Issue: TCS client report not matching with cloud

Resolution: No resolution

Issue: Deleted VM appearing in unused deployments report

Resolution: As we can observe in the report attached in the mail, All the labs are in the stop state not in the delete state. But in the snapshot provided in the mail he is looking at the different lab which was not in the report.

Issue: Mark lab status as delete complete

Resolution: Labs are marked as delete complete. since this lab is create fail state since 2018

Issue: There is a total of 115 subscriptions with recovery vaults still present. We kindly request that you initiate the cleanup process from the subscriptions.

Resolution: Cleaned up all the resources using the custom scripts

----

Issue: Difference in AWS total cost for TCS in AWS platform report and NL report. Individual labs also individual arns

Resolution: The details are in the email with sub line : RE: AWS account lab difference in August month - findings

1.Search for the ARN 241926226459 in the consolidated excel you sent in the Account Information column. You can use the Filtered_ excel file attached for this. The report will show $18.11, exactly what is showing in the AWS CE. The filtering in the report was not done correctly leading to believe it is not matching.

2. The issue with the total usage mismatch was due to the master account had its own usage which is not reflected in our platform usage cost report. Please find the screen shot below which is excluding the Master account in usage.

3. Note: The AWS usage issue file attached, we found that not all usages are reflected in the report in the Cost and Breakdown report in AWS console. Here for 1st we have the .08$ for this ARN in Consolidated Usage report, but its not showing the Cost breakdown report downloaded from AWS.

Issue: Request from the support team to change the pool status

Resolution: changed the status of 127 pool items to AVAILABLE state from the database

----

Issue: We tried to import tenants U-Next, Great Learning, and Mentorskool, but the imports failed. We tried to import other tenants that were created after the production upgrade, such as Otmarketplace and Quesscorp, and those imports succeeded.

Resolution: The response body for get customer by id is changed by the microsoft. added the condition to handle this scenario.

Issue: Change of status pool item from inprogress to Available

Resolution: Changed manually from db

Issue: Marked pool items to Invalid state from the database

Resolution: Marked pool items to Invalid state from the database

----

Issue: CSP Budget - Repeated Notifications are getting triggered for SET Budget

Resolution: Microsoft Behavior, Need to raise a support Ticket

----

Issue: Remove Role not working for Azure Catalog. CatalogName: ms.csp.azure.Account.Greatlearning_OpenAICustomcleanup.OwnerRole

Resolution: The Action was not defined in the catalog, Fix was given verified and shared the test

results.

Issue: Catalog Testing : New catalog for GL OpenAI with Contibutor role and custom cleanup for Machine learning

Resolution: Catalog Testing : New catalog for GL OpenAI with Contibutor role and custom cleanup for Machine learning.

Tested and shared the test results with CS team.

Issue: CSP pool creation is failing. "Service unavailableOur services aren't available right now</h2><p>We're working to restore all services as soon as possible. Please check back soon.

Resolution: Nothing done from platform side and issue was with Azure Service side. And pool creation was successful for the same account next day

----

Issue: Context:

Resolution: Following are the root cause for idle timeout not working for some of the labs.

Issue 1: (Priority)

Currently in 'Windows OS' based catalogs for TCS, idle timeout agent is getting installed only when user sign in for the first time. (One such example is 'azure.csp.lab.tcs.Windows2019.QlikView')

â€,â€,â€,â€,â€,â€,>> Previous behaviour : Idle timeout agent was getting installed during the creation of the lab

â€,â€,â€,â€,â€,â€,>> Current behaviour : After provisioning of the VM, a registry entry is made to run the 'SetupTCS.ps1' powershell script during the login process.

I think the current behaviour is due to the changes done to speed up the lab provisioning time.

The issue with the above implementation is that, if user is not logging in to the lab even once, idle

time actions will not work and the lab will keep running.

I randomly checked some of the TCS resource lab catalogs and all are defined this way. Also, I checked few other customer catalogs like Stackroute where the agent is getting installed during lab creation.

I am not sure how many catalogs are getting used for TCS with this issue in place. I think all of them might be having this behaviour. (Support team need to help here in coming up with that list)

â€,â€,â€,â€,â€,â€,

Recommendation:

All TCS windows VM catalogs require changes to install 'idle time agent' during the creation of lab.

Issue 2:

The agent install is happening after the following routines. Any exception happening in these routines can skip the installation of the idle time agent

Downloading of challenge scripts

Resizing the disk partition

Recommendation:

Do the installation of idle time agent before doing any other configurations. This can improve success rate of agent installation.

