

Consolidated Email Analysis Report

Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible

Summary:

Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au> <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com> <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au> <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com> <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au> <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au> <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com> <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com> <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au> <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com> <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com> <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au> <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au> <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au> <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state. Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au> <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au> <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com> <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com> <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au> <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au> <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com> <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com> <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au> <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com> <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com> <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au

<mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLLIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now. Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

Teams Involved:

Tasks and Responsibilities:

Change Numbers and Related Tasks:

Incidents:

Related Incident(s): INC1698102, INC13461592

Contact Details:

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- Sreeharsha.B@Dell.com

Key Details:

Server:

- Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
From: varumugam3@tcs.woolworths.com.au Received: 2024-11-29 10:13:01.227000+00:00 Body:
[EXTERNAL EMAIL] Hi Chittybabu, Please find the layer7 reverse proxy servers list mentioned below.
- Prod Servers : ncdlffoasp0001 ncdlffoasp0002 ncdlffoasp2001 Non-Prod Servers : ncdlffoasa0001 ncdlffoasa0002 Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus> [docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoetkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub____>!
- Vignesh will provide the exact server numbers shortly.
- You are correct that we have plans to upgrade these servers in early 2025.
- Could you provide the number of servers that require OS support and the duration for which you need the support?

- Also, do you have plans to upgrade the servers to the latest RHEL version?
- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee Outbound reverse proxy servers?
- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: 28 November 2024 07:06 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: Game, Sagar <Sagar_Game@Dell.com>; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Harsha, Sree <Sreeharsha.B@Dell.com>; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar, This situation is becoming increasingly serious.
- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version upgrade or RAM Size uplift can be performed before the change freeze starts if possible?
- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & ApigeeOutbound reverse proxy servers?
- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL

6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

• Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

• !LpKI!m87Mb1f_uxcqXtkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.
- If the server is not hung, and you are changing the state of the server, then you will require a change.
- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.
- We are raising a case RH case to know what caused the server hung.
- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rlBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.
- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.
- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.
- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.
- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au

<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael
Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC
confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh,
ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent:
Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads
<mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also
rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: [http://middleware/contactus\[docs.google.com\]<https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__!](http://middleware/contactus[docs.google.com]<https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__!)

• ----- Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible From: mriviera@woolworths.com.au Received: 2024-11-29 09:18:09.298000+00:00 Body: [EXTERNAL EMAIL] Hi Chittybabu, Thank you for your response.

• Vignesh will provide the exact server numbers shortly.

• You are correct that we have plans to upgrade these servers in early 2025.

• Could you provide the number of servers that require OS support and the duration for which you need the support?

• Also, do you have plans to upgrade the servers to the latest RHEL version?

• What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee Outbound reverse proxy servers?

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: 28 November 2024 07:06 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: Game, Sagar <Sagar_Game@Dell.com>; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Harsha, Sree <Sreeharsha.B@Dell.com>; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar, This situation is becoming increasingly serious.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera

<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version
upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & ApigeeOutbound reverse proxy servers?

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL 6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

- Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

- !LpKI!m87Mb1f_uxcqXTkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au> <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.

- If the server is not hung, and you are changing the state of the server, then you will require a change.

- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:

Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:

RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads <mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also rebooted and the application running on the server ncdlffoasp0002 is down.

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

- ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus> [docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/docume nt/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!>

- ----- Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible From: cvenkidusamy@woolworths.com.au Received: 2024-11-29 07:56:02.390000+00:00 Body: [EXTERNAL EMAIL] +Alex Khoo <mailto:akhoo@woolworths.com.au> Michael, RHEL 6 reached its end of life in 2020, and we have paid for extended support until June 30, 2024.

- Could you provide the number of servers that require OS support and the duration for which you need the support?

