



TIBCO Standard Report	
Product Version	2.9.1
Contact Email	bram.rekers@nl.abnamro.com
Product Name	TIBCO BusinessWorks Container Edition
Customer/Requestor Name	Bram Rekers
Case Number	2468513
Case Record Type	TIBCO Standard
Case Origin	Customer Portal
Enduser Account Name	ABN Amro Bank N.V.
Primary Queue	ePaaS
Case Owner	Sarthak Singhal
Status	CSG/Closed
Severity	3 - Medium
Max attained severity	3 - Medium
Customer Status	Closed
Date/Time Created	12-03-2024 01:36:36
Date/Time Closed	12-24-2024 01:27:49
Last updated	12-24-2024 01:27:49
Date Assigned	12-12-2024 00:57:14
Subject	Application staying in impaired state while deploying to Azure DEV environment within Kubernetes Pod
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Subject and Description	
Subject	Application staying in impaired state while deploying to Azure DEV environment within Kubernetes Pod

Description

Hi,

We've been trying to deploy an application to Azure DEV for quite a while now, but unfortunately it is staying within impaired state while trying to deploy.

During the deployment sometimes a null pointer exception occurs without any detail attached to it what fails or where. See screenshots below.

12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.888 INFO [BusinessWorks-AppNode:ShutdownWork] com.tibco.thor.frwk - shutting down Application [com.abnamro.bwce.app.retrieveproductdetails.application@0]
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.168 INFO [ppg44838279-116] com.tibco.thor.frwk.Application - TIBCO-THOR-FRWK-300007: Stopping BW Application [com.abnamro.bwce.app.retrieveproductdetails.application@0]
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.168 INFO [ppg44838279-116] com.tibco.thor.frwk.Deployer - Posting Deployer Application State Change Event: Stopping [com.abnamro.bwce.app.retrieveproductdetails.application@0.321509073137378]
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.169 INFO [EventAdminThread #2] com.tibco.thor.frwk.Application - TIBCO-THOR-FRWK-300020: BW Application [com.abnamro.bwce.app.retrieveproductdetails.application@0] is stopping
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.171 INFO [ppg44838279-116] com.tibco.thor.frwk.Application - TIBCO-THOR-FRWK-200202: Graceful stop of Application [com.abnamro.bwce.app.retrieveproductdetails.application@0] completed, now stopping bundle.
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.174 DEBUG [ppg44838279-116] com.tibco.thor.frwk.Deployer - modifiedBundle [com.abnamro.bwce.app.retrieveproductdetails.application_0.0.19 (453) STOPPING]
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.175 DEBUG [ppg44838279-116] com.tibco.thor.frwk.Deployer - Posting Deployer Application State Change Event: Unresolved null null 5215090740234536
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.180 INFO [ppg44838279-116] com.tibco.thor.frwk.Deployer - modifiedBundle [com.abnamro.bwce.app.retrieveproductdetails.application_0.0.19 (453) STOPPED]
12/2/2024, 3:45:43 PM Timestamp: 1	Pod	Container ID	2024-12-02T14:45:43.181 DEBUG [loto44838279-116] com.tibco.thor.frwk.Deployer - Postino Develoer Application State Change Log content
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	2024-12-02T14:45:43.181 DEBUG [ppg44838279-116] com.tibco.thor.frwk.Deployer - Posting Deployer Application State Change Event: Stopped [com.abnamro.bwce.app.retrieveproductdetails.application_0.0.3215090745318166]
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	SESSION 2024-12-02 14:45:43.181 -----2024-12-02T14:45:43.181 INFO [EventAdminThread #24] com.tibco.thor.frwk.Application - TIBCO-THOR-FRWK-300008: Stopped BW Application [com.abnamro.bwce.app.retrieveproductdetails.application@0]
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	-----
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	cdlipse.buildid=unknown
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	java.version=11.0.25
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	java.vendor=Eclipse Adoptium
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	Bootloader constants: OS=linux, ARCH=x86_64, WS=gtk, NL=en_US
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	ENTRY com.tibco.bw.thor.runtime.4.0 2024-12-02 14:45:45.331
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	MESSAGE FrameworkEvent ERROR
Timestamp: 1	Pod	Container ID	Log content
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	ENTRY com.tibco.bw.thor.runtime.4.0 2024-12-02 14:45:45.331
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	MESSAGE FrameworkEvent ERROR
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	ISTACK 0
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	java.lang.NullPointerException
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at com.tibco.bw.thor.runtime.ApplicationHandler.stopBundle(ApplicationHandler.java:1448)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at com.tibco.bw.thor.runtime.ApplicationHandler.onUnresolved(ApplicationHandler.java:283)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at com.tibco.bw.thor.runtime.api.DependencyDescriptor.stop(DependencyDescriptor.java:133)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at com.tibco.bw.thor.runtime.ApplicationHandler.handleBundleEvent(ApplicationHandler.java:2034)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at com.tibco.bw.thor.runtime.Deployer.modifiedBundle(Deployer.java:753)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at com.tibco.bw.thor.runtime.Deployer.modifiedBundle(Deployer.java:1)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at org.osgi.util.tracker.BundleTracker\$Tracked.customizeModified(BundleTracker.java:488)
12/2/2024, 3:45:43 PM	Mon-d-bwce-bwce-app-retriev...	2aba007cd00988b9ca77c88f56bc2e7c9b763d3150d21b1d85df4c63cf91ea	at org.osgi.util.tracker.BundleTracker\$Tracked.customizeModified(BundleTracker.java:488)

