**Email Distribution:**

| <zachary\_hardin@homedepot.com>  <patrick\_mayes1@homedepot.com>  kel\_byers@homedepot.com  <john\_thebault@homedepot.com>  <RAVI\_C\_SARIDEY@homedepot.com>,  <[ANDREW\_BEASLEY@homedepot.com](mailto:ANDREW_BEASLEY@homedepot.com)>  <[JIM\_VUICHARD@homedepot.com](mailto:JIM_VUICHARD@homedepot.com)>  <[Michael\_Hale@homedepot.com](mailto:Michael_Hale@homedepot.com)> +++++DO NOT INCLUDE IN EMAILS OUTSIDE OF TAM AGENDA.  → GUESTS: \_\_\_\_\_\_\_\_\_\_\_\_  russell\_j\_miller@homedepot.com |  |
| --- | --- |

CC: **Randy Greenburg & Nelson Gomez**

**CHECK for UPCOMING RELEASES (PE & Agent) and put on Agenda 1-2 weeks prior!**

March 19, 2020: John shared that: Avery (new director) may join the April 2 meeting - **Avery Bunker (in Austin) is backfilling Kevin Priest’s position, reporting to Kevin.**

**FYI**

**========**

**“Hard Change freeze” before and after week of Black Friday**

**Then recommend letting the environment settle after that…**

**Not much during December on support impacting changes until mid January.**

**========f**

3/26 Notes: Leadership restructuring:  
**Avery Bunker - Engineering Director, reporting to Kevin Priest (Engineering);. Kevin Mayse moved up to Sr. Director (all of Ops)**

**TO DO:**

* Patrick Mayes
  + After we cut over (PROD-HA) I want to have a conversation about **bolt plans**   
    and see if there’s a way to do retry logic in the plans. So example, if I run r10k on the compile masters but r10k is already running retry up to 7 times before trying to run Puppet on the system being built
* **Asks & TO DO** 
  + **Charlie worked with Patrick on Code Manager Deployment last week to improve time to 1-2 minutes (from ~15 minutes!)**
  + **July 16: Patrick to show they build 4/8 System using Scripts**
* **2020-05-14 THD Patch Management in PE - Discussion with Margaret Lee, Product Owner & Mike Hale, Andrew, and Patrick (**[**Web view**](https://onedrive.live.com/view.aspx?resid=42C36DFDD36B30DD%21138331&id=documents&wd=target%28Customers%2FThe%20Home%20Depot%2F2020%20Home%20Depot.one%7CF59904AE-9C8C-CA4B-A4A2-7181245EE555%2F2020-05-14%20THD%20Patch%20Management%20in%20PE%20-%20Discussion%7CB3C384A9-2BC8-B04F-8BF4-408075564B75%2F%29)**)**
* **Ongoing Topics**
* **Good to Know**
* **5/14 announcement: Patrick leaving Puppet team soon**
* **THD Issues/Wishlist shared with Product**
  + if Product wants to talk about things, THD is available.
  + → asking for some idea of what/when.

 **JOIN ZOOM MEETING**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1st Thursday:** Technical Topics

[Join Zoom Meeting](https://puppet.zoom.us/j/94645035101?pwd=VjhHdFpGUkpxZ1NDMGk4RE9LU1ErQT09)

ID: 94645035101

Password: 829641

Phone: ‪(US) +1 888-788-0099‬

‪SIP: 94645035101@zoomcrc.com‬

Passcode: 829641  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **JOIN ZOOM MEETING**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3rd Thursday:** TAM Topics

[Join Zoom Meeting](https://puppet.zoom.us/j/95350121314?pwd=NjZITTBkUDRhL0NONGNKSFNNdm1mUT09)

ID: 95350121314

Password: 704853

Phone: ‪(US) +1 877-853-5247‬

SIP: ‪95350121314@zoomcrc.com‬

Passcode: 704853

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PE Premium Support: 24x7x365**

SLA Response Times:

**Priority 1 (P1) - 1 hr (phone: 1-877-380-6882)**

Priority 2 (P2) - 4 hrs

Priority 3 (P3) - 12 hrs

Priority 4 (P4) - 24 hrs

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Attendees:

* THD: Mike, John, Andrew, RAvi
* Puppet: Kim, Randy, NElson

5/14: **Mike - no new direction re: COVID-19, still the same.**

**18 Training Vouchers → Expiration Date: 9/10/2022**

Hello THD Puppet Team,

I look forward to speaking with you on Thursday, 10/15/2020, at 12:00 pm CDT.

