| **Agenda Details** | | | |
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| **Customer:** | The Home Depot | **Date:** | 7/1/21 |
| **THD Attendees:** | John Thebault  Ravi Saridey  Jim Vuichard  Kel Byers  George Hinson  Andrew Beasely  Andrew Sears  Patrick Mayes | **Puppet Attendees:** | Paul Riley  Randy Greenburg |
| **Location:** | Conference Call (Zoom) | **Meeting Name:** | Monthly TAM Meeting |

| **Agenda** |
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| **Ticket Status**   * No tickets are currently open (09:00 MDT, June 3rd) * Ticket 44717 - Solved - Setting ‘\*’ for alle environments not working after upgrade   + Two api calls? Get list of environments, then get reports for each environment   + Request was for the changes. * Ticket 44713 - Solved - Puppet Upgrade failing on Master Replica   **Demos & Discussion**   * 2019.2.1 -> 2019.8.6 Migration   + 2019.8.7 was released. Does THD have the tar.gz for 2019.8.6?   + Currently, the CR Window for Production: July 9th.   + Timeline:     - July 14th Production     - Doing core infra. Agent upgrades will follow afterwards.     - I will be out running an Ultra Marathon @ 31 miles * **I will send an invite and update the calendar for Support with the new link.** * Puppet Enterprise Platform   + Schedule VP Carol Wilder to discuss product moving forward     - Discuss Feature Requests with Carol     - **Will get Feature Requests to Patrick and George by Friday.** * CSP Review   + Discussion around written objectives   + Follow up?   **Feature Requests**   | **Description** | **Status, Solution, or Location on Productboard** | | --- | --- | | Code Manager takes too long | Completed (requires follow-up) Development contacted me 11/19/20 that they would like THD to test this against 2019.8.4  Status: in Puppet Server 6.9.0 <https://puppet.com/docs/puppet/6.21/server/release_notes.html>  Notes: Tested with failures.R10k is currently being worked to only check the Deltas between changed modules | | Puppet Self  -healing | In backlog.  <https://portal.productboard.com/puppet/1-puppet-idea-portal/c/42-self-healing>  Notes: Followed up with Margaret, currently low priority due to cert banner implementation on 2019.8.4 | | Puppet Upgrades are cumbersome/troublesome | Completed: Tested with releases through 2019.8.4  <https://portal.productboard.com/puppet/1-puppet-idea-portal/c/48-upgrade-improvements-for-2019-8> | | Metrics. Get indication of how the env is acting in real time. | Carl Caum, here to talk about metrics.  <https://forge.puppet.com/modules/puppetlabs/puppet_metrics_collector> | | There is no Puppet Orchestrator status or Agent status on the Puppet Console for how many nodes are connected to each compile master for Orchestrator and how many are not connected but in the inventory. |  | | Core services show green in console, but it is not. | <https://forge.puppet.com/modules/puppetlabs/puppet_metrics_collector>  Notes: Per Product Manager. When this happens. Create a ticket and run support script. Make sure to grab console logs and to open a support ticket per TAM (Margaret Lee too). | | There is currently not a way for PDK to test via onceover using PDK to test duplicate declarations in modules. | Requires Follow-up: Product Manager reported: "that integration is on the roadmap but I can't give you a timeline just yet. I'll follow up in a few weeks with information as I have it." | | There is currently not a way for PDK to test the control repository to ensure the Puppetfile, hieradata, and roles/profiles are using the proper syntax. | Onceover integration + PDK.  Status: See above. | | Puppet Orchestrator has a queuing issue when we run a high number of systems in one puppet task. So if I run 1499 systems in one puppet task it uses all 250 concurrent jobs and everything queues up until a slot is free from the job that had 1499 systems. | Requires Follow-up:  <https://tickets.puppetlabs.com/browse/PE-30139>  Note: Development team is currently in the planning phase for this feature | | Puppet Orchestrator does not have a way to give a count of how many jobs are using the 250 slots, and which jobs are queued up behind it via an API. | Requires Follow-up: Added API target with fields above.  Note: Development team is current in the planning phase re: API queue | | What is the best way to upgrade agents? | Completed  <https://puppet.com/docs/pe/2019.8/upgrading_agents.html>  Note: Followed up with Solution Architect: “No practical threshold: An agent upgrade doesn’t put any kind of particular extra load on a Puppet server. In many environments the Puppet server’s nginx is hosting the agent package repo that it gets the rpm/deb/msi from, so the actual “extra” load is serving those files to agents as they upgrade. That’s it”  The preferred method to do an agent upgrade is to use Desired State as outlined above by using the forge module: <https://forge.puppet.com/modules/puppetlabs/puppet_agent>  **Concern is that it would like to use local repos or proxy the puppetserver. Schedule a call with Reid.** | | Notify w/ error does not compile | Closed (would like to schedule follow-up) with work around to create custom function.  I would like to schedule a meeting with the product manager and THD. Currently, the PM is out on paternity leave: ETA June. |   **Training/ Webinar Opportunities**   1. <https://learn.puppet.com/> 2. <https://puppet.com/events/>   **Action Items for Puppet:**   1. Documentation Follow-up regarding issues from CR on May 7th    1. This has been slow. 2. Schedule Zoom Bridge for July 14th. Split in ½ at 9:00 AM EDT w/ Randy joining. 3. Email Feature Requests. 4. Get Training Vouchers count. 5. Schedule VP Carol Wilder to meet and discuss FRs and product roadmap.   **Action items for The Home Depot:**   1. Review CSP 2. Review Feature Request priority. 3. Get your upgrade done :)   **Parking Lot/ Other & Future Topics:**   1. Topics that need more discussion in the next meeting and future discussions about Puppet. Examples may include: Roadmaps, etc..   George’s non-THD thoughts: Comply needs to be integrated into PE as an optional add-on. It has poor filters and planning. Data is there, but unable to do action on it. Truly federated model would be ideal. The ease of engagement with Puppet is the biggest impediment.  PDK should frame out a module by asking specific questions vs. reading the puppet language.  Puppet has deviated from its mission statement. Puppet requires an oligarchy when it should be democratic in its implementation.  Puppet needs to work through expanding its implementors, the documentation shows this.  THD Stability, Reliability, and Ease of Access |