How can we help?

Case
CloudHub 1.0 Monthly Patching Failing Applications

Case Number	Severity	Status	Product	Version
00353090	S2	Closed	Anypoint Platform	

<div align="right">

Escalate Case

</div>

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Send Comment

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Case Comments

Hello Rahul,

Thank you so much for your confirmation.
Understood those apps are no longer being used at this moment, so I will mark this ticket as closed.

Please contact us anytime if you have any issues regarding this patching matter.
I am always happy to assist you.

Sincerely,
Yoji Taoka

<div align="right">Comment by: Yoji Taoka on Jan 25, 2023 8:07:31 PM</div>

These applications are no longer being used anymore right now. These are down since long.

We will enable once we will be using/consuming these failed apps.

<div align="right">Comment by: Rahul Kumar on Jan 24, 2023 9:23:21 PM</div>

Hello Amit, Surendra, Kumar,

I hoped to support you further, our Customer Success Manager Jeff is also contacting stakeholders but seems there is no major concern raised from your team.
If you have further concerns, please let me know by EOD 30th next week since this ticket will be auto-closed if there is no customer update.

I hope the explanation helped but please ping me if you have any concerns.
I am actively monitoring this ticket and am always happy to help you.

Case Details

Contact Name
Rahul Kumar
(/s/detail/0032T00002KNOrPQAX)

Case Owner
Yoji Taoka

Product
Anypoint Platform

Component
CloudHub

Version

Subcomponent
Applications

Description Information

Subject
CloudHub 1.0 Monthly Patching Failing Applications

Description ⓘ
CloudHub 1.0 Monthly Patching Failing Applications. Please refer to the following case comment.

Severity ⓘ
S2

Status
Closed

CloudHub App Name

Follow the sun

Follow the sun ⓘ

Created By
ytaoka1.5619925907532568E12
(/s/profile/0052T00000ChlBQQAZ)
, 1/9/2023 9:34 PM

Last Modified By
ytaoka1.5619925907532568E12
(/s/profile/0052T00000ChlBQQAZ)
, 1/25/2023 8:08 PM

Contact Phone
(971) 708-0835

Sincerely,
Yoji Taoka

Comment by: Yoji Taoka on Jan 23, 2023 1:00:26 PM

Hello Amit, Surendra, Kumar,

I am contacting our Account team as well but we are not receiving feedback yet.
I am hoping to assist you but need your confirmation, so please ping me anytime. The deadline Jan 25 is approaching.

Sincerely,
Yoji Taoka

Comment by: Yoji Taoka on Jan 22, 2023 7:33:06 PM

Hello Amit, Surendra, Kumar,

I am hoping to assist you but need your feedback.
Please ping me anytime, I am actively monitoring this ticket.

Sincerely,
Yoji Taoka

Comment by: Yoji Taoka on Jan 19, 2023 2:54:33 PM

Hello Amit, Surendra, Kumar,

I hope the previous comments and KB helped but please ping me if you have any concerns/questions.
I am actively monitoring this ticket.

Sincerely,
Yoji Taoka

Comment by: Yoji Taoka on Jan 16, 2023 2:01:20 PM

Hello Amit, Surendra, Kumar,

Let me add your names for this ticket, since I found you have worked on some support tickets in a couple of years so assumed you would have some ideas on this.

As mentioned, the four applications in my previous update are failed to apply 2022 Dec patch which includes some security fix, so if they will not be updated to the patch they will be stopped by our security team on Jan 25th. I am seeing "Couldn't find configuration property" error for all of the 4 applications, that indicates you are missing to set some properties.

Please check if you are using the application.
As per the log, it seems the application is not actively being used but please kindly double-check.

Let me know if you need any assistance, I am happy to support you.

Sincerely,
Yoji Taoka

Comment by: Yoji Taoka on Jan 15, 2023 8:00:11 PM

Dear Customer,

I am seeing "Couldn't find configuration property" error for all of the 4 applications.

Please check if you are using the application.
As per the log, it seems the application is not actively being used but please kindly double-check.

As mentioned, if the app does not run with 2022 Dec patch, the app will be stopped on Jan 25th.

Please let me know if you need any assistance, I am happy to support you.

Sincerely,
Yoji Taoka

Comment by: Yoji Taoka on Jan 11, 2023 9:05:56 PM

Dear Customer,

We are writing to inform you that the following CloudHub applications have failed to be deployed to the latest release 2022 Dec patch:

- api-braintree-prd
- api-email-verify-prd
- api-profanity-filter-prd
- process-reseller-ratings-prd

The current deadline for these updates is 10AM PST on January 25th. The applications would be Stopped on the deadline if the latest patch is not applied.

In order to ensure the continued protection of your data and the security of our systems, we strongly recommend that you update these applications to the latest patch.

If you are unable to update by the deadline, please contact your Customer Success Manager(CSM) to discuss adding these applications to the exception list. The CSM is also aware of this support ticket.

We wanted to proactively bring this issue to your attention and offer our support in resolving it. If you have any technical difficulties in applying the patch, please don't hesitate to let us know. Our team is here to help ensure a smooth transition to the latest release and address any issues that may arise. At Salesforce, trust is our #1 value, and we take the protection of our customer's data very seriously. We appreciate your cooperation and look forward to helping you maintain the highest level of security for your organization.

Reference documents:
- Automated patching process (https://docs.mulesoft.com/release-notes/cloudhub/cloudhub-runtimes-release-notes (https://docs.mulesoft.com/release-notes/cloudhub/cloudhub-runtimes-release-notes))
- How to apply CloudHub patches (https://docs.mulesoft.com/runtime-manager/cloudhub-app-runtime-version-updates#update-notification (https://docs.mulesoft.com/runtime-manager/cloudhub-app-runtime-version-updates#update-notification))

Sincerely,

Comment by: Yoji Taoka on Jan 9, 2023 9:36:09 PM