The project we are trying to deploy is using shared modules we pull in over maven. Other projects are using the same maven dependencies, but are facing no issues while deploying.

For seeing more detailed logs, we enabled the following log levels which unfortunately didn't help us further to trace the root cause of this issue.

- com.tibco.bw.palette.generalactivities.Log: DEBUG
- com.tibco.thor.frwk: DEBUG
- com.tibco.bw.frwk: DEBUG
- com.tibco.bw.frwk.engine: DEBUG
- com.tibco.bw.binding.rest: DEBUG

We have the application running within 2 pods. Detailed logs can be found in the attachments.

	<p>We would love to hear about your insights how we can possibly resolve this problem.</p> <p>Thanks,</p> <p>Bram Rekers</p> <p>ABN AMRO</p>
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Case Other Info	
Case Reason	Product Related Questions
Case Sub Reason	Product Usage and/or User Assistance
Found Root Cause By	None
Product Area	PA_Designtime
Resolution Summary	Issue solved at client's end.
Display Case To Customer Account	Y
Product Area	PA_Designtime
Case Reason	Product Related Questions
Case Sub Reason	Product Usage and/or User Assistance
Resolution Summary	Issue solved at client's end.
Hardware	Hosted
OS	Not Applicable
Virtualized Platform	Azure
Environment Type	Non-Production
Priority	Normal
Suggested Severity	3 - Medium
Case Assigned Method	Manually assigned
Product Not Found	N
Case Scope	Product Support
Retired Flow	N
Virtualized Platform	Azure
OS	Not Applicable
Hardware	Hosted

Case Activities				
User	Date	Response Type	Status	Description
System User	12-29-2024 01:31:11	System Update	CSG/Closed	Case updated by rules engine

System User	12-29-2024 01:31:11	OUTBOUND	CSG/Closed	<p>We would like to make sure that you are happy with the</p> <p>Case Number: 2468513 Owner: Sarthak Singhal Product: TIBCO BusinessWorks Container Edition</p> <p>If you have 2 minutes to take a very brief survey, we v</p> <p>Please click the link below to take the survey!</p> <p>https://support-staff.tibco.com/survey?request_id=E7u</p>
Sarthak Singhal	12-24-2024 01:27:49	Request Update	CSG/Closed	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Closed
Sarthak Singhal	12-24-2024 01:27:46	Request Update	CSG/Open	<p>Case Modified</p> <p>The value of Case Reason has been changed to Product Related Questions</p> <p>The value of Case Sub Reason has been changed to Product Usage and/or User Assistance</p> <p>The value of Found Root Cause By has been changed to None</p> <p>The value of Product Area has been changed to PA_Designtime</p> <p>The value of Resolution Summary has been changed to Issue solved at client's end.</p>
Sarthak Singhal	12-24-2024 01:26:40	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>Thanks for the update, I will proceed to close this SR.</p> <p>Regards, Sarthak Singhal TIBCO Support.</p>
Sarthak Singhal	12-24-2024 01:26:40	Request Update	CSG/Open	Email outbound triggered

