

Jira Tasks

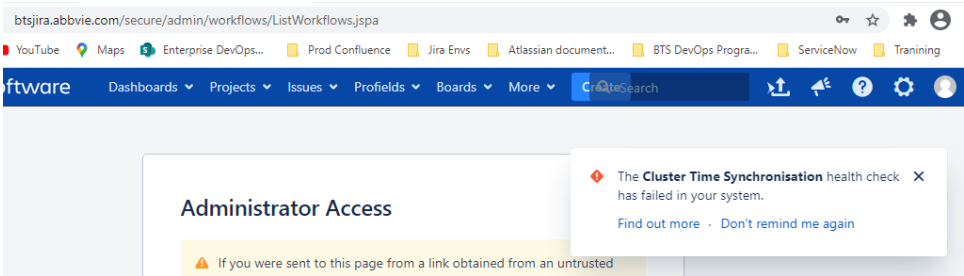
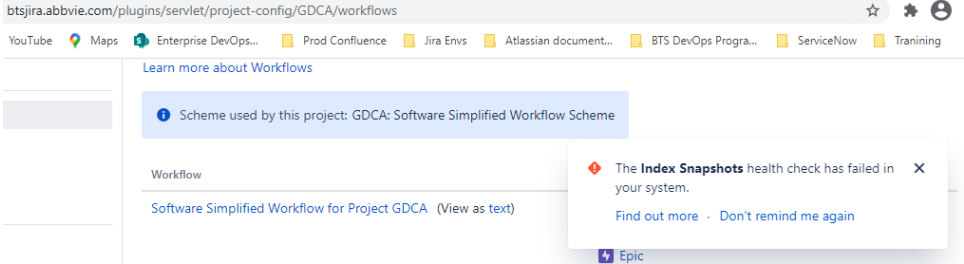
Background




The current Jira production instance is in a unstable state (corrupted indexes, lost user accounts, duplicated users showing up in user-picker fields, etc). In addition to it, there is not a reliable dev/qa environment which mirrors the production instance to perform test tasks. Lastly, there is a Jira lab environment that shuts down almost everyday since it needs more resources (disk space, memory). Without stabilizing the Jira production instance, configuring a dev /qa environment, and having a reliable lab environment, I would not recommend doing heavy customizations to a very unstable Jira system(s).

Note: The information in this page is based on what I have been informed by the Abbvie team and my limited access to the Jira system(s) as 10/5 /2021 @2:00 PM EST. I will be updating this page by COB Monday thru Friday during the duration of my assignment.

Production

#	Task	Current status	Recon
P1	Duplicate users showing is Jira user picker fields INC4281111	The following users have been identified as showing as duplicated in Jira user picker fields: KOERBJX Koertbitz, Jan KOERNUX Koerner, Ulrich ASKERSX1 Askerova, Sabina LOMACYX Lomachynska, Yullia RUDAKOX Rudak, Oleksandr	1) Perform 2) Test If users s duplicate picker fie 1) re-star 2) perform 3) Test
P2	Users lost access to MLR Review as part of the workflow for GDCA project INC4281210	Reported by Katie to me on 10/5/2021. It will take me approximately 2 hours to troubleshoot. User affected Lynda Bott All issue types in the GDCA project are using same workflow, named: Software Simplified Workflow for Project GDCA. That workflow does not have a MLR Review status to transition to. Not an issue. Behaving as expected. Replied to the team and the user on 10/5/2021 Continue troubleshooting as 10/5/2021 Waiting on the Governance team on re-index tab. I have not heard from the Governance team whether the re-index was performed or not as 7/10/2021 @3:15 PM EST. Weiland, Katie R Michaud, Nicolas please follow-up/escalate with Governance team Unknown User (arguix1) the re-index was completed, please proceed with PoC in lab	Once I fix troubleshoot post my recommen Not an is Behaving expected There are the GDC were in l in the pa history of