Also the setup script should update failure to Nuvelink, if something goes wrong. (This requires some implementation at Nuvelink as well. Will add to backlog)

Issue: GL team is using WebConnect1 to access lab where as in our access details WebConenct3 is used

Resolution: gave solution to change the the access key to WebConnect1

Issue: user is not able to access the lab

Resolution: lab was created before for the user and it was suspending.

informed to delete a lab and create a new one

Issue: The fix was given on Jan 24. TCS tested and confirmed.ON 15 Feb again the issue is reported that the functionality is not woking

Resolution: On checking the plugin in the Guac server, it was found there was a difference of 1 byte from the one in QA. The Prod plugin when copied to QA, it was not working, hence confirmed. In QA it was working and hence copied the plugin to production and it worked.

Issue: CSP Budget - Actions mentioned in threshold value are not getting triggered due to subject line change in the alerts from microsoft.

Resolution: Added both subject line as it is inconsistent from microsoft:

Previous Notification:

Important notice: You have an Azure budget alert for 'MindtreeCompany_1_690f0c19-8f6d-4aee-becb-4c07bf820e6e'

Current Notification:

Important: Your Azure budget, Company1_1_727695ad-a5b1-44e8-b8cd-2eb3d416974e, has exceeded its threshold value

----

Issue: The usage shown in AWS cost explorer and Orgo ACU report are different. Aravindan needed to explain this to Upgrad audit team

Resolution: The issue is described in the email with sub line - RE: upGrad AWS lab usage report

----

Issue: The usage shown in AWS cost explorer and Orgo ACU report are different. Aravindan needed to explain this to Upgrad audit team

Resolution: The delay in sync for AWS was set as 2 days. It was observed that in the cloud updates were still happening for days earlier to it. Hence the synched cost to platform and cloud will not match. The delay has to be extended to 4 days now.

Issue: CSP Usage Detailed not working for Stackroute and Mentoskool

Resolution: It is working fine and reports are generating

Issue: Read Email Job is failing by throwing ERROR_WHILE_READING_EMAILS error

Resolution: Under investigation

Issue: AWS Detailed report is not generating for wipro tenant

Resolution: Some extra columns added in the AWS cloud Report , due to this AWS detailed report generating blank.

Issue: GCP VM lab - delete action is failed. adn the conf UID is not going to Nuvelink

Resolution: The multiple GCP accounts are provisined in the same team. We take one of the account to provision using round robin method.

The account used for this VM got cleaned up.

Issue: Aravindan raised this issue that even after resync there is still difference in usage.

Resolution: details in email with subject line "RE: upGrad AWS lab usage report" 27/2/24

Issue: Every day, TCS launches between 300-400 Azure labs across various programs with different plans. Some of these labs fail to provision due to an "Access Denied" error, and unfortunately, no

additional logs are recorded.

Resolution: 1. Dev Team discussed on this issue on 26th Feb and got the basic info about the issue.

2. 27th Feb got the required data from CS team and Dev team.

3. 4th Feb logged the support ticket with Microsoft.

 service request# 2403040030004558.

4. 6th Feb had a call with Azure support team and explained the issue and shared few logs.

Issue: details in mail - Re: Urgent: Lab Creation and Stop-Process Issues - Action Required

Resolution: Here there is a retry policy applied at the global level which is triggering a create. Stop etc: request after the initial failure within seconds.   Below screen shot shows that immediately after the first try which is failing due to permission on the images as shown below, it gets rectified in the next attempt immediately. This need to be investigated by Engine or Catalog team.

Issue: Demo to customer

Resolution: Successfully explained the workflow to the customer

----

Issue: Created a custom role in Zensar Moodle Tenant having manager role with minimal permissions required.

Resolution: Created a custom role and delivered it to cutomer.

Issue: Assessment is not evaluating

Resolution: token is missing in evaluation result webhook response

----

Issue: Moodle Xebia: Hide the requested options from the timeline for the users from Xebia tenant.

To keep Badges and Private files options available

Resolution: Moodle Xebia:

Hidden the requested options from the timeline for the users from Xebia tenant. Have kept Badges

and Private files enabled.

Researched little on Badges concept.

Issue: Moodle Xebia: Hide Grades from Participants only.

Resolution: Issue:

Hide Grades from Participants only.

Resolution:

Sol 1: Hiding of grades only for the students cannot be performed by manipulating the student role

permission.

We can hide the grade book but Grades tab in the left navigation is still visible to the end user.

Sol 2: We can hide the grade book by editing the course settings and disabling the view gradebook

option from end user.

Issue: Once after reaching the limit of budget suspend action is not triggering.