Bram Rekers	12-16- 2024 23:58:45	INBOUND	CSG/Open	<p>Hi Sarthak,</p> <p>We have some good news, the issue has been resolved.</p> <p>What we did is that we remavenized the application itself and also the two newly added shared modules. This solved our problem.</p> <p>Thank you for the inputs from your side.</p> <p>Bram</p> <p>From: TIBCO Support <support@tibco.com> Sent: Tuesday, December 17, 2024 4:49 AM To: Bram Rekers <bram.rekers@nl.abnamro.com> Cc: Sankalp MohanKumar Jajoo <sankalp.mohankumar.jajoo@nl.abnamro.com>; Daniel Comirzan <daniel.comirzan@nl.abnamro.com>; Shajan Mannil Jacob <shajan.jacob@nl.abnamro.com>; Vivek Sukhija <vivek.sukhija@nl.abnamro.com> Subject: {Case#2468513} ##3 - Medium - - Application staying in impaired state while deploying to Azure DEV environment within Kubernetes Pod</p> <p>Hi Bram,</p> <p>Apologies for the delay, Can you please let us know your available times for a call to discuss this issue further.</p> <p>Regards, Sarthak Singhal TIBCO Support.</p>
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				<p>This message has been sent by ABN AMRO Bank N.V., which has its seat at Gustav Mahlerlaan 10 (1082 PP) Amsterdam, the Netherlands, and is registered in the Commercial Register of Amsterdam under number 34334259.</p> <p>Dit bericht is verzonden door ABN AMRO Bank N.V., statutair gevestigd aan de Gustav Mahlerlaan 10 te (1082 PP) Amsterdam, ingeschreven in het Handelsregister Amsterdam onder nummer 34334259.</p>
Bram Rekers	12-16-2024 23:58:45	System Update	CSG/Open	Case Modified.Email inbound triggered
Bram Rekers	12-16-2024 23:58:45	Request Update	CSG/Open	Case Id - 2468513 Modified. Status Changed from CSG/Pending Customer Response to CSG/Open.
Sarthak Singhal	12-16-2024 19:48:48	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response
Sarthak Singhal	12-16-2024 19:48:36	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>Apologies for the delay, Can you please let us know your available times for a call to discuss this issue further.</p> <p>Regards, Sarthak Singhal TIBCO Support.</p>
Sarthak Singhal	12-16-2024 19:48:36	Request Update	CSG/Open	Email outbound triggered
Bram Rekers	12-13-2024 05:27:06	INBOUND	CSG/Open	<p>Hi Hardik,</p> <p>Did you have a chance to check out the provided details in my last message?</p> <p>Thanks,</p> <p>Bram</p>
Sarthak Singhal	12-12-2024 00:57:14	Manual-Assignment	CSG/Open	Case has been Transferred from Hardik Bansal to Sarthak Singhal

Wolken Service account	12-11-2024 08:00:28	Team change	CSG/New	Case owner has been removed. Rule Name : SE Unavailable
Bram Rekers	12-11-2024 00:26:24	INBOUND	CSG/Open	Hi Hardik, We recreate the project as a maven project and this seems to solve the issue with not including the JAR files of the shared modules. Before we just created the project as a 'maven project' by adding pom files which caused us issues. But now doing it via the studio and generating the pom files, it worked. The only problem what we are facing now is that still the shared modules are not starting. I have attached the recent EAR and a screenshot of the logs. Bram Attachments - com.abnamro.bwce.app.retrieveproductdetails.application-0.0.22.ear, Screenshot 2024-12-11 091523.png
Hardik Bansal	12-10-2024 03:49:56	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response
Hardik Bansal	12-10-2024 03:49:38	OUTBOUND	CSG/Open	Hi Bram, Could you please try creating the EAR manually in your local environment using the same command from the pipeline? Kindly share the results with us, specifically whether the manually created EAR includes the shared modules/JARs Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/
Hardik Bansal	12-10-2024 03:49:38	Request Update	CSG/Open	Email outbound triggered

