| **Project** | | | |
| --- | --- | --- | --- |
| **Client:** | The Home Depot | **Date:** | 08/10/17, 3:00-3:30 CT |
| **Home Depot Attendees:** | John Thebault | **Puppet Attendees:** | Erica Sivak  Dan  Greg |
| **Location:** | Conference Call | **Meeting Name** | Puppet / The Home Depot Weekly TAM Sync |

| **Goals** | | | |
| --- | --- | --- | --- |
| **Items** | **Forecast Date** | **Actual Date** | **Status** |
| Converting from HPSA OpsWare to Puppet | FY17 Q1 | 6/15/2017 | Complete |
| Upgrade from 2015.3.3 to 2016.4.2 | FY17 Q1 | TBD | In Progress |
| Switch from r10k mco to Code Manager | FY17 Q1 | TBD | In Progress |

| **Discussion Topics** | |
| --- | --- |
| **Topic** | **Discussion** |
| [24952 - John Thebault - Long running puppet agent -t --debug --noop](https://puppetlabs.zendesk.com/agent/tickets/24952) (Pending) | Troubleshooting is still in progress.  LVM and ATOM aren’t the smoking gun since they work in both environments (US and Canada). |
|  | Tuesday, 4pm ET - midnight  Thursday, 9-5pm ET  Friday, 9-5pm ET  Arch Diagrams?  John is unsure and will check into this.  Node Count? Per env?  **Puppet Agents**  Current # of systems reporting in within the last 24 hours.   * QA: 22 * NP: 3188 * P Store 2737 (8000-10,000) * P DC 2527 (20,000)   Don’t get the commisioned reports. Get decommisioned reports.  Curent count. Not total number of systems in side of  John and Patrick.  Send support info. |
| Home Depot Mexico | Tasks use next two weeks status meeting  Queries from Operations side regarding training.  Security is interested as well. |
| [26385 - MCO Runs and visbility](https://puppetlabs.zendesk.com/agent/tickets/26385) (Pending) | Changes to Production store side are complete. So Patrick can close this one out.  Spun another project that will solve the r10k hasn’t updated the modules before puppet runs on the client. Think cache will help. Providing a microservice to check the return codes and then puppet can run after.  ----  Adjusting timeouts and cleaned cache helped but didn’t solve the bigger problem. Patrick has narrowed this issue down to either an internal Home Depot issue or environment issue.  The time to deploy the control repo has been reduced dramatically. Down to 2 seconds from 2 minutes. Patrick will be updating this ticket shortly with detailed findings and a request to close. |
| [26381 - mco puppet runonce took an hour to run](https://puppetlabs.zendesk.com/agent/tickets/26381) (Pending) | The Home Depot has root caused this to a non-Puppet related issue. Russell will update the ticket and request to close shortly. |
| Internal Customer User Experience | Most recent issue faced occurred when the Control Repo broke because someone updated a module name incorrectly. Due to the automated process the module was pushed incorrectly, compiled and failed. Sean’s team remediates this type of issue manually by reverting and fixing. Requesting team can’t do this due to access controls.  This prompted the question - Why don’t we have a way to see if something doesn’t compile?  Discussed various testing methods. Home Depot is using the onceover module and have made extensive changes to the module. Have modified it to check for duplicate declarations, which used to be major blockers.  Recently have been discussing having r10k read from multiple repos to isolate code changes/code bases. |
| Internal Support Tickets | Contractors are dealing with triage (5-6 folks). Managable response time - same day response.  Biggest challenge for Sean at the moment is triaging Support tickets internally. Last week there were 60 tickets. John to send Erica list of sample tickets. |
| Greenfield | Sean is exploring putting Puppet in the greenfield for teams that can and want to manage with Puppet in Greenfield. Currently they’re looking into what does Greenfield mean? How hard will this endeavor be? |
| PDK | Sean is interested in discussing the PDK. |
| OpsWare Conversion | OpsWare is officially off and Puppet is now the official deployment tool. |
| Team Priorities | Updated list of focus items:   1. Support Issues 2. End User experience with ServiceNow/Puppet 3. Puppetizing - New items and Store Deployments 4. Non-Converted Teams 5. Upgrade to 2016.4.2 6. Config Management with Puppet 7. Cloud Management |
| Upgrade Status (2016.4.2) | Discussed installing LTS in cloud environments on new boxes.  Quickly becoming a hot topic. |
| Terraform & Puppet | Sean is determining how to setup cloud as an enterprise service. Interested in learning about Terraform and vSphere. Usage will span and will include a self-service portal. Option to build custom front-end to Terraform. |
| Metrics | Planning to enable metrics for troubleshooting and general metrics reporting. |
| QBR | Sean will take a look at dates after his vacation next week. |

| **Risks Raised** | | | | |
| --- | --- | --- | --- | --- |
| None at this time. | | | | |

| **Support Tickets** | | |
| --- | --- | --- |
| **Ref #** | **Change** | **Status** |
| [24952](https://puppetlabs.zendesk.com/agent/tickets/24952) | Long running puppet agent -t --noop --debug | Pending |
| [26381](https://puppetlabs.zendesk.com/agent/tickets/26381) | mco puppet runonce took an hour to run | Pending |
| [24952](https://puppetlabs.zendesk.com/agent/tickets/24952) | John Thebault - Long running puppet agent -t --debug --noop | Pending |

| **Jira Tickets** | | |
| --- | --- | --- |
| **Ref #** | **Change** | **Status** |
| [PDB-2487](https://tickets.puppetlabs.com/browse/PDB-2487) | Allow for a "resource-events-ttl" to reduce the number of days of events that are stored ([16899](https://puppetlabs.zendesk.com/agent/tickets/16899)) | Open |
| [ENTERPRISE-594](https://tickets.puppetlabs.com/browse/ENTERPRISE-594) | Compile Master Installs should not reach out to the internet for agent tarballs ([17472](https://puppetlabs.zendesk.com/agent/tickets/17472)) | Open |
| [SERVER-377](https://tickets.puppetlabs.com/browse/SERVER-377) | “puppetserver gem” command doesn’t work from behind a proxy server ([16979](https://puppetlabs.zendesk.com/agent/tickets/16979)) | Resolved |
| [PE-14397](https://tickets.puppetlabs.com/browse/PE-14397) | pe-orchestrator class is absent from the console classification after an upgrade from a monolithic installation ([17041](https://puppetlabs.zendesk.com/agent/tickets/17041)) | Closed |
| [FACT-1379](https://tickets.puppetlabs.com/browse/FACT-1379) | Facter returns incorrect MAC address for bonded interfaces ([17577](https://puppetlabs.zendesk.com/agent/tickets/17557)) - fixed in 2016.1.2 | Closed |
| [PUP-6099](https://tickets.puppetlabs.com/browse/PUP-6099) | Additional file and mount auto require - fixed in 2016.2 | Closed |