| **Agenda Details** | | | |
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| **Customer:** | The Home Depot | **Date:** | 8/5/21 |
| **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**   * Ticket 45043 - Upgrade Failure - DNS/ host configuration issue * Ticket 45110 - PR Upgrade - FW issue   **Discussion**   * 2019.2.1 -> 2019.8.6 Migration   + Follow up?   + Additional support, concerns?   + **Under the impression that there is a socket/broken pipe error that is occurring.**     - **19.8.6 -> issue with pipe bork still exists**     - **Question about high latency? Some have this.**     - **Manual interaction for runs being run through the orchestrator**     - **300 nodes 15-22 w/ failure. Different nodes with different runs.**     - **Websocket connection error.**     - **Small runs work with 110 nodes w/ legacy compilers.**     - **RBAC issue w/ 4 nodes deep times out historically (past experience non-THD)** * Puppet Enterprise Platform   + Schedule VP Carol Wilder to discuss product moving forward     - Discuss Feature Requests with Carol     - Let’s schedule a meeting     - Carol has an ask: Can we record this. **Yes this approved.** * CSP   **Training/ Webinar Opportunities**   1. <https://learn.puppet.com/> 2. <https://puppet.com/events/> 3. Training Vouchers: 17 is the magic number! Let’s use them   **Action Items for Puppet:**   1. Documentation Follow-up regarding issues from CR on May 7th    1. This has been slow. 2. VP Carol scheduling 3. Rollback methodology and backup best practices documentation.   **Action items for The Home Depot:**   1. Review Feature Request priority.   **Parking Lot/ Other & Future Topics:**   1. Topics that need more discussion in the next meeting and future discussions about Puppet. Examples may include: Roadmaps, Product, etc.. 2. **Challenges w/ QA. From John: “Not having a rollback method is a problem”. George: “Not having a recommended rollback methodology is a problem”. Recommend backup and rollback in documentation. The concern rollback deltas creates degradation as time moves forward. Paul will follow that path.** |