SANKALP JAJOO	12-10-2024 01:39:19	INBOUND	CSG/Open	<p>Dear Hardik,</p> <p>Thanks for your reponse.</p> <p>Yes, we are aware that with problematic application the shared modules/JAR files are not getting included we tried the extract before sharing it with Tibco.</p> <p>However, just to let you know we are using the same process to generate any of the BWCE artifact for which we use maven build block maintained by seperate team.</p> <p>So , the ear 'com.abnamro.bwce.app.retrieveclientdetails.application-0.0.5.ear' which includes the related shared modules/jar files is also generated by the same maven build block.</p> <p>The issue is observed only in this retrieveproductdetails application , whereas other multiple application which also has related shared modules in it are getting deployed successfully.</p> <p>Do you have any other advice for us to narrow down the issue ?</p> <p>Meantime , we will again re-verify our configuration's and pom xml's for the problematic application.</p> <p>Regards, Sankalp and Bram</p>
Hardik Bansal	12-09-2024 07:15:37	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response
Hardik Bansal	12-09-2024 07:15:21	Request Update	CSG/Open	Email outbound triggered Attachments - Screenshot.png

Hardik Bansal	12-09-2024 07:15:21	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>Upon comparing the EAR files, we found that the EAR file 'com.abnamro.bwce.app.retrieveclientdetails.application-0.0.5.ear' includes the shared modules/JAR files, whereas the problematic EAR file 'com.abnamro.bwce.app.retrieveproductdetails.application-0.0.19.ear' does not contain any shared modules/JARs.</p> <p>As a result, this discrepancy is causing the impaired status for the problematic application.</p> <p>We suggest sharing the steps used to create the EAR for the problematic application. If it's not possible to provide the steps, we recommend comparing the EAR creation processes for both applications to identify any differences.</p> <p>We are also attaching a screenshot(Screenshot.png) for your reference.</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p> <p>Attachments - Screenshot.png</p>
Bram Rekers	12-09-2024 06:40:34	INBOUND	CSG/Open	<p>Hi,</p> <p>We have provided the EAR of a working application in the attachments. Please let us know if you find anything.</p>
Bram Rekers	12-09-2024 04:04:37	INBOUND	CSG/Open	<p>Attachment has been uploaded by Bram Rekers Attachments - com.abnamro.bwce.app.retrieveclientdetails.application-0.0.5.ear</p>
Hardik Bansal	12-09-2024 04:00:05	Request Update	CSG/Pending Customer Response	<p>Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response</p>
Hardik Bansal	12-09-2024 03:59:49	Request Update	CSG/Open	<p>Email outbound triggered</p>

Hardik Bansal	12-09-2024 03:59:49	OUTBOUND	CSG/Operation	<p>Hi Bram,</p> <p>Could you please share the steps or commands you used to create the EAR file? Additionally, would it be possible for you to provide an EAR file from a working project so I can compare it with the one causing the issue?</p> <p>Feel free to ask if you have any other queries.</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>
Bram Rekers	12-09-2024 01:41:56	INBOUND	CSG/Operation	<p>Hi,</p> <p>We are using the maven build to create ears. For other projects it is loading the JARs of the shared modules we are using, but for this project it is not. While developing we don't see any issues, neither in the pipeline.</p>

System User	12-07-2024 02:05:22	OUTBOUND	CSG/Pending Customer Response	<p>Hello Bram Rekers,</p> <p>This is a reminder that case 2468513 is waiting for additional information from you.</p> <p>If you continue to need assistance with this case, please add a comment to the case on the Support Portal or reply to this email with the requested information. Attachments larger than 5 MB must be uploaded to the case from the Support Portal (from the Attachments section of the case).</p> <p>Link: 2468513</p> <p>Please see details below:</p> <p>Case #: 2468513</p> <p>Customer: ABN Amro Bank N.V.</p> <p>Contact: Bram Rekers</p> <p>Subject: Application staying in impaired state while deploying to Azure DEV environment within Kubernetes Pod</p> <p>DESCRIPTION:</p> <p>Hi,</p> <p>We've been trying to deploy an application to Azure DEV for quite a while now, but unfortunately it is staying within impaired state while trying to deploy.</p> <p>During the deployment sometimes a null pointer exception occurs without any detail attached to it what fails or where. See screenshots below.</p>
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[illegible]

The project we are trying to deploy is using shared modules we pull in over maven. Other projects are using the same maven dependencies, but are facing no issues while deploying.

For seeing more detailed logs, we enabled the following log levels which unfortunately didn't help us further to trace the root cause of this issue.

- com.tibco.bw.palette.generalactivities.Log
DEBUG
- com.tibco.thor.frwk: DEBUG
- com.tibco.bw.frwk: DEBUG
- com.tibco.bw.frwk.engine: DEBUG
- com.tibco.bw.binding.rest: DEBUG

We have the application running within 2 pods
Detailed logs can be found in the attachments

We would love to hear about your insights how we can possibly resolve this problem.

