Tracking - Enterprise DevOps SNOW Tickets

Source Type / Tool	Issue #	Date	Issue Description	Priority	Resolved Date	Description of Resolution	Notes	Ticket Number and Requested Date
	1	31 May 2021	**Reporter**: shibasis.saha@abbvie.com **Mail**: RE_ Edit access for 'ous-neuro-sfhc-integration' repository.msg **Description**: Edit tab for a particular file in ous-neuro-sfhc-integration repository is missing. Reasons can be: File exceeding 150K lines, File lock, Last user settings	NA	10 Jun 2021	**RESOLVED** Pull the object to the local, commit and push the changes to Azure Mail Reference	▪ Limitation with the code editor in Azure repos. Browser editor not meant ▪ VS code or editor that they are familiar with ▪ GIT pull, commit and push once changes are done.	n/a
	2	02 Jun 2021	**Reporter**: Kumar, Sasi **Mail**: RE_ Permissions on MS Teams.msg **Description:** In order to have MyAC Pipeline notifications on MS teams, we need to establish some connection between a channel created in Teams and Azure DevOps (as per below link). We are looking to have some permissions on MS Teams to so. **Link to the Doc:** https://azuredevopslabs.com/labs/vstsextend/teams/	NA	14 Jun 2021	**RESOLVED** Nicolas helped to configure the ADO-MSTeams notification for myAC pipeline	▪ Access and permission needed for Azure DevOps ▪ Permission and teams side ability to create it.	
	3	02 Jun 2021	**Reporter**: Kumar, Sasi **Mail**: RE_ JDK Version on new Ubuntu.msg **Description:** We just want to check if it is possible to have multiple JDK versions on new Ubuntu pool. MyAC pipeline needs jdkversion - 1.11. If it is possible we may also resolve SonarQube certificate issue on new pool. **Added Description:** JDK version requires for Android build is 1.11 (Parameter for Gradle tool is **jdkVersionOption: '1.11'**)	**HIGH**	13 Jul 2021	**RESOLVED** Gradle tool is expecting the environment variable "JAVA_HOME_11_X64". Could you please check and add the environment variable. Pipeline link JavaToolInstaller yml task added to install the specific version.	▪ yes possible, need to know what JDK version ▪ installing local directory on server in pipeline code specify full path of where that version is located ▪ dynamic tasks that could be leveraged to install JDK on the fly before implementing in production pool ▪ Justin to send url if possible 24 Jun 2021 ▪ **Action Item:** Justin Doss will install jdkversion 1.11 for Gradle tool	INC4072244 01 Jul 2021

	4	07 Jun 2021	**Reporter:** OUS DevOps Team **Description:** Need to check if PowerShell sdk is available on new Ubuntu pool. PowerShell execution successful on Linux Pool - https://dev.azure.com/abbvie-devops-lab/Abbvie%20BTS/_build?definitionId=1691 **Added Description:** We need PowerShell SDK working on new Ubuntu Pool. **Note**: It (PowerShell SDK) is working on old Linux Agent Pool <u>not on Ubuntu</u>	**HIGH**	08 Jul 2021	**RESOLVED** PowerShell commands are running	▪ Still needed? Seems to be working and says it's successful. 24 Jun 2021 • **Action Item:** Similar version of PowerShell on Linux Pool will be updated to Ubuntu pool by Justin Doss	INC4072262 01 Jul 2021
	5	07 Jun 2021	**Reporter**: Azure-Copado Team **Description:** Need Jira lab environment (even if not reflecting latest prod and/or unstable) to work on a POC with Copado - Requested 2 months+ ago	N/A	28 Jun 2021	**RESOLVED** Jira lab provided to team 🙂	▪ need Jira lab env, anything we could use, even if not from fresh env. ▪ credentials? Steve and Murthy created a couple of servers and working on installing Jira. ▪ try to import a dump from prod database ▪ Action: Katie to contact Steve and Murthy on access.	n/a
	6	09 Jun 2021	**Reporter:** OUS DevOps Team **Mail:** Publish Artifact Failed - OUS Pipelines.msg **Description:** Build Failure – Publish Artifact Failed. Same issue encountered last month. Request to fix and a brief on the reason and fix for future reference. **Pipeline Link:** https://dev.azure.com/abbvie-devops-lab/Abbvie%20BTS/_build/results?buildId=88986&view=logs&j=fc2dccaf-a906-5a9c-1bd2-b8e387908947&t=f6589a93-796f-5497-979a-4f74701632da	**MEDIUM**	07 Jul 2021	**RESOLVED** Publish Artifact Failure on Linux Agent Pool is resolved	24 Jun 2021 • **Action Item:** Justin Doss Publish Artifact Failure can be resolved	INC4071244 01 Jul 2021
	7	16 Jun 2021	**Reporter:** OUS DevOps Team **Description**: need to discuss on the configurations of the new pool and make sure that it would work fine. **Mail**: Re_ Understanding the new Ubuntu Pool - vmss-ubu-1804-agentpool .msg	NA	24 Jun 2021	**RESOLVED**	24 Jun 2021 • Agreed on slow transition to the new pool • Can switch back to the old pool if any issues found as the old pool will still exist	n/a
	8	22 Jun 2021	**Reporter:** OUS DevOps Team **Description**: Firebase CLI tool needs to be installed on new Ubuntu pool for executing the myAC pipeline(s).	**MEDIUM**	09 Jul 2021	**RESOLVED** Verified by running the Firebase CLI command	24 Jun 2021 • **Action Item:** Kumar, Sasi to update Justin with the version needed • Justin Doss please install the latest version	INC4073275 01 Jul 2021