Additional TOPICS

* **On Sept 1, 2020 Nigel asked (see additional comments on the right):**
  + [Nigel Kersten](https://app.slack.com/team/UF5HZCU06) That would be fantastic if any of you could.
  + I’m looking to learn about any ITILv4 initiatives and discuss how Puppet can help amplify and support them, given that the latest ITIL has incorporated a lot from Devops, Agile, and Lean.
* CSP Draft Review
* **>> Shared 10/01: Puppetize Digital on November 19, 2020 → it’s FREE!!!** 
  + <https://puppet.com/puppetize/>
  + [Call for Paper (CFP)](https://docs.google.com/forms/d/e/1FAIpQLSf6q6Q9mfkARAC7l-N4FtFPo11itd2vKucs8OBOUrc7X3C9Cg/viewform)
  + [Press Release](https://www.globenewswire.com/news-release/2020/08/25/2083312/0/en/Puppet-Announces-Puppetize-Digital.html)

**Meeting Agenda:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Support Ticket Review**

**Open**

N/A

**Pending**

N/A

**Hold**

[39833 - First time running code manager](https://puppetlabs.zendesk.com/agent/tickets/39833) → Patrick  
 → [GitHub #1037 - Improve R10K purging behavior #1037](https://github.com/puppetlabs/r10k/issues/1037)

→ Charlie mentioned Scale Testing - any results?

→ 8/20: needs to be picked up by support team on THD side. 3 scripts they shared with us and they are waiting for feedback from Puppet.

→ Charlie worked with Patrick on this → **GitHub issue 1037: addressing progress: ~1-2 min vs. ~15 min.**

**10/15 Notes:**

10/01 Notes:

* Patrick: Code Manager - update on where product stands.

1. **PE 2019.2.1 cutover to Prod-HA DC**

→ have the weekend to fix anything **→ was any fixing needed???**

**→** learn from this DC cutover and fix any other unforeseen issues for the Store cutover.

* 1. Feedback - pros & cons
  2. Estimated timeline for cutover of **Stores to Prod-HA**?
  3. Pilot: Remote Support Assistance with Jarret
     + Valuable?

**10/15 Notes:**

* **Mike: Cert and firewall connection issues - how to look at them in advance**
* **Ravi: on infrastructure side didn’t have major issues.**
  + **Firewall on infra side,**
  + **Certs were different - 2 diff**
* **Mike: things went very well, no major infra issues or Puppet related issues**
  + **John: add pre-checks prior to the change window.**
  + **Duration: cut-over itself: 5 hours**
  + **Ravi: in 4-5 months worked on every single issue they experienced during the NP-HA.**
  + **Ravi: had meeting with their engineering team to check all is in place** 
    - **Used learnings from NP-HA, went through each step just before the cut-over.**
    - **Mike: good idea, do this again with all upgrades from here on.**
  + **Agent upgrades:** 
    - **Mike: right around 260ish devices left to upgrade to latest: 6.10 agent version**
    - **Ravi: 4,200 total… → check correct number.**
* **4 hour Remote Support:** 
  + **Ravi: had minor questions to Jarret during that time. Thinks this is a good offering.**
  + **John: can open ticket during normal situations, but for customer satisfaction having someone there on stand-by is very comforting.**
* **Mike: number of servers that failed initial upgrade - PXP related?**
  + **Ravi: Orchestrator/PXP issues. Restarted PXP service on about 500 servers, reran the script manually.**
  + **Mike: running from script works, but doesn’t from Console, that’s what he would like to understand.**
  + **Ravi: a chance that PXP agents…. Reason, agent was in a dormant state for past few months. They were in a managed state on Console. → opening a support ticket.**
* **STORE Cut-Over?**
  + **Mike: This week follow ups on agents that have not been upgraded**
  + **Mike: 23rd not a go date. Resource issue week following that**
  + **Mike thinks, 2nd week November (1st week sales start).**