Resolution: No resolution

Issue: VM resource details not updated in resource duration in mins report for Azure VMs even after

fix was give in the Release 9.

Resolution: "Thanks Manju A for you quick response! So pointing to the new end point URL will

resolve the issue, Will inform the catalog team.   @Uday Mehrotra for the labs which are deleted it

will not update and existing labs after changing the URL only if they perform the start and stop

action it will sync the resource details. ++ @Catalog Team FYA "

Issue: Below account labs were created in the month of April 24 and the data is taken from the April

month report.

Resolution:

Please note that the aggregated cost is till date, when you are generating the report and cloud cost for selected duration is on the date range you give, hence the difference. For 0468fd03-a708-4120-9b03-8547c97c67ce please find the usage when it was aggregated till 3rd of May.

Issue: Lab stuck in Delete in progress state

Resolution: We marked the lab as delete failed from backend.

Issue: Support team want the list of all VM labs in GCP platform

Resolution: Login into DB and exported as CSV

Issue: Symbiosis Bigdata usage report issue

Resolution: Discussed and explained the issue to Dev team and raised a bug in Zoho and added in backlog with high priority NL-I1147

Issue: PBI status mismatch for delete failed and delete in progress between the NL and PBI dashboard DB

Resolution: The issue was due to the status not syncing between master and slave NL DB.

Naveen, Harish,Arun

Issue: We can see that 13 VM labs are delete in progress from cloudlabs and these labs are not visible in ResourceDuration_InMins report

Resolution: Action taken :

1. The status for all these 13 labs are updated to delete completed from the back end as it was already expired.

2. Will check the call back URL work flow to confirm if these completed action requests repeated are

handled.

Issue: Cost variance difference escalated from Uday

Resolution: Gaps in understanding the reason for the difference. Many of the entries were in Quarantine, but was not cleared by CS.

Issue: 23 account labs are inprogress state. marking as Delete failed.

Resolution: Logged into Production database executed the query.

Issue: When admin extends the duration in LCP wrong total value is displaying .

Resolution: open

Issue: Account consolidated report and cost data not there for Upgrad raised as a concern

Resolution: Checked the DB and logs, the reports were getting generated

----

Issue: Issue was due to claenup failure. Misdiagnosed as the cleanup not triggered from NL

Resolution: No fix needed. NL cleanup trigger happened.

Issue: Resource duration in minutes report not generated - reported by CS

Resolution: no fix given, report was generatad when tried

Issue: Bits-CSIS-Virtual lab page loading issue in Orgo. The second page load doesn't happen

Resolution: open

Issue: reports not listed for users - Reported by CS

Resolution: not an issue, It was loading, can be a load delay

----

Issue: CPU high alert in DB

Resolution: Issue identified - need to restrict these bulk requests.

24 requests were given

Issue: 13 labs mark as delete failed

Resolution: Logged in as DB and marked as delete failed

Issue: GCP - Unable to set IAM policy

Resolution: Still analysing the issue

Issue: Last 2 years provisioned CDH labs report to Support

Resolution: We logged in from DB and provided the report

Issue: Mismatch in Application level and Account level report for Account consolidated usage report

Resolution: Uday was using a csv file given by CS to compare. the original files matched

----

Issue: MSP level edit company not working in stackroute Orgo

Resolution: The Nuvelink password got changed and have to update in stackroute server

----

Issue: Stackroute orgo - instead of stackroute orgo, nuvepro logos are dispalying

Resolution: Company level - the default company got removed. edited one of the company and updated as default.

Issue: Account labs - The labs are delete inprogress state. Have to mark as delete failed

Resolution: Updated manually from database

Issue: The database connection limit crossing 300 limit set for the Nuvelink. No more connections were allowed to be established and the nuvelink was down. It had to be restarted.

Resolution: The query Select * from labsubusermap where isActive=True and fk_userid=$1 and resourceGuid=$2 and restype=$3 was seen in the connections list. On exploring we found that the DB connection was not getting closed in the sub user query in the module where the owner cannot be found for the lab.

The change has to be made in the Release 10

Issue: GL required the time taken to complete the lab creation. As there was no report addressing this, it had to be generated from NL DB

Resolution: Queried the NL Db to provide the report

Issue: The tenant name got changed in Nuvelink.

Resolution: No resolution, found the root cause, asked to update with the required name from Orgo

----

Issue: he Apache Bigdata Cluster usage is showing 0. and not showing the duration consumed

Resolution: Server side changes needs to be done

Issue: GCP Account labs delete failed

Resolution: The project deletion was initially blocked due to presence of API gateways created by user.

We manually deleted the API gateways which have resolved the issue.

