| **Agenda Details** | | | |
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| **Customer:** | The Home Depot | **Date:** | 5/6/21 |
| **THD Attendees:** | John Thebault  Michael Hale  Patrick Mayes  Ravi Saridey  Zach Hardin  Jim Vuichard  Kel Byers  George Hinson  Andrew Beasely | **Puppet Attendees:** | Paul Riley  Randy Greenburg  Leo Abreu |
| **Location:** | Conference Call (Zoom) | **Meeting Name:** | Monthly TAM Meeting |

| **Agenda** |
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| **Ticket Status**   * No tickets are currently open (12:00 MDT, May 5th)   **Demos & Discussion**   * IT Performance Metrics Discussion   + Product Manager: Carl Caum   + What are the performance metrics the business needs to track?   + How does The Home Depot currently collect IT metrics?   + What is the time spent gathering this data? * 2019.2.1 -> 2019.8.5 Migration   + What are the remaining concerns?   + Currently, the CR Window for QA: May 7th - 11th.     - Impact   + Timeline:     - May 7th - 11th QA     - June 11th - 14th Non-Production     - July 9th - 12th Production   **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>  Notes: Improved process and commands in 2019.8.x and newer releases. Currently running the installer is a single process. | | 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> | | No Puppet Orchestrator Status | Completed  API: Get Jobs & Get Job ID (key:state - new, ready, running,stopping, stopped, finished, or failed)  <https://puppet.com/docs/pe/2019.8/orchestrator_api_jobs_endpoint.html> | | 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."  Status: From PM: Using Agile for improvement, “so if we make it easier to run onceover in the first place, that's going to be the natural outcome of one of our first PDK projects”. Onceover does duplicate declarations.  Status update due: 6/21 meeting. | | 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> | | 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. Schedule 1-1 with between TAM/Acct Team and George Hinson 2. Update CR calendar with support and follow-up with Ravi   **Action items for The Home Depot:**   1. Get CR window to TAM (Paul Riley)   **Parking Lot/ Other & Future Topics:**   1. Topics that need more discussion in the next meeting and future discussions about Puppet. Examples may include: CD4PE, Bolt, Comply, Remediate, Roadmaps, etc.. |