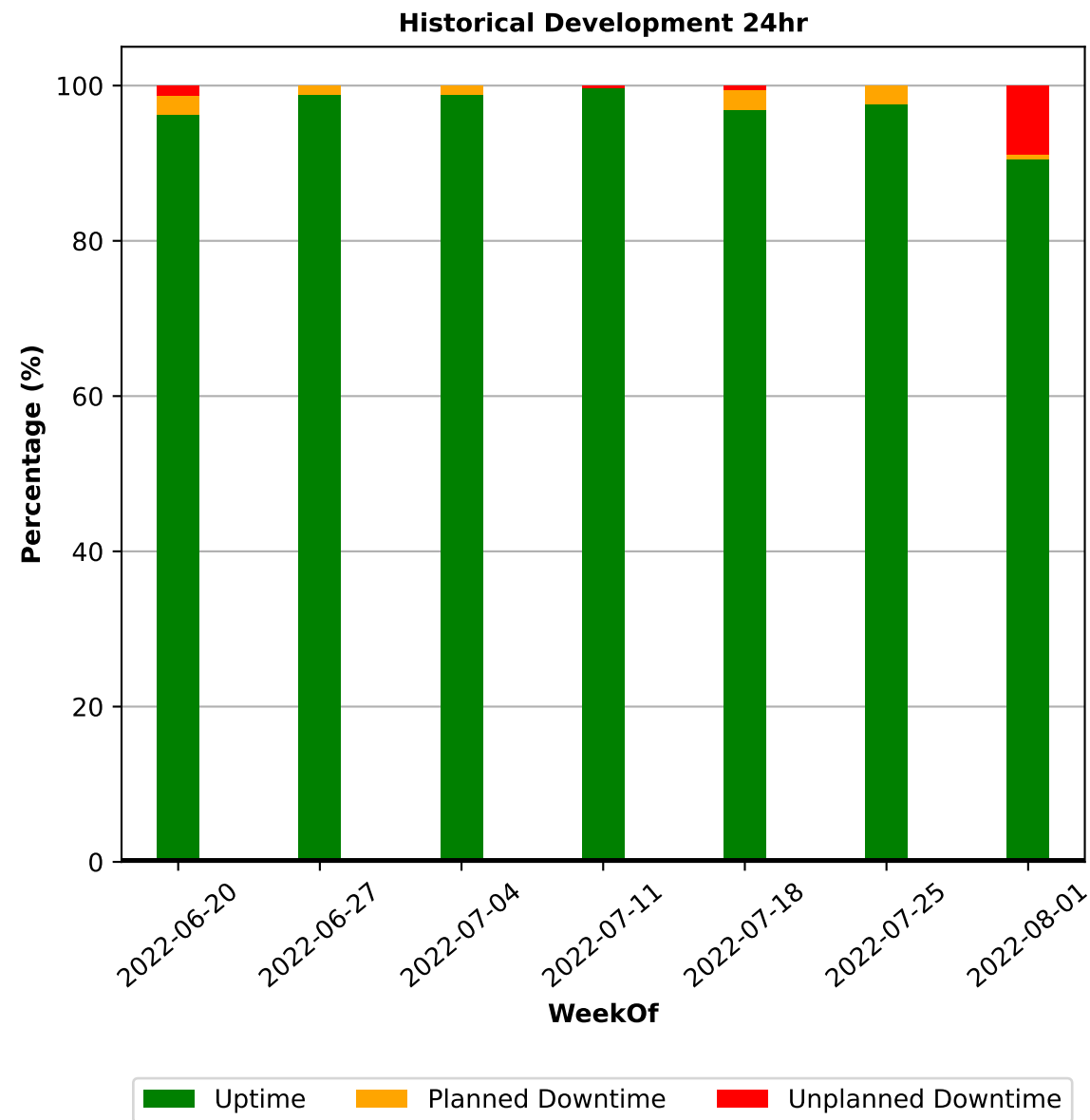 --64bit:

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ejvoracli12r7x-12.2.0-3.el7.x86_64

ejvoracli18r7x-18.3.0-7.el7.x86_64
-- 32bit:

ejvoracli18r7i-18.3.0-5.el7.i686.rpm

Historical Environment Availability : Development

Historical Development 24hr

Historical Development Workday

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

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.
* 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.
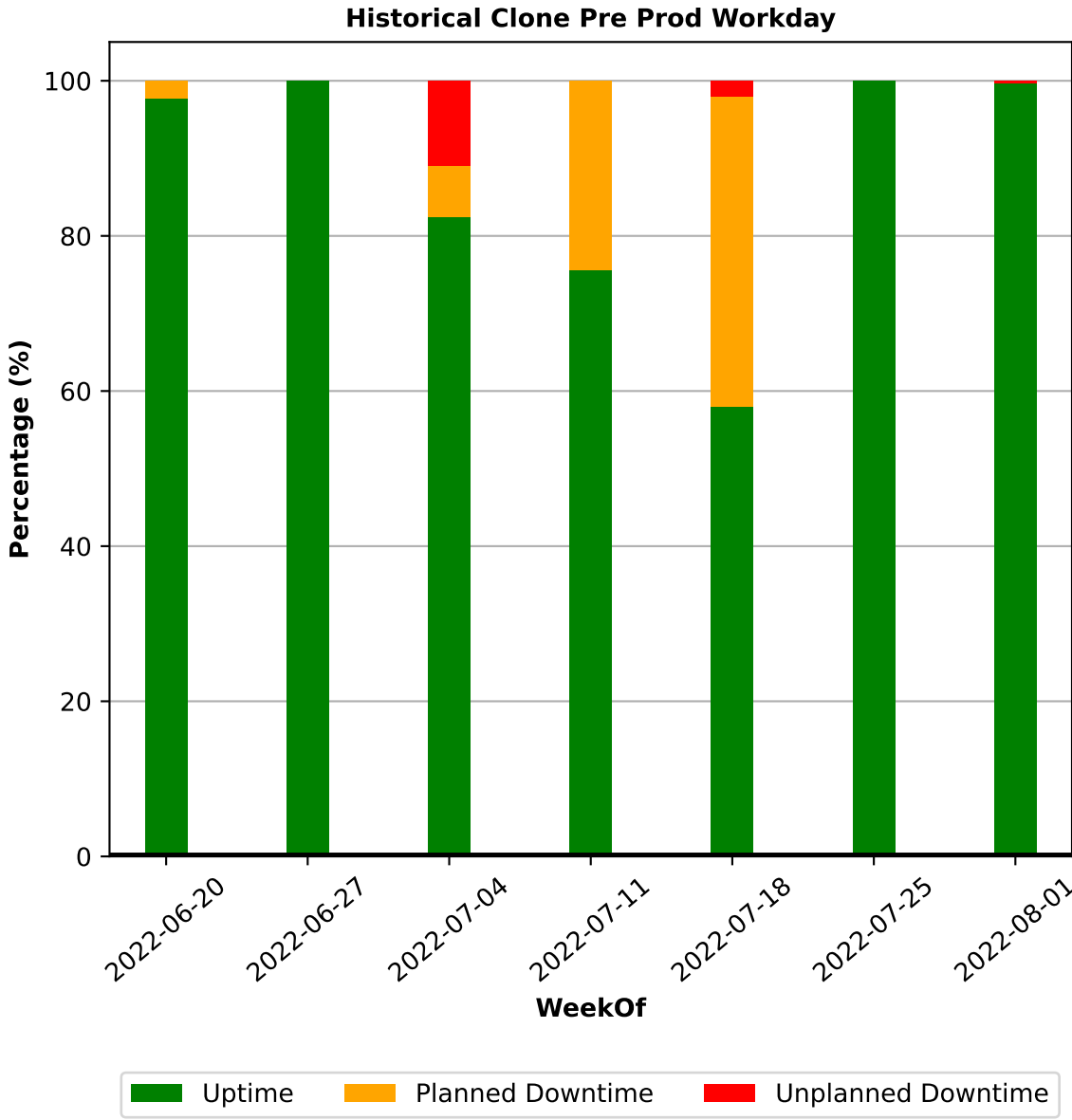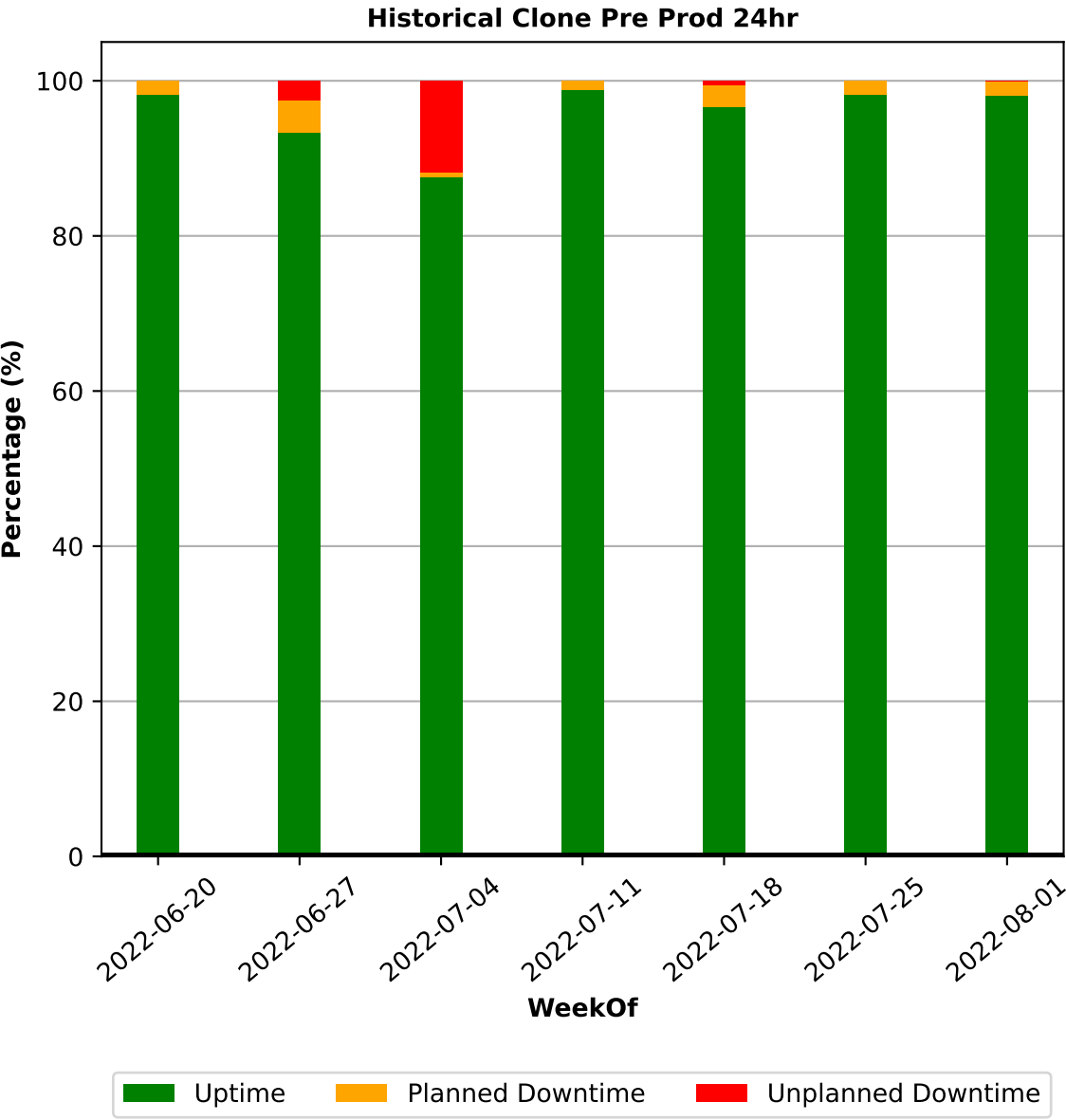* Developer via Outages channel reported wlsdev can't connect.
Impact - Appeared to affect FWK 4.0 apps running in dev and local machine using wlsdev. WebLogic domains were fine since they were up and running and already have an established connection to DB2.
Fix: The PaaS Team identified another application 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.