- Also, do you have plans to upgrade the servers to the latest RHEL version?
- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee Outbound reverse proxy servers?
- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: 28 November 2024 07:06 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: Game, Sagar <Sagar_Game@Dell.com>; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Harsha, Sree <Sreeharsha.B@Dell.com>; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar, This situation is becoming increasingly serious.
- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version upgrade or RAM Size uplift can be performed before the change freeze starts if possible?
- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & ApigeeOutbound reverse proxy servers?
- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL

6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

• Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

• !LpKI!m87Mb1f_uxcqXtkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.
- If the server is not hung, and you are changing the state of the server, then you will require a change.
- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.
- We are raising a case RH case to know what caused the server hung.
- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAQu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rlBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.
- !LpKI!hE6Q8s-jW0lao17v7BxmfsulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.
- !LpKI!hE6Q8s-jW0lao17v7BxmfsulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.
- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.
- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au

<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael
Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC
confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh,
ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent:
Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads
<mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also
rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: [http://middleware/contactus\[docs.google.com\]<https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!](http://middleware/contactus[docs.google.com]<https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!)

• ----- Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible From: mriviera@woolworths.com.au Received: 2024-11-28 09:54:51.031000+00:00 Body: [EXTERNAL EMAIL] Thanks Sagar.

• What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee Outbound reverse proxy servers?

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: 28 November 2024 07:06 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: Game, Sagar <Sagar_Game@Dell.com>; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Harsha, Sree <Sreeharsha.B@Dell.com>; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar, This situation is becoming increasingly serious.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

• What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee Outbound reverse proxy servers?

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL 6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

• Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

• !LpKI!m87Mb1f_uxcqXtKRNIx_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024

10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.
- If the server is not hung, and you are changing the state of the server, then you will require a change.
- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.
- We are raising a case RH case to know what caused the server hung.
- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rlBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

• Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads

<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads
<mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also
rebooted and the application running on the server ncdlffoasp0002 is down.

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern
Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 |
Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal
Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com
<mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au
<mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy
Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check
the issue below?

- ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible
Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61
411 718 872 G: middleware-devops@woolworths.com.au
<mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus>
[docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!>

- ----- Subject: RE: INC13461592 | Layer7
Reverse proxy Prod servers are rebooted and not accessible From:
/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECI
PIENTS/CN=85368F6765E746A7A0458DCE4AD37DA4-SAGAR_GAME Received: 2024-11-28
08:24:43.784000+00:00 Body: Hi Michael / Vignesh, I have received the responses today and here
they are for your review – 1.

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee
Outbound reverse proxy servers?

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Michael
Riviera <mriviera@woolworths.com.au> Sent: 28 November 2024 07:06 To: Vigneshwaran Arumugam
(TCS) <varumugam3@tcs.woolworths.com.au> Cc: Game, Sagar <Sagar_Game@Dell.com>; Kalgani,
Rohini <Rohini.Kalgani@dell.com>; ims.apj.osvdi <ims.apj.osvdi@emc.com>; Harsha, Sree
<Sreeharsha.B@Dell.com>; Middleware-devops <middleware-devops@woolworths.com.au> Subject:
Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL

EMAIL] Hi Sagar, This situation is becoming increasingly serious.

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & ApigeeOutbound reverse proxy servers?

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL 6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;

DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

- Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

- !LpKI!m87Mb1f_uxcqXTkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.

- If the server is not hung, and you are changing the state of the server, then you will require a change.

- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree

<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;
Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL
EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati,
Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au
<mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.g
oogleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js
8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On
Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads
<ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi
Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgR
fAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi
Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgR
fAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote:
Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

• Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server
causing the server to abruptly reboot.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael
Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC
confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au

<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh,
ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent:
Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads
<mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also
rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern
Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 |
Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal
Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com
<mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au
<mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy
Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check
the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible
Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61
411 718 872 G: middleware-devops@woolworths.com.au
<mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus>
[docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/docume

nt/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub___;!

• ----- Subject: RE: INC13461592 | Layer7

Reverse proxy Prod servers are rebooted and not accessible From:

/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP

(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6C8E15A6A4E9458195B27335AE5E5D70-WILTSS

Received: 2024-11-28 06:38:05.787000+00:00 Body: Hi Sagar, Is this in Dell Co?

• Regards, Steve Internal Use - Confidential From: DelPradoJr, Victor <Victor.DelPradoJr@Dell.com>
Sent: Wednesday, 27 November 2024 4:46 PM To: Game, Sagar <Sagar_Game@Dell.com>;
Wiltshire, Stephen <Stephen.Wiltshire@dell.com>; Bates, Bradley <Brad_Bates@Dell.com> Cc:
ims.apj.osvdi <ims.apj.osvdi@emc.com>; IMS.APJ.CIHCI <ims.apj.cihci@emc.com>; Baker, David
<David.Baker2@dell.com> Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are
rebooted and not accessible I would've said the same thing, good responses Sagar.