P3	<p>The Cluster Time Synchronisation health check is failing. This may be the reason for many data inconsistencies in production. It should be given the highest priority</p>	 <p>The screenshot shows the Jira Administrator Access page. A notification banner at the top states: "The Cluster Time Synchronisation health check has failed in your system. Find out more · Don't remind me again". Below the banner, the page title is "Administrator Access". A warning message at the bottom says: "If you were sent to this page from a link obtained from an untrusted source".</p>	<p>Check the node cluster.</p> <p>Follow the find c section</p>
P4	<p>The Index Snapshot health check is failing. This is also contributing to data inconsistencies/integrity issues in production. It should be given the highest priority</p>	 <p>The screenshot shows the Jira Workflows page. A notification banner at the top states: "The Index Snapshots health check has failed in your system. Find out more · Don't remind me again". Below the banner, the page title is "Workflows". A section titled "Scheme used by this project: GDCA: Software Simplified Workflow Scheme" is visible. Below this, the workflow "Software Simplified Workflow for Project GDCA" is listed with a link to "View as text".</p>	<p>Check the node cluster.</p> <p>Follow the find c section</p>
P5	<p>user-XYZ, jirauserABC references in tickets</p> <p>INC4281224</p>	<p>All <u>Comments</u> Work Log History Activity Transitions Git Roll Up Git Commits ↑</p> <p>▼ novakvx#1 added a comment - 20/Jan/21 12:28 PM</p> <p>Hello Michelle McRae</p> <p>After investigation, we figured out that the PCS User (Angela Sartori) is inactive in Case Team on the related Care Plan (00119148)</p> <ol style="list-style-type: none"> 1. Please, delete this user from Case Team and try to fill the Copay Card Number field again 2. We recommend deleting all inactive users from Case Teams via DCR. <p>Regards, Vladyslav cc [~jirauser126810]</p> <p>Tomas to send SQL queries to Robert</p> <p>Tomas sent the following query to Paul/Robert; waiting on output to continue troubleshooting:</p> <pre>SELECT * FROM jiraschema.cwd_user where user_name= 'RYCHKNX';</pre> <pre>SELECT * FROM jiraschema.app_user" where "lower_user_name"='RYCHKNX';</pre> <pre>SELECT * FROM jiraschema.cwd_user where user_name= 'ARGUITX1';</pre> <pre>SELECT * FROM jiraschema.app_user" where "lower_user_name"='ARGUITX1';</pre>	<p>Use ABB 6784 in c and lab e</p> <p>In that tic the Comi tab, Rycl appears jirauser1:</p>

P6	<div>unable to update Reporter field in ABBVIE ONE-8552</div> <div>INC4281230</div>	<div><div>Reporter:</div><div><div>Terekhov, Vladyslav [X]</div><div>The reporter specified is not a user.</div></div></div> <div>Tomas waiting on AD admin to reactivate TEREKVX in abbvienet. <a>Weiland, Katie R, <a>Michaud, Nicolas please follow-up with the AD admin to re-activate TEREKVX (Vladyslav Terekhov) account</div> <div>Tomas was asked to change the Reporter to Pal, Biswanath. However, that user is also inactive in the system:</div> <div><table><tr><th>Full name</th><th>Username</th><th>Login details</th><th>Group name</th><th>Applications</th><th>Directory</th></tr><tr><td> <a>Pal, Biswanath</td><td><a>PALBX3 (Inactive) <a>biswanath.pal@abbvie.com</td><td>Count: 482 Last: 1 week ago 5:27 AM</td><td><a>APP-BTS-JIRA-OneCRM <a>Neuro <a>APP-BTS-Jira-OneCRM-Prod</td><td></td><td>abbvienet</td></tr></table></div> <div>Therefore, he does not show up in the Reporter field.</div> <div><div>Reporter:</div><div><div>Biswanath</div><div>0 Vote for this issue</div><div><div>✓</div><div>✕</div></div></div></div> <div>As a workaround, Reporter should be set to an active user.</div> <div><a>Unknown User (arguitx1) active user provided as Kundlik Nimase - NIMASKX</div> <div>Please update and add comment of original reporter – <a>TEREKVX (Vladyslav Terekhov)</div>	Full name	Username	Login details	Group name	Applications	Directory	 <a>Pal, Biswanath	<a>PALBX3 (Inactive) <a>biswanath.pal@abbvie.com	Count: 482 Last: 1 week ago 5:27 AM	<a>APP-BTS-JIRA-OneCRM <a>Neuro <a>APP-BTS-Jira-OneCRM-Prod		abbvienet	<div>1) Reactivate TEREKVX in abbvienet</div> <div>2) Add TEREKVX as a user in ABBVIE ONE-8552</div> <div>3) Update field for TEREKVX in ABBVIE ONE-8552</div> <div>4) Save the changes</div> <div>5) Do as TEREKVX in ABBVIE ONE-8552</div> <div>Change I an active</div>
Full name	Username	Login details	Group name	Applications	Directory										
 <a>Pal, Biswanath	<a>PALBX3 (Inactive) <a>biswanath.pal@abbvie.com	Count: 482 Last: 1 week ago 5:27 AM	<a>APP-BTS-JIRA-OneCRM <a>Neuro <a>APP-BTS-Jira-OneCRM-Prod		abbvienet										
P7	<div>John Mucci (MUCCIJX) access to Jira issue</div>	<div>User can not login to neither Jira nor Confluence</div>	<div>Katie sch with the i access to enabled. his Jira a issue is r thru citrix contact h that</div>												
P8															