1. **Feedback from Product - Retrieving (Orchestrator) Token Status**
   1. Feedback from Nick Walker about the following issue you shared with us through the issues list that Patrick started compiling for us:

***"Currently there is not a way to identify that an Orchestrator token is still good or how many days/hours/etc.. It has left in order to setup automation to auto-generate tokens for Orchestrator. The current way is to use the token to hit an API endpoint and wait for it to say it couldn't authenticate."***

Product Feedback: In the PE 2019.0 release the following API endpoint was added for retrieving token status in RBAC

* <https://puppet.com/docs/pe/2019.8/rbac_api_v2_tokens_endpoints.html#rbac_api_v2_auth_token_auth_post>

Since your ecosystems except for the Prod-HA Stores are on PE 2019.2.1, please review the above in your test environment and let us know if this meets your requirements.

→ shared this on Oct 7 via email - chance to review/test?

→ I’d like to provide feedback to product

**10/15 Notes:**

* **Ravi: will check with Patrick on that and get back with me>**

1. **Jira Ticket Updates: Fixes/proposed solutions by engineering teams**
   1. [Bug][ORCH-2237](https://tickets.puppetlabs.com/browse/ORCH-2237) New Tasks fail to show status in the console **→ Fix: PE 2019.2.1**
   2. [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 **→ Fix: PDB 6.8.0**
   3. [PUP-10614 Check if package is installed before enforcing configured version](https://tickets.puppetlabs.com/browse/PUP-10614) **→ proposed solution in Jira comments.**
   4. [CODEMGMT-1222 Allow Deploying Only a List of Modules Across Environments](https://tickets.puppetlabs.com/browse/CODEMGMT-1222) **→ fixed in PE 2019.4**
   5. [Feature Request] [ORCH-2239](https://tickets.puppetlabs.com/browse/ORCH-2239) Puppet Orchestration Tasks **→ Proposed solution: the newer feature in RBAC around node group level granularity wrt tasks will answer this need for THD.**
   6. [**PDK-1591 PDK support for disabling legacy facts**](https://tickets.puppetlabs.com/browse/PDK-1591)**→ Fix: PDK 1.18.0**
   7. [Bug] [PDB-4020](https://tickets.puppetlabs.com/browse/PDB-4020) Puppetserver should handle 503s from PuppetDB **→ fixed in PE 2018.1.5 and PE 2019.0.1**
   8. **Confirm proposed solution from engineering:** [PUP-10614 Check if package is installed before enforcing configured version](https://tickets.puppetlabs.com/browse/PUP-10614) → tracking request in [supp tick # 40361](https://puppetlabs.zendesk.com/agent/tickets/40361)
   9. **Proposed solution by engineering team** (snippet below → Please review Jira ticket for complete details).

→ Ravi will check on these as well, especially, the “proposed solution”.

A proposed solution would be to use a feature that our team implemented for Puppet 6.15 known as Version Ranges for package providers. This is currently available for the apt, yum, gem and pip package providers and adds the ability to ensure that a package's version satisfies a given range. For example:

| package { 'ntp': |
| --- |
| ensure => '> 1.4' |
| } |

In the scenario where the `ntp` package is already installed with version '1.5.2', this manifest wouldn't do any changes when applied since the ensure property is already satisfied (version '1.5.2' on the box is newer than '1.4' given in the manifest). More information about the Version Ranges feature can be found in our Puppet Blog Post: <https://puppet.com/blog/version-ranges-a-smarter-way-to-manage-packages-with-puppet/>.