• Vic Internal Use - Confidential From: Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> > Sent: Wednesday, 27 November 2024 3:00 PM To: Wiltshire,
Stephen <Stephen.Wiltshire@dell.com <mailto:Stephen.Wiltshire@dell.com> >; DelPradoJr, Victor
<Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Bates, Bradley
<Brad_Bates@Dell.com <mailto:Brad_Bates@Dell.com> > Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com
<mailto:ims.apj.osvdi@emc.com> >; IMS.APJ.CIHCI <ims.apj.cihci@emc.com
<mailto:ims.apj.cihci@emc.com> >; Baker, David <David.Baker2@dell.com
<mailto:David.Baker2@dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers
are rebooted and not accessible ----Removing Customer---- Hi @Stephen
<mailto:Stephen.Wiltshire@dell.com> / @Victor <mailto:Victor.DelPradoJr@Dell.com> / @Bradley
<mailto:Brad_Bates@Dell.com> , We have below queries form the Application team and would need
your inputs to answer them.

• What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee
Outbound reverse proxy servers?

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version
upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

• What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 &
ApigeeOutbound reverse proxy servers?

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern
Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 |
Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal
Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >
Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC
Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati

(TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL 6 EL5 (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

• Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

• !LpKI!m87Mb1f_uxcqXtkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;

Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.
- If the server is not hung, and you are changing the state of the server, then you will require a change.
- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.
- We are raising a case RH case to know what caused the server hung.
- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.
- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.
- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops

<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote:
Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads <mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also

rebooted and the application running on the server ncdlffoasp0002 is down.

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini <Rohini.Kalgani@dell.com> <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com> <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au> <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com> <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com> <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au> <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

- ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus> [docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!>

- ----- Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D3B8E7BA1F3448EA8D8A389F726052F6-DEL PRADO J Received: 2024-11-27 11:16:16.785000+00:00 Body: I would've said the same thing, good responses Sagar.

- Vic Internal Use - Confidential From: Game, Sagar <Sagar_Game@Dell.com> Sent: Wednesday, 27 November 2024 3:00 PM To: Wiltshire, Stephen <Stephen.Wiltshire@dell.com>; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com>; Bates, Bradley <Brad_Bates@Dell.com> Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com>; IMS.APJ.CIHCI <ims.apj.cihci@emc.com>; Baker, David <David.Baker2@dell.com> Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ----Removing Customer---- Hi @Stephen <mailto:Stephen.Wiltshire@dell.com> / @Victor <mailto:Victor.DelPradoJr@Dell.com> / @Bradley <mailto:Brad_Bates@Dell.com> , We have below queries from the Application team and would need your inputs to answer them.

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee Outbound reverse proxy servers?

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 27 November 2024 08:24 To: Kalgani, Rohini

<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above query, Will this Operating System version
upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & ApigeeOutbound reverse proxy servers?

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL 6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

- Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

- !LpKl!m87Mb1f_uxcqXTkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au> <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.

- If the server is not hung, and you are changing the state of the server, then you will require a change.

- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops

<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL
EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati,
Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au
<mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.g
oogleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js
8NDRoOXUAmLLIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On
Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads
<ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi
Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgR
fAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi
Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgR
fAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote:
Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

• Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server
causing the server to abruptly reboot.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael
Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC
confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops

<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads <mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi Sagar, The server ncdlffoasp2001 also rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus> [docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/docume nt/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!>

• ----- Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=85368F6765E746A7A0458DCE4AD37DA4-SAGAR_GAME Received: 2024-11-27

09:30:26.461000+00:00 Body: ----Removing Customer---- Hi @Stephen
<mailto:Stephen.Wiltshire@dell.com> / @Victor <mailto:Victor.DelPradoJr@Dell.com> / @Bradley
<mailto:Brad_Bates@Dell.com> , We have below queries from the Application team and would need
your inputs to answer them.

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 & Apigee
Outbound reverse proxy servers?

- Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> Sent: 27 November 2024
08:24 To: Kalgani, Rohini <Rohini.Kalgani@dell.com>; ims.apj.osvdi <ims.apj.osvdi@emc.com>;
Game, Sagar <Sagar_Game@Dell.com>; Harsha, Sree <Sreeharsha.B@Dell.com> Cc: Michael
Riviera <mriviera@woolworths.com.au>; Middleware-devops
<middleware-devops@woolworths.com.au> Subject: Re: INC13461592 | Layer7 Reverse proxy Prod
servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sagar/Team, In addition to the above
query, Will this Operating System version upgrade or RAM Size uplift can be performed before the
change freeze starts if possible?

- What would be the cost for adding additional 8 GB or 16 GB RAM size to the Layer7 &
ApigeeOutbound reverse proxy servers?

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern
Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 |
Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal
Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >
Sent: 25 November 2024 07:05 To: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Cc: BOC
Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati
(TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game,
Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;
Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian
Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West
<shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: RE:
INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, RHEL
6 ELS (End of Life Subscription) has not been renewed by WW, so we can't get the RCA.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent:
Monday, November 25, 2024 4:44 AM To: Harsha, Sree <Sreeharsha.B@Dell.com
<mailto:Sreeharsha.B@Dell.com> > Cc: BOC Team <sitman@woolworths.com.au
<mailto:sitman@woolworths.com.au> >; Jaswanth Pathalapati (TCS)
<jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;

Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree/Team, Kindly provide an update on the root cause.

- Hi All, The Reverse Proxy applications running on the server ncdlffoasp2001 is up and running fine now.

- !LpKI!m87Mb1f_uxcqXTkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Thu, 21 Nov 2024 at 16:58, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Jimmy, Thanks for the confirmation, server is rebooted and OS checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> <jweng@woolworths.com.au <mailto:jweng@woolworths.com.au> > On Behalf Of BOC Team Sent: Thursday, November 21, 2024 10:51 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Brian Jones <bjones6@woolworths.com.au <mailto:bjones6@woolworths.com.au> >; Shaun West <shaun.west@woolworths.com.au <mailto:shaun.west@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Sree, If the server is hung, then you can proceed to restart the server to bring out of hung state.

- Ensure the incident is update on who and when this was restarted and capture verification of the server in the incident.

- If the server is not hung, and you are changing the state of the server, then you will require a change.

- On Thu, 21 Nov 2024 at 15:52, Harsha, Sree <Sreeharsha.B@dell.com <mailto:Sreeharsha.B@dell.com> > wrote: Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent:

Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

- !LpKl!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

- !LpKl!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com

<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh,
ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent:
Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com
<mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au
<mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >
Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads
<mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also
rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies
| DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email:
Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:
Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern
Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 |
Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal
Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com
<mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au
<mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy
Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check
the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible
Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61

[docs.google.com] <[https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoetkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__](https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoetkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!);

SRE Received: 2024-11-21 11:39:58.744000+00:00 Body: Hi Team, Download the files, you can close the INC.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Michael Riviera

<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: Thursday, November 21, 2024 10:29 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Considering this is the 2ns auto reboot/hung server today, we need to ensure this is a high severity ticket with Redhat.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 10:22 AM To: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlfoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:

Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

• !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

• Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:

RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads <mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus> [docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!>

• ----- Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible From: /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B58718C973B042C59C6D5007B47F3750-MARUDWATHI, Received: 2024-11-21 10:44:10.902000+00:00 Body: Hi Team, Please find the DELL# INC1698102 raised and assigned to HCI Queue for the below mail.

• Service Delivery Engineer, Vishnu.Marudwathi@dell.com <mailto:Vishnu.Marudwathi@dell.com> Dell Technologies | Professional, Managed, & Field Services 24/7 Australia Toll Free: 1 800 335 438 Extension: 6266084 24/7 US Toll Free: 1 877-403-1672 Extension 6266084 24/7 UK Toll Free: +44 870 6000 300 Extension: 6266084 Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com> Sent: 21 November 2024 10:38 To: IMS.APJ.CIHCI <ims.apj.cihci@emc.com>; DTMS.MCSL1 <dtms.mcs11@Dell.com> Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com> Subject: FW: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi HCI Team, Kindly help in copying the snapshot file (.vmsn) file for ncdlffoasp2001 server to the below location.