Thanks,

Bram Rekers

ABN AMRO

				<p>LAST UPDATE:</p> <p>Hey Hardik,</p> <p>We have added the requested logs and command output to the case.</p> <p>Please check and revert asap.</p> <p>Regards,</p> <p>TIBCO Support</p>
Hardik Bansal	12-05-2024 01:57:26	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response
Hardik Bansal	12-05-2024 01:57:13	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>Could you please share the script or commands used to create the EAR file? I need to verify the process you're following.</p> <p>Based on my analysis of the logs and the EAR file you provided, I discovered that the EAR does not contain the shared modules used in your project, which is likely causing the issue.</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>
Hardik Bansal	12-05-2024 01:57:13	Request Update	CSG/Open	Email outbound triggered
SANKALP JAJOO	12-04-2024 06:57:20	INBOUND	CSG/Open	<p>Hey Hardik,</p> <p>We have added the requested logs and command output to the case.</p> <p>Please check and revert asap.</p>

SANKALP JAJOO	12-04-2024 06:51:47	INBOUND	CSG/Open	Attachment has been uploaded by SANKALP JAJOO Attachments - la_output_2nd_iteration_POD1.txt
SANKALP JAJOO	12-04-2024 06:51:11	INBOUND	CSG/Open	Attachment has been uploaded by SANKALP JAJOO Attachments - la_dsr_output_2nd_iteration_POD2.txt
SANKALP JAJOO	12-04-2024 06:50:50	INBOUND	CSG/Open	Attachment has been uploaded by SANKALP JAJOO Attachments - la_output_1st_iteration.txt
SANKALP JAJOO	12-04-2024 06:46:29	INBOUND	CSG/Open	Attachment has been uploaded by SANKALP JAJOO Attachments - 4decpod2logs.txt
SANKALP JAJOO	12-04-2024 06:46:07	INBOUND	CSG/Open	Attachment has been uploaded by SANKALP JAJOO Attachments - 4decpod1logs.txt
SANKALP JAJOO	12-04-2024 06:42:54	INBOUND	CSG/Open	Attachment pod1logs.txt has been deleted.
SANKALP JAJOO	12-04-2024 06:42:43	INBOUND	CSG/Open	Attachment has been uploaded by SANKALP JAJOO
Hardik Bansal	12-04-2024 06:00:39	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response

Hardik Bansal	12-04-2024 06:00:12	OUTBOU ND	CSG/Ope n	<p>Hi Bram,</p> <p>Thanks for joining the call,</p> <p>CASE ID: 2468513 Product: TIBCO BusinessWorks Container Edition 2.9.1 ENV: Non-Production</p> <p>Issue Description: Application staying in the impaired state while deploying to Azure DEV environment within Kubernetes Pod</p> <p>Call Summary: 1) Discuss the issue with the customer. 2) You shared the ear file with us and after deploying the application on Docker at my end I am getting Impaired state at my end. 3) You tried to hit the below url at your end by using Postman but it failed. --- http://<HostName>:8090/bw/framework.json/osgi?command=la --- 4) You run the below command in the pod to get the output. --- wget -v http://<HostName>:8090/bw/framework.json/osgi?command=la --- 5) At your end, We make some changes in Logback.xml for additional logging.</p> <p>Resolution/For the next step: >> Kindly share the output of "la" and "dsr" commands along with the Debug logs for our analysis.</p> <p>Feel free to ask if you have any other queries.</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>
Hardik Bansal	12-04-2024 06:00:12	Request Update	CSG/Ope n	Email outbound triggered

Bram Rekers	12-04-2024 04:22:34	INBOUND	CSG/Openn	Attachment has been uploaded by Bram Rekers Attachments - com.abnamro.bwce.app.retrieveproductdetails.application-0.0.19.ear
Hardik Bansal	12-04-2024 02:38:47	Request Update	CSG/Openn	Email outbound triggered
Hardik Bansal	12-04-2024 02:38:47	OUTBOUND	CSG/Openn	<p>Hi Bram,</p> <p>Sure,I am rescheduling the call at 5:30 PM IST.</p> <p>Link: https://meet.google.com/fca-qsah-ukz</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>