If that alone wouldn't quite qualify as a solution then we could try implementing one of the improvement ideas we had for this feature. This implies ensuring the latest available version that satisfies a given range. Let's take the same manifest as above for example:

| package { 'ntp': |
| --- |
| ensure => '> 1.4' |
| } |

Currently this will make changes at most one time, when the range is not satisfied. Once it is, no matter how many versions of the 'ntp' package will be released or how many times the manifest will be applied, there won't be any more changes. Our idea mentioned above would bring a configurable boolean parameter or some other mechanism (needs to be discussed and decided with the team) which would allow changes each time there is a version newer than '1.4' when activated in the manifest. This could also work for when you want to always be up to date but at the same time avoid a major release (through something like '< 2') when it appears so that any unwanted breaking changes are avoided.

**10/15 Notes:**

1. **Customer Success Plan**
   1. Fits with THD’s planning for the rest of this and next year?
   2. I am here to help you with strategic planning and tracking of your long-term desired business outcomes

**10/15 Notes:**

* **Any time but not Monday: suggest 2 time slots.**
* **Black Friday deals start beginning November - using THD account.**

**10/1 Notes:**

* Mike hadn’t still had time to review the discussion he had with Zach.

→ I am here to help with their mid to **long term** strategic vision with minimal overhead to their day to day work.

**9/17 Notes:**

* Mike met Zach and has not written up summary, but will email that to us.

→ Mike/Zach reviewed the **first draft**? These are recommendations and ideas and hope we can get their input of what is valuable to them

→ this is supposed to be low maintenance and not using more resources than normal, but setting goals to track a desired outcome long term.

**8/20 Notes: Mike will meet with Zach.**

**8/6 Notes:**

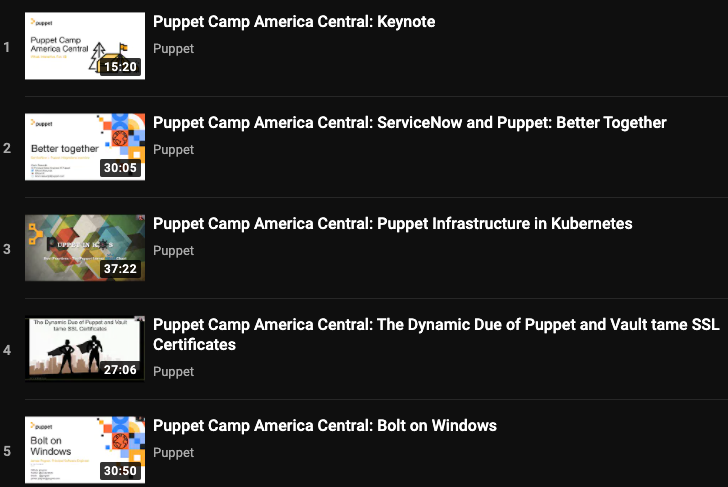
* **Mike: apologized that it’s delayed**
  + **Feel on THDs side if they want to dedicate resources.\**
* **Zach: THD in Planning for next year -** 
  + **Mike will work with Zach to see what’s good and not.**

**7/16 Notes:**

P01 - Self Healing/better monitoring → High Priorities

* Mike: Slide 5: be more specific on the success metrics - THD will look through
* **Cloud Native Focus: PE Containerization** → Mike: is this still something that’s important to them?
  + Evan Wood not looking at this right now.
  + Mike: push back to how to support developers managing their own space.
  + REMOVE from list!!!
* Share Slides with THD
* **Action Plan: Patrick, John, Andrew, Ravi will review the draft and share back with Kim**

1. [**Virtual Puppet Camp Central videos**](https://www.youtube.com/playlist?list=PLV86BgbREluWBEm3Zkjpu-KdeMJFTXHOC)

****

**10/15 Notes:**

1. [**Puppetize Digital**](https://puppet.com/puppetize/) **on November 19, 2020**

**→** I confirmed that talks will be recorded and made available after the event

→ reminder: there is no registration cost!