Integration /SonarQube	9	23 Jun 2021	**Reporter:** OUS DevOps Team **Question to BTS:** 1. Does SonarQube scan the lightning code in Salesforce Project? 2. Are we using any add on license in SonarQube for Salesforce like CodeScan? Weiland, Katie R Michaud, Nicolas - This is a blocker for ODAZ 1CRM Sprint story. Email: RE Question on SonarQube.msg	HIGH		RESOLVED Waiting for Justin to provide requirements from CodeScan. Sachin shared the documentation of On-Prem SonarQube Integration with Copado to Justin	24 Jun 2021 • **Action Item:** K s, Sachin will share the documentation to Justin • Re-engage CodeScan. Needed plugin	INC4072151 01 Jul 2021 Moved to sharepoint site as an Enhancement https://abbvie. sharepoint.com /teams/devops /Lists /Enhancement %20Requests /DispForm. aspx? ID=7&e=GLT1kX
	10	08 Jul 2021	**Reporter:** OUS DevOps Team **Description**: AbbviePRO Pipeline Failure due to new SSL certs installation on Jenkins. Request to install same certs on Azure pipeline following the URLs mentioned in the incident description. **Mail Reference:** SSL Update on Cloudbees.msg Link to the pipeline	MEDIUM	14 Jul 2021	RESOLVED SSL certs are installed		INC4083635 08 Jul 2021
	11	13 Jul 2021	**Reporter**: Mule Soft Team **Description**: MergeToQA is failing due to the error:TF401027: You need the Git 'GenericContribute' permission to perform this action. Details: identity 'Build\585011ba-38a7-42a5-8b08-4eb33ff9b7b5', scope 'repository	MEDIUM	13 Jul 2021	RESOLVED **Project Collection Build Service** added to permissions to resolve		INC4092652 13 Jul 2021
MyAC / Azure Pipelines	12	13 Jul 2021	**Reporter**: OUS DevOps Team **Description**: Installation of Android SDK in to Ubuntu pool for Gradle	MEDIUM	02 Aug 2021	RESOLVED agent/_work/_temp /5d1eca1a-256a-45b5-8aff-a43a3e89b413.sh: line 3: /usr/lib/android-sdk/bin/sdkmanager: No such file or directory	We tried using commands and not able to find android sdkmanager and we have got the below error message. agent/_work/_temp /5d1eca1a-256a-45b5-8aff-a43a3e89b413.sh: line 3: /usr/lib /android-sdk/bin /sdkmanager: No such file or directory Ref link for SDK https://developer. android.com /studio#downloads	INC4093590 13 Jul 2021
Mulesoft / Azure Pipelines	13	16 Jul 2021	**Reporter**: Mule Soft Team **Description**: [ERROR] Failed to execute goal org.apache.maven.plugins:maven-deploy-plugin:2.8.2:deploy-file (default-cli) on project abbvie-ous-fusion-daas-papi-v1: Failed to retrieve remote metadata com.abbvie.mule.api:abbvie-ous-fusion-daas-papi-v1-dev:1.0.100-SNAPSHOT /maven-metadata.xml: Could not transfer metadata com.abbvie.mule.api:abbvie-ous-fusion-daas-papi-v1-dev:1.0.100-SNAPSHOT/maven-metadata.xml from/to ous-mule-integration-feed (https://pkgs. dev.azure.com/abbvie-devops-lab /a3cd30c0-8411-4420-ac22-1c92a284b88f/_packaging/ous-mule-integration-feed/maven/v1): status code: 401, reason phrase: Unauthorized (401) -> [Help 1]	HIGH	28 Jul 2021	RESOLVED PAT Expired for Feed. Updated the passwords taken from Sai in settings.xml		INC4100140 16 Jul 2021
SonarQube	14	19 Jul 2021	**Reporter**: OUS DevOps Team **Description**: SonarQube prepare task sis failing with ##[error][SQ] API GET '/api /server/version' failed, error was: {"code":" ECONNRESET","errno":" ECONNRESET","syscall":"read"}	HIGH	19 Jul 2021	RESOLVED Certificate got refreshed in SonarQube server		INC4103393 19 Jul 2021