• And also Pls suspend the server and capture the file (.vmss) to the same location.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 10:31 AM To: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Cc: Jaswanth Pathalapathi (TCS) <jpathalapathi@tcs.woolworths.com.au <mailto:jpathalapathi@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Michael, It's a P2 (Critical systems have been significantly degraded or not operational).

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: Thursday, November 21, 2024 10:29 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapathi (TCS) <jpathalapathi@tcs.woolworths.com.au <mailto:jpathalapathi@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Considering this is the 2ns auto reboot/hung server today, we need to ensure this is a high severity ticket with Redhat.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024

10:22 AM To: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team <sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >; Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati, Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.googleusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLlIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

• Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads <mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From:

Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au
<mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini
<Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >
Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible
[EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

- Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

- ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible
Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au
<mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus>
[docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!>

- ----- Subject: FW: INC13461592 | Layer7
Reverse proxy Prod servers are rebooted and not accessible From:
/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP
(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8EEA825E8BCB4115AC645276908F7092-HARSHA,
SRE Received: 2024-11-21 10:37:38.293000+00:00 Body: Hi HCI Team, Kindly help in copying the
snapshot file (.vmss) file for ncdlffoasp2001 server to the below location.

- And also Pls suspend the server and capture the file (.vmss) to the same location.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com> Sent: Thursday, November 21, 2024 10:31 AM To: Michael Riviera <mriviera@woolworths.com.au> Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au>; Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au>; BOC Team <sitman@woolworths.com.au>; Game, Sagar <Sagar_Game@Dell.com>; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au>; Kalgani, Rohini <Rohini.Kalgani@dell.com>; ims.apj.osvdi <ims.apj.osvdi@emc.com>; Middleware-devops <middleware-devops@woolworths.com.au>; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com>; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com> Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Michael, It's a P2 (Critical systems have been significantly degraded or not operational).

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> > Sent: Thursday, November 21, 2024 10:29 AM To: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Cc: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS)

<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team
<sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> >; Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;
Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL
EMAIL] Hi Team, Considering this is the 2ns auto reboot/hung server today, we need to ensure this is a
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- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024
10:22 AM To: Jaswanth Pathalapati (TCS) <jpathalapati@tcs.woolworths.com.au
<mailto:jpathalapati@tcs.woolworths.com.au> >; Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team
<sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;
Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh,
ncdlffoasp2001 Server is in a hung state, kindly provide BOC approval for the reboot.

- We are raising a case RH case to know what caused the server hung.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies |
Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com
<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Jaswanth Pathalapati (TCS)
<jpathalapati@tcs.woolworths.com.au <mailto:jpathalapati@tcs.woolworths.com.au> > Sent:
Thursday, November 21, 2024 10:06 AM To: Vigneshwaran Arumugam (TCS)
<varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; BOC Team
<sitman@woolworths.com.au <mailto:sitman@woolworths.com.au> > Cc: Harsha, Sree
<Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> >; Game, Sagar
<Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera
<mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads
<WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> >;
Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi
<ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops
<middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >;
DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >;
Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject:
Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL
EMAIL] +BOC Team <mailto:sitman@woolworths.com.au> Thanks & Regards, Jaswanth Pathalapati,
Incident Manager - TCS M 0417 620 627 E jpathalapati@tcs.woolworths.com.au
<mailto:jpathalapati@tcs.woolworths.com.au> 1 Woolworths Way, Bella Vista NSW 2153 <https://lh4.g

ooglesusercontent.com/DIE9LAqu2VgQtR_qWxW6rqddiO_-mx3tAUYrMFj8beWuo_rIBbc-xAbjirksTx-Js8NDRoOXUAmLIIKpIK-4dLmToquWyjmlqur4ZK9VqWgEAKANMjWBwgAZqcweuJYGbM_CZY3M> On Thu, 21 Nov 2024 at 15:35, 'Vigneshwaran Arumugam (TCS)' via WW-SP-IT ShiftLeads <ww-sp-itshiftleads@woolworths.com.au <mailto:ww-sp-itshiftleads@woolworths.com.au> > wrote: Hi Sree/Sagar, Again the server ncdlffoasp2001 is not accessible now.

- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:31, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > wrote: Hi Sree, The server ncdlffoasp0001 is auto rebooted again on 02:18 PM AEDT.