**10/15 Notes:**

1. [**Upcoming Events and Webinars**](https://puppet.com/events/)
2. **Open Floor - Q & A**

**10/15 Notes:**

* **John: all good**
* **Jim V.: In St. Louis, helping Ravi, reporting to Mike.**

**10/1 Notes:**

* **Mike: all good**
* **John: all good**
* **Patrick: all good**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**List of GitHub/JIRA tickets:**

**Open:**

[PUP-10684](https://tickets.puppetlabs.com/browse/PUP-10684) How many users can login to the Puppet console before it falls over (Supp ticket: [40607 - Puppet Console load](https://puppetlabs.zendesk.com/agent/tickets/40607))

<https://github.com/puppetlabs/puppet-module-gems/issues/138>

→ linked to and tracked in <https://github.com/puppetlabs/puppet-module-gems/pull/139>

[CODEMGMT-1299](https://tickets.puppetlabs.com/browse/CODEMGMT-1299) r10k environment purging is inefficient

[PE-29426](https://tickets.puppetlabs.com/browse/PE-29426) Limit concurrency per task (formerly [ORCH-2002](https://tickets.puppetlabs.com/browse/ORCH-2002) Limit concurrency per task)[Orchestrator v1 API /jobs/:job-id/nodes response has changed](https://tickets.puppetlabs.com/browse/ORCH-2416)

[Issue 41 - Requesting that telegraf be an option to send metrics to](https://github.com/puppetlabs/puppetlabs-puppet_metrics_collector/issues/41) (puppetlabs-puppet\_metrics\_collector)

[PDK Issue 21 - Control Repo Validation](https://github.com/puppetlabs/pdk-planning/issues/21)   
 *→ control-repo validation (issue #21 above) is currently our top feature priority and the first bits of that*

*should be landing in the February and March releases.*

[PDK Issue 22 - Testing out facts that are going to be depreciated](https://github.com/puppetlabs/pdk-planning/issues/22)

→ *our team is actually looking at this and a related issue right now to see if we can fit some or all of this feature into*

*the February release*

[Feature Request] [PE-25995](https://tickets.puppetlabs.com/browse/PE-25995) Add a "system\_type" endpoint that returns lists of nodes by infrastructure component type

[PUP-8969](https://tickets.puppetlabs.com/browse/PUP-8969) Sensitive parameters are not redacted from reports / agent output when used in templates

[PDK-992](https://tickets.puppetlabs.com/browse/PDK-992) Metadata.json suppression options

**Resolved:**

[PE-29177](https://tickets.puppetlabs.com/browse/PE-29177) Orchestrator /command/deploy parity with mcollective-puppet-agent **→ Fix: PE 2019.8.0**

[Bug][ORCH-2237](https://tickets.puppetlabs.com/browse/ORCH-2237) New Tasks fail to show status in the console **→ Fix: PE Lovejoy**

[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 **→ Fix: PDB 6.8.0**

[PUP-10614 Check if package is installed before enforcing configured version](https://tickets.puppetlabs.com/browse/PUP-10614) **→ proposed solution in Jira comments.**

[CODEMGMT-1222 Allow Deploying Only a List of Modules Across Environments](https://tickets.puppetlabs.com/browse/CODEMGMT-1222) **→ fixed in PE 2019.4**

[Feature Request] [ORCH-2239](https://tickets.puppetlabs.com/browse/ORCH-2239) Puppet Orchestration Tasks **→ Proposed solution: the newer feature in RBAC around node group level granularity wrt tasks will answer this need for THD.**

[**PDK-1591 PDK support for disabling legacy facts**](https://tickets.puppetlabs.com/browse/PDK-1591)*is the ticket he is scoping right now, and we have identified that*

*the solution for that and pdk-planning#22 may be the same* **→ Fix: PDK 1.18.0**

[Bug] [PDB-4020](https://tickets.puppetlabs.com/browse/PDB-4020) Puppetserver should handle 503s from PuppetDB → fixed in PE 2018.1.5 and PE 2019.0.1

[Bug] [PUP-10210](https://tickets.puppetlabs.com/browse/PUP-10210) puppet fails with JSON error when a fact value equals Infinity → solution proposed in [PUP-478](https://tickets.puppetlabs.com/browse/PUP-478).