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 − 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
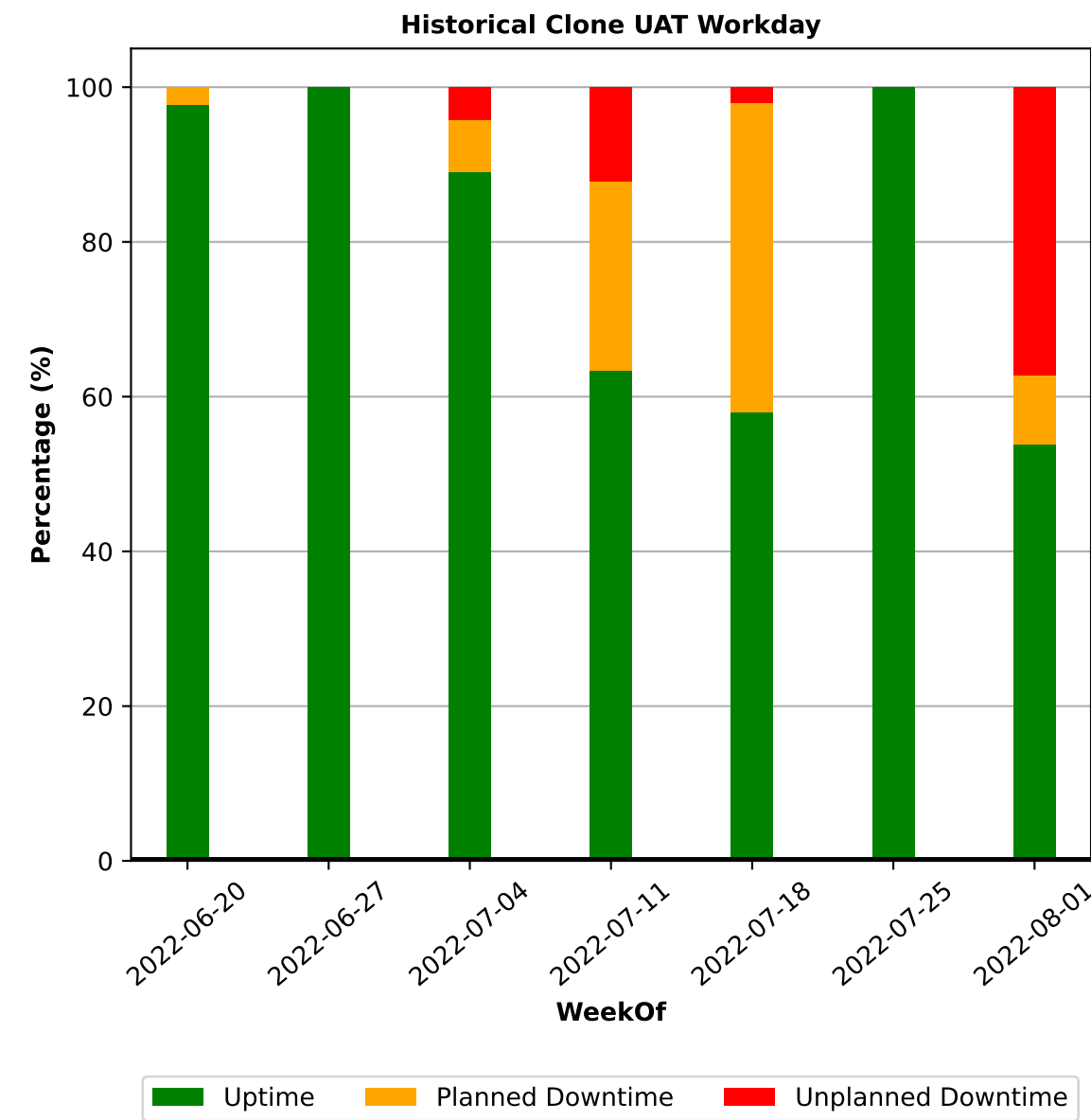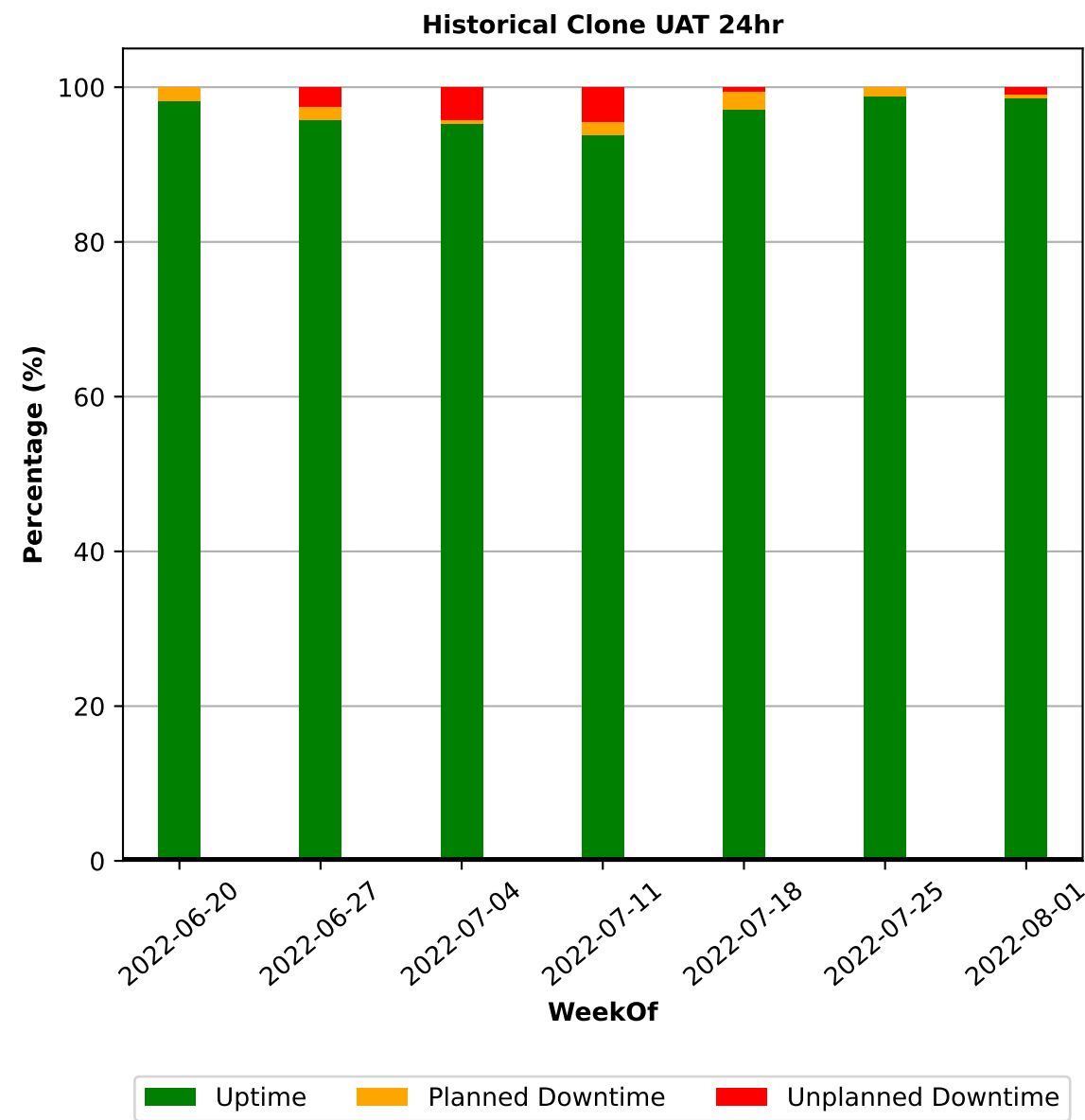
Historical Clone UAT 24hr / **Historical Clone UAT Workday**

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
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