OneCRM Azure Repo	15	21 Jul 2021	**Reporter**: OUS DevOps Team **Description**: New Service Hook to be created in Azure Repo for Enabling Copado Pull Request functionality for OneCRM	MEDIUM			A new Service Hook is required to be created in Azure Repo for configuring Pull Request with Copado. This is for the configure of Pull request in Copado for repository abbvie-ous-onecrm-myabbviecare. Please refer the steps to be performed explained in Copado Documentation : https://docs.copado.com/article/dyuhhg8djr-webhook-setup-example#azure	INC4108935 21 Jul 2021
BTS Agile DevOps Team	16	30 Jul 2021	**Reporter**: OUS DevOps Team **Description**: Pool: vmss-ubu-1804-agentpool is down. Pipelines are awaiting for the agent(s)	HIGH	05 Aug 2021	RESOLVED Issue with scale set has been resolved. A Microsoft Azure change caused this issue - the rollback performed by Microsoft fixed the issue on Linux Scale Sets.		INC4128521 30 Jul 2021
SonarQube	17	02 Aug 2021	**Reporter**: OUS DevOps Team **Description**: [ERROR] Failed to execute goal org.sonarsource.scanner.maven: sonar-maven-plugin:3.9.0.2155:sonar (default-cli) on project abbvie-ous-allergan-advantage-papi-v1: You're not authorized to run analysis. Please contact the project administrator. -> [Help 1]	HIGH	05 Aug 2021	RESOLVED	As per my request, Projects have been created and pipeline ran successfully. So closing the Incident.	INC4135261 02 Aug 2021
Android Pipeline	18	09 Aug 2021	**Reporter**: OUS DevOps Team **Description**: Android pipelines are failing during the Gradle task on the Ubuntu Agent Pool VMSS. This appears to only fail after the first execution on a particular agent server. The pipeline is successful on any subsequent runs.	HIGH	17 Aug 2021	RESOLVED --no-daemon flag was added to the gradlew command		INC4147325 09 Aug 2021
qTest Blocker / Agile Training	19	09 Aug 2021	**Reporter:** Katie Weiland **Description:** The OUS DevOps team would like to be onboarded via Ent DevOps so all future onboarding of OUS teams is completed by OUS DevOps team. We'd like to propose the Train the Trainer concept allowing us to provide our own onboarding process that is aligned with Ent DevOps onboarding.	HIGH		RESOLVED	Immediately moved to backlog as an enhancement request	REQ2960490 09 Aug 2021
qTest /Tosca Integration	20	10 Aug 2021	Reporter: Katie Weiland Description: Request Tosca/qTest integratin. This integration between Tosca and qTest provides the ability to convert a manual qTest Test Case into a Tosca auto mated Test Case.	HIGH		RESOLVED	Link to KT on the integration shared with Ent DevOps Ticket on hold, reply from Ent DevOps: qTest 1.0 was the DevOps Team. Integrations are separate projects. Teams asking for the integration of qTest and Tosca are are SAP and OUS. SAPs needs are being addressed as part of the Vera initiative.	INC4150540 10 Aug 2021 Ticket closed, but
Jira Admin Access for Tomas	21	29 Jul 2021	Reporter: Katie Weiland Description: Requesting Jira Admin Access for Tomas Arguinzones, Senior Atlassian Consultant	HIGH		RESOVED		INC4127847 29 Jul 2021
DEX - CXL Issue	22	29 Jul 2021	**Reporter:** Katie Weiland **Description:** Tests are hanging once cancelled and unable to retest them.	HIGH		RESOLVED	Currently on hold, Partha working on it	INC4127766 29 Jul 2021

Pipeline - POC	23	12 Aug 2021	**Reporter**: OUS DevOps Team **Description**: ssh: connect to host ssh.dev.azure.com port 22: Connection timed out fatal: Could not read from remote repository.	HIGH		RESOLVED		INC4159113 12 Aug 2021
Eazy BI	24	22 Apr 2021	**Reporter:** Nicolas Michaud **Description**: EasyBI plugin install on Enterprise Jira	HIGH		RESOLVED	Moved to sharepoint site, scheduled for September 15th	INC4075113
Jira and Confluence Update	25	28 Jan 2022	**Reporter: Ravi Kumar** **Description:** Need to complete a number of PoCs in Dev to move EPE teams to DevOps that are blocked as Dev is on a different version than Production.	HIGH		IN PROGRESS	Steve Yeung provided ETA of 05 Mar 2022	
qTest Validation	26	04 Jan 2022	**Reporter: Nicolas Michaud** **Description:** Awaiting validation of qTest as it's blocking setting up qTest for End to End teams	MEDIUM		IN PROGRESS	Provided 11 Feb 2022 as completion date All docs completed, just pending SQA approvals.	