[Support Escalation] [PE-27091](https://tickets.puppetlabs.com/browse/PE-27091) Code manager performance bottlenecks

[SERVER-377](https://tickets.puppetlabs.com/browse/SERVER-377) - “puppetserver gem” command doesn’t work from behind a proxy server (Ticket # [16979](https://puppetlabs.zendesk.com/agent/tickets/16979))

[ENTERPRISE-594](https://tickets.puppetlabs.com/browse/ENTERPRISE-594) - Compile Master Installs should not reach out to the internet for agent tarballs (Ticket # [17472](https://puppetlabs.zendesk.com/agent/tickets/17472)). Resolved in 2017.2 and 2016.4.5.

[FM-2793](https://tickets.puppetlabs.com/browse/FM-2793) - Review puppetlabs/lvm module for supported ([27659](https://puppetlabs.zendesk.com/agent/tickets/27659)) → won’t become Supported module

**Won’t Fix**

[Bug] [ORCH-2333](https://tickets.puppetlabs.com/browse/ORCH-2333) tasks will fail after the 2147483647th task → *It's much more likely for the events table to run out of ids since there are multiple events per job but it's still going to take a while. So we'll need to address the sequences when we do something with HA for orchestrator and it's more likely that we'll do HA before these IDs run out.*

**PE Support Life Cycle**

<https://puppet.com/misc/puppet-enterprise-lifecycle>

*At the end of the Extended support period, versions enter the* ***End of life (EOL****) period where they are no longer eligible for regular security updates and bug fixes.* Customers in the process of upgrading to the active Puppet Enterprise versions may contact our technical support team to utilize available resources.

Upgrade documentation: Links to our Puppet docs that provide

* [Guidelines on how to upgrade both PE and Agents to any of our offered PE versions](https://puppet.com/docs/pe/2018.1/upgrading.html)
* [PE Upgrade Paths](https://puppet.com/docs/pe/2019.0/upgrading_pe.html#supported-upgrade-paths)

| **(Upcoming) PE Releases** | **Tentative GA:** | **Highlights** (this is **NOT** a complete list)! | **Documentation** |
| --- | --- | --- | --- |
| PE 2019.8.2 (LTS) | Nov 3, 2020 | * Upgrade enhancements that speed and simplify upgrades, identify potential risks, and offer visibility into changes to expect with each update. * Improved stability with reduced CPU and memory usage needed to run Puppet, and simplified horizontal scaling, with PuppetDB services installed on compilers. * Patch management capabilities in the console, which let you view the patch status for your nodes, filter available patches, and run a pre-filled task to apply patches to selected nodes. * A refreshed console designed to surface common workflows, improve navigation, and provide a more intuitive and consistent experience. * Ability to reuse existing Puppet code to orchestrate tasks and plans, including a simplified process for including parameters. * Scalability improvements to Code Manager with more available modules. | * [PE 2019.0 Release Notes](https://puppet.com/docs/pe/2019.0/pe_release_notes.html) * [PE 2019.0 New Features](https://puppet.com/docs/pe/2019.0/pe_new_features.html) * [PE 2019.0 Deprecations and Removals](https://puppet.com/docs/pe/2019.0/deprecations_and_removals.html) * [PE 2019.0 Component Versions in Recent PE Releases](https://puppet.com/docs/pe/2019.0/component_versions_in_recent_pe_releases.html) * [PE Support Life Cycle](https://puppet.com/misc/puppet-enterprise-lifecycle) |

Thanks,

Kim