- !LpKI!hE6Q8s-jW0lao17v7BxmfSulB-P6SGsknduVW9F2p7XW0KGcXlrsqvyjPqA9be0fAW1UdDgZgRfAQ6oPKPwuvRtGfzjJPhjM\$> On Thu, 21 Nov 2024 at 14:27, 'Harsha, Sree' via Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > wrote: Hi Vignesh, As discussed, kindly find the RCA for the server reboot.

- Memory utilization is very high causing the OOM (Out of Memory) to trigger the crash to the server causing the server to abruptly reboot.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:46 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible ++ @Michael Riviera <mailto:mriviera@woolworths.com.au> Hi All, ncdlffoasp0002 is rebooted upon BOC confirmation and OS Health checks are completed.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com <mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Harsha, Sree <Sreeharsha.B@Dell.com <mailto:Sreeharsha.B@Dell.com> > Sent: Thursday, November 21, 2024 8:39 AM To: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> >; Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> >; DelPradoJr, Victor <Victor.DelPradoJr@Dell.com <mailto:Victor.DelPradoJr@Dell.com> >; Raveendran, Sruthi <Sruthi.Raveendran@Dell.com <mailto:Sruthi.Raveendran@Dell.com> > Subject: RE: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible Hi Vignesh, ncdlffoasp0002 is hung state and got struck and we need approval to reboot the server to restore it.

- Regards, Sree Harsha Global Technical Delivery (Infra, Cloud & Apps) Dell Technologies | Professional, Managed & Field Services Mobile: +91-9480 309 678 | SreeHarsha.B@Dell.com

<mailto:SreeHarsha.B@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: Thursday, November 21, 2024 8:27 AM To: Game, Sagar <Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> >; Michael Riviera <mriviera@woolworths.com.au <mailto:mriviera@woolworths.com.au> >; WW-SP-IT ShiftLeads <WW-SP-ITShiftLeads@woolworths.com.au <mailto:WW-SP-ITShiftLeads@woolworths.com.au> > Cc: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] +Michael Riviera <mailto:mriviera@woolworths.com.au> +WW-SP-IT ShiftLeads <mailto:WW-SP-ITShiftLeads@woolworths.com.au> Hi sagar, The server ncdlffoasp2001 also rebooted and the application running on the server ncdlffoasp0002 is down.

• Regards, Sagar Gamé Principal Engineer, Modern Cloud & Applications Services DELL Technologies | DELL Technologies Managed Services Mobile: +91 9970284137 (INDIA) Email: Sagar_Game@Dell.com <mailto:Sagar_Game@Dell.com> Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 08:04 To: Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > Cc: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: Re: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Rohini, Another Server ncdlffoasp2001 also not accessible now.

• Thanks and Regards Rohini Sudhakar Kalgani Senior Engineer, Service Delivery Dell EMC | Modern Cloud & Applications Services Office (+91) 806-737-4000 A Dell Technologies Business | DELL-6 | Bagmane World Technology Center, Marathahalli- KR Pura ORR, Bangalore, India – 560048 Internal Use - Confidential From: Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au <mailto:varumugam3@tcs.woolworths.com.au> > Sent: 21 November 2024 07:53 To: ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> >; ims.apj.osvdi <ims.apj.osvdi@emc.com <mailto:ims.apj.osvdi@emc.com> > Cc: Middleware-devops <middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> > Subject: INC13461592 | Layer7 Reverse proxy Prod servers are rebooted and not accessible [EXTERNAL EMAIL] Hi Team, Could you please check the issue below?

• ncdlffoasp0001 - Server rebooted on 01:09 PM AEDT ncdlffoasp0002 - Server is not accessible Thanks and Regards, Vigneshwaran Arumugam Middleware & Apigee Support | Woolworths IT p +61 411 718 872 G: middleware-devops@woolworths.com.au <mailto:middleware-devops@woolworths.com.au> 24/7: <http://middleware/contactus> [docs.google.com] <https://urldefense.com/v3/__https://docs.google.com/a/woolworths.com.au/document/d/1Y-0WXun4iepoeTkNb64a6j1vrECNQJmrt4-N1qqmCaQ/pub__;!