Development

#	Task	Current status	Recommendation	Who
D1	Configure a dev/qa environment that mirrors production	the current dev environment can be accessed thru one node only @ https://ua01165dk.abbvienet.com:8080/ . It is not in sync with production	There needs to be a pre-production environment that mirror production to be able to truly test planned production changes. Also, a policy needs to be established for how often to sync dev with production data	Governance team

D2	<div>OneCRM Neuro (OCRMN) workflow change</div> <div>INC4276538</div>	<p>Current workflow scheme being used by OCRMN project: OCRMN: Software Simplified Workflow Scheme. In that scheme, all issue types are using the same workflow (Software Simplified Workflow for Project OCRMN). Issue Types in OneCRM Neuro project (Bug, Epic, Story, Sub-task, Task).</p> <p>The ask is about switching the workflow for Story and Bug to the workflow being used in schema Agile_DevOps_Workflow_Scheme. In this schema, the issue types are using different workflows:</p> <p>Epic is using Agile Devops Epic Workflow V1.0</p> <p>Task and Sub-task are using Agile Devops Default Workflow V 1.0</p> <p>Story and Bug are using Agile Devops Story Workflow V1.0</p> <table><tr><td>Agile Devops Story Workflow V1.0 Agile DevOps Story workflow.</td><td>03/Aug/20 Arlin, Dave [X]</td><td>• Agile_DevOps_Workflow_Scheme</td><td>11</td></tr></table>	Agile Devops Story Workflow V1.0 Agile DevOps Story workflow.	03/Aug/20 Arlin, Dave [X]	• Agile_DevOps_Workflow_Scheme	11	<p>Tomas was asked to do this first in a development environment. Currently, there are two so-called development environments:</p> <p>https://btsjira-d.abbvienet.com/</p> <p>https://ua01165dk.abbvienet.com</p> <p>None of those two environments are a mirror of the production instance so any testing in any of those environments would not be a reliable testing. In addition to it, none of those environments has the OCRMN Jira project</p>	Tomas
Agile Devops Story Workflow V1.0 Agile DevOps Story workflow.	03/Aug/20 Arlin, Dave [X]	• Agile_DevOps_Workflow_Scheme	11					

Lab

#	Task	Current status	Recommendation	Who
L1	Jira server often unexpectedly shuts down	Initial troubleshooting suggests lack of enough resources, in particular disk space and memory	Check the logs to find the root cause. Increase JVM memory and disk space	Tomas can troubleshoot. Once the root cause is found, Tomas and Governance team should coordinate to fix the issue
L2	Jira APIs for copado integration	<p>Tomas waiting on Sachin to send:</p> <ul style="list-style-type: none"> Jira project name Search criteria <p>Sachin sent info on 10/7:</p> <p>OCRMI is the Project name in JIRA Lab too, this is the link (https://ua01135t.abbvienet.com/projects/OCRMI)</p> <p>We would need all stories of type Story and Bug from this Project with these field details</p> <ol style="list-style-type: none"> 1. Key 2. Assignee 3. Issue Type 4. Description 5. Priority 6. Sprint 7. Summary 	<p>Do this work/test in lab environment first on a test project</p> <p>https://ua01135t.abbvienet.com/rest/api/2/search?jql=project=OCRMI+order+by+key&fields=id,issuetype,summary,description,assignee,priority</p>	<p>Sachin to send Jira project name</p> <p>Sachin to send search criteria</p> <p>Tomas to create internal user for API testing</p> <p>Tomas to send APIs end points</p>