Bram Rekers	12-04- 2024 02:35:06	INBOUND	CSG/Open	<p>Hi,</p> <p>Can we move the meeting an hour? So 5:30 IST.</p> <p>Thanks,</p> <p>Bram</p> <p>From: TIBCO Support <support@tibco.com> Sent: Wednesday, December 4, 2024 10:52 AM To: Bram Rekers <bram.rekers@nl.abnamro.com> Cc: Sankalp MohanKumar Jajoo <sankalp.mohankumar.jajoo@nl.abnamro.com>; Daniel Comirzan <daniel.comirzan@nl.abnamro.com>; Shajan Mannil Jacob <shajan.jacob@nl.abnamro.com>; Vivek Sukhija <vivek.sukhija@nl.abnamro.com> Subject: {Case#2468513} ##3 - Medium - - Application staying in impaired state while deploying to Azure DEV environment within Kubernetes Pod</p> <p>Hi Bram,</p> <p>I am scheduling the call at 4:30 PM IST.</p> <p>Link: https://meet.google.com/fca-qsah-ukz</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>
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				<p>This message has been sent by ABN AMRO Bank N.V., which has its seat at Gustav Mahlerlaan 10 (1082 PP) Amsterdam, the Netherlands, and is registered in the Commercial Register of Amsterdam under number 34334259.</p> <p>Dit bericht is verzonden door ABN AMRO Bank N.V., statutair gevestigd aan de Gustav Mahlerlaan 10 te (1082 PP) Amsterdam, ingeschreven in het Handelsregister Amsterdam onder nummer 34334259.</p>
Bram Rekers	12-04-2024 02:35:06	System Update	CSG/Open	Case Modified.Email inbound triggered
Hardik Bansal	12-04-2024 01:52:05	Request Update	CSG/Open	Email outbound triggered
Hardik Bansal	12-04-2024 01:52:05	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>I am scheduling the call at 4:30 PM IST.</p> <p>Link: https://meet.google.com/fca-qsah-ukz</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>

Bram Rekers	12-04-2024 01:46:50	INBOUND	CSG/Open	<p>Hi,</p> <p>4:30 is fine for me till 6:00 PM IST. Can you schedule the meeting and include @Sankalp MohanKumar Jajoo as well?</p> <p>Thanks,</p> <p>Bram</p> <p>From: TIBCO Support <support@tibco.com> Sent: Wednesday, December 4, 2024 10:33 AM To: Bram Rekers <bram.rekers@nl.abnamro.com> Cc: Sankalp MohanKumar Jajoo <sankalp.mohankumar.jajoo@nl.abnamro.com>; Daniel Comirzan <daniel.comirzan@nl.abnamro.com>; Shajan Mannil Jacob <shajan.jacob@nl.abnamro.com>; Vivek Sukhija <vivek.sukhija@nl.abnamro.com> Subject: {Case#2468513} ##3 - Medium - - Application staying in impaired state while deploying to Azure DEV environment within Kubernetes Pod</p> <p>Hi Bram,</p> <p>Can you let me know your availability so I can schedule the call to discuss the issue further?</p> <p>I am available for the call today between 4:30 PM IST and 7:30 PM IST.</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p> <p>This message has been sent by ABN AMRO Bank N.V., which has its seat at Gustav Mahlerlaan 10 (1082 PP) Amsterdam, the Netherlands, and is registered in the</p>
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				<p>Commercial Register of Amsterdam under number 34334259.</p> <p>Dit bericht is verzonden door ABN AMRO Bank N.V., statutair gevestigd aan de Gustav Mahlerlaan 10 te (1082 PP) Amsterdam, ingeschreven in het Handelsregister Amsterdam onder nummer 34334259.</p>
Bram Rekers	12-04-2024 01:46:50	System Update	CSG/Open	Case Modified.Email inbound triggered
Bram Rekers	12-04-2024 01:46:50	Request Update	CSG/Open	Case Id - 2468513 Modified. Status Changed from CSG/Pending Customer Response to CSG/Open.
Hardik Bansal	12-04-2024 01:33:10	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response
Hardik Bansal	12-04-2024 01:32:55	Request Update	CSG/Open	Email outbound triggered
Hardik Bansal	12-04-2024 01:32:55	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>Can you let me know your availability so I can schedule the call to discuss the issue further?</p> <p>I am available for the call today between 4:30 PM IST and 7:30 PM IST.</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>
SANKALP JAJOO	12-03-2024 04:13:02	Request Update	CSG/Open	Case Modified. Alternate 4 Email added as vivek.sukhija@nl.abnamro.com
SANKALP JAJOO	12-03-2024 04:12:33	Request Update	CSG/Open	Case Modified. Alternate 3 Email added as shajan.jacob@nl.abnamro.com
SANKALP JAJOO	12-03-2024 04:12:01	Request Update	CSG/Open	Case Modified. Alternate 2 Email added as daniel.comirzan@nl.abnamro.com