Change:

• Will this Operating System version upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

• !LpKI!jl9BnikhpCYk8ZOsfw8EoAs9kcJNFmMbuU9Dyqw_36sVrUFfkcDmzgkKIDZfyMU4_qYxUpEp8KZ5WtCVA1698Q\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

• !LpKI!n-Srm4e1UrpCgyhU6eJtJP7WjAJ4AzvhGqYz4Cnny1Z_ZkaodfiiqERE9-aeBlitZmDUrPXfCQAUUXftu0zeJnBMYCsalzQ\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

- !LpKI!n-Srm4e1UrpCgyhU6eJtJP7WjAJ4AzvhGqYz4Cnny1Z_ZkaodfiiqERE9-aeBlitZmDURPXfCQAU UXftu0zeJnBMYCsalzQ\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

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- !LpKI!h7M5MHViM7IBu6OHYNph5r11P69s20kSJZqd29jeMBgz18KQtTjJtq5PeLn19X3o2FVO420DJJ 7fnVXyROO-fZCy\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

- !LpKI!h7M5MHViM7IBu6OHYNph5r11P69s20kSJZqd29jeMBgz18KQtTjJtq5PeLn19X3o2FVO420DJJ 7fnVXyROO-fZCy\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

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- !LpKI!iJK_U7bpAGacN7UEgcaUs_8WH4oGKiC9rTLDY2v3TC6_FNslGZuAzEBhbo2OVGk81icd4mc mUP_qP7ER4lf4B1LwiWgwZw\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

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- !LpKI!il3FipmNm4Kf195uDdseeoBuJEHVqr4BnEeeJea7wuKZoPLXrcBYaVyuPawv6Ahn0pGY5l0eC 5AUYCF1U8wbihs\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

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- For query 1, the Dell charge won't change but internal to Woolworths this may impact their chargeback rate – suggest they check with Wasantha Jayawardane on this.

- Will this Operating System version upgrade or RAM Size uplift can be performed before the change freeze starts if possible?

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- !LpKI!gSZVDffrl9S9zpQFaDQxDoiUtEFK9O-R_dei__ZCHl4mf4Xid8ZSAblBbWqTFZrgxjENw1b-EWm0xAoc4SV-2uo\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!
- !LpKI!gSZVDffrl9S9zpQFaDQxDoiUtEFK9O-R_dei__ZCHl4mf4Xid8ZSAblBbWqTFZrgxjENw1b-EWm0xAoc4SV-2uo\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!
- !LpKI!gSZVDffrl9S9zpQFaDQxDoiUtEFK9O-R_dei__ZCHl4mf4Xid8ZSAblBbWqTFZrgxjENw1b-EWm0xAoc4SV-2uo\$> ICC Change Guide [woolworths-agile.atlassian.net] <https://urldefense.com/v3/__https://woolworths-agile.atlassian.net/wiki/spaces/ICC/pages/19803570714/Change*Guideline__;Kw!

Update:

- However, as you have already discussed with Sagar regarding the provisioning of a new VM after consulting with your Manager we will keep the Problem ticket open until we receive an update from you.
- We will update the PRB00051025 and submit it for closure.
- !LpKI!m87Mb1f_uxcqXtkRNIX_5iYd56nXh-vzA1t7tQoECHbLcoSUG7KsdwkGECyE9z-l8gEIIOIQHYHdK0Fo0jc7WIXjhVwz6_A\$> On Fri, 22 Nov 2024 at 11:14, Vigneshwaran Arumugam (TCS) <varumugam3@tcs.woolworths.com.au> <<mailto:varumugam3@tcs.woolworths.com.au>> > wrote: Hi Sree/Team, Please let us know if any update received from the Redhat vendor for the issue.
- Please provide an update when you get an update from the redhat vendor.
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- !LpKI!nECG4GXVaSso7Ci7IsF9nYLh0iOscBMx0tMrN_EThr1cLmcCmW0pq24y1zKzjYXkyFJ3PbcxU43elkl7YheNC5fqOjv5pw\$> On Thu, 21 Nov 2024 at 13:27, Kalgani, Rohini <Rohini.Kalgani@dell.com <mailto:Rohini.Kalgani@dell.com> > wrote: Hi @Vigneshwaran Arumugam (TCS) <mailto:varumugam3@tcs.woolworths.com.au> , We are checking on it, we will keep you updated .
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