Bram Rekers	12-03-2024 04:10:27	INBOUND	CSG/Open	<p>Hi Hardik,</p> <ol style="list-style-type: none"> 1. The project is working fine on DesignTime/studio 2. No we were not able to reproduce the issue 3. See attached zip file and read the README.txt file. <p>Attachments - RetrieveProductDetails.zip</p>
Hardik Bansal	12-03-2024 02:34:52	Request Update	CSG/Pending Customer Response	Case Id - 2468513 Modified. Status changed from CSG/Open to CSG/Pending Customer Response
Hardik Bansal	12-03-2024 02:34:36	Request Update	CSG/Open	Email outbound triggered
Hardik Bansal	12-03-2024 02:34:36	OUTBOUND	CSG/Open	<p>Hi Bram,</p> <p>Thanks for contacting TIBCO Support.</p> <p>Kindly share the below information for further analysis:</p> <p>>> Is the project working at DesignTime/studio?</p> <p>>> Are you able to reproduce the issue? If yes, Share the Sample Project with us.</p> <p>>> Is it possible for you to share your BWCE project with us for analysis? (If yes, Kindly include the names of the plugins used in the project)</p> <p>Thanks, Hardik Bansal 12:30 PM to 9:30 PM IST TIBCO Software Inc. https://support.tibco.com/</p>
Hardik Bansal	12-03-2024 02:30:26	Request Update	CSG/Open	<p>Case Modified</p> <p>The value of Case Assigned Method has been changed to Manually assigned</p> <p>Rule Name : manual team rule config</p>
Hardik Bansal	12-03-2024 02:30:25	Manual-Assignment	CSG/Open	Case has been Assigned to Hardik Bansal

Bram Rekers	12-03-2024 01:36:38	Request Update	CSG/New	Case Modified The value of Case Scope has been changed to Product Support Rule Name : CS and TS cases/responsibilities - Product Support
Bram Rekers	12-03-2024 01:36:38	Request Update	CSG/New	Case Modified. Severity changed from NA to 3 - Medium. Rule Name : Suggested Severity - Default-Medium/Normal P3
Bram Rekers	12-03-2024 01:36:37	Request Update	CSG/New	Case Modified The value of Suggested Severity has been changed to 3 - Medium Rule Name : Suggested Severity - Default-Medium/Normal P3
System User	12-03-2024 01:36:36	Request Update	CSG/New	Team Routing : Rule Name : Derive Team Routing Queue : ePaaS
Bram Rekers	12-03-2024 01:36:36	Request Update	CSG/New	Case has been raised By Bram Rekers

Business & Customer Impact

Product Questions

Attachments

Sl.No	Attachment Name	Date
1	Screenshot 2024-12-11 091523.png	12-11-2024 00:26:25
2	4decpod2logs.txt	12-04-2024 06:46:29
3	Screenshot.png	12-09-2024 07:15:21
4	com.abnamro.bwce.app.retrieveclientdetails.application-0.0.5.ear	12-09-2024 04:04:37

5	POD2logs.txt	12-03-2024 01:36:36
6	RetrieveProductDetails.zip	12-03-2024 04:10:27
7	4decpod1logs.txt	12-04-2024 06:46:07
8	com.abnamro.bwce.app.retrieveproductdetails.application-0.0.19.ear	12-04-2024 04:22:34
9	com.abnamro.bwce.app.retrieveproductdetails.application-0.0.22.ear	12-11-2024 00:26:25
10	la_dsr_output_2nd_iteration_POD2.txt	12-04-2024 06:51:11
11	la_output_1st_iteration.txt	12-04-2024 06:50:50
12	POD1logs.txt	12-03-2024 01:36:36
13	la_output_2nd_iteration_POD1.txt	12-04-2024 06:51:47