Issue: Active users not able to login to Cloudlabs portal

Resolution: The users are created through API. API users by default will be blocked to portal login. Can be enabled using settings in tenant level

----

Issue: Create the lazy lab and dont launch the lab and delete it now check the lab control panel page launch lab option is displaying

Resolution: bug

Issue: Bits Pilani customer: Extending duration for labs

Resolution: We provided the query to infra team and we run the query directly run on production DB.

Sample query:

update deployment set expirydate='2024-12-01 05:29:59.000 +0530' where guid in ('<lab guid>');

Issue: Azure accounts are in Delete InProgress state from long time

Resolution: Marked as Delete Failed in DB

Issue: Application resource duration report not generated

Resolution: Open- need to have a different logic for report generation

----

Issue: Catalog build failed on removing subcategory field in

Resolution: open - need to investigate

Issue: Stop Action Triggering Every 5 Minutes Due to System Idle, Even After Stop and Start Completion

Resolution: the messages table in Nuvelink has been accumulating data over the past week due to the data purge job. Although we receive idle time notifications, the processing is taking longer than expected, leading to delays in shutting down the VMs.

To address this, we need to temporarily disable the data purge job. We will also need to restart the Billing server and the dashboard service to disable the service.

Issue: Need report: CDH platform active labs

Resolution: Shared the report from DB

Issue: Bits Pilani costumer: 5 labs are Unpark in progress from long time

Resolution: Marked the labs as Unpark Failed, so that CS team can process again

----

Issue: Park failure - multiple GCP labs going into Park failur

Resolution: Engine team confirmed the timout was happening from GCP cloud

----

Issue: Failure to trigger Idle timeout for VM labs.

Resolution: The Dashboard entries were removed, the data purge service stopped so that new entries will not come

----

Issue: our server experienced downtime, preventing users from being added to Nuvelink teams, even though they were successfully added to teams in the Orgo Database.

Resolution: We have re-added approximately 1,500 users to all 42 teams they were supposed to add on September 24.

Issue: Created on date is not displaying for one of the user in Bits pilani front tire tenant

Resolution: for the same user we tried in our system created on date is displaying, communicated ashwija to check client in different system or browser.

Issue: Moodle data directory permission issue and memory issue

Resolution: after debugging found that it is moodle data directory issue. after purge cache issue got resolved.

also increased the memory

Issue: The job was failing for all the tenants for more than a week as the master account 228871801558 was suspended.

Resolution: The master account was activated again on 03-10-2024.

The lab creations which were failing due to pool items not available should be resolved now.

We changed the cron of the job and ran the job again, the pool items should be back to available now

----

Issue: Production servers down

Resolution: DB server instance was upsized

Issue: The support not able to Unpark frommUI due to high volume.

Resolution: Using postman -> run collection feature, we run the Unpark batch by batch.

Issue: TCS lab creation failed with error: 12146: Cannot perform operation

Resolution: We found that server was down for 30 mins on oct 18th,and during that time, the 17 users got added into teams. we re added the users into again

----

Issue: Webhook error in GreatLearning tenant

Resolution: Support team needs to look into the URL

Issue: CS team needed All users and Labs list of Bits customer

Resolution: Conencted to DB and exported the data

Issue: FTP URL not displaying in lac controlpanel in Unpark state

Resolution: Code change: The status string check in code having issues. Fixed and patched in

production

Issue: The Azure lab creation is failing with the following error: Error: Action 'AssignRole' failed due to insufficient permissions on NLSubscription with ID 0504d288-e5b9-4d6c-890f-d6d36e4ecaf5. [Details: ERROR_PERFORM_SUB_ACTION]

Resolution: During the investigation, we found that the tenant-level setting for â€œEnable CSP Subscription Pool (Azure only)â€• was disabled. After enabling this setting, it started working as expected.

Issue: Missmatch in duration in events page.

Resolution: no issues that was expected behaviour.

Issue: Jump to console url is not displaying for imocha tena

Resolution: Because of lot webhook url configured in imocha tenant.due to this the timeout happening at frontend

----

Issue: TCS: Auto creating the labs after the error "One or more Active labs available for user"

Resolution: We shared the logs of each request and we found that there is no issue at our end

----

Issue: AWS labs taking lot of time to start , create etc:

Resolution: nothing from the platform side as it is AWS platform constraint. Changing the instance type will help

----

Issue: Bits-Pilani customer: Users not created, but it is showing success as response in UI

Resolution: If the user is anonymized, we must either delete the user or wait for the data purge before creating a new user.

Issue: Lab configuration issue: 1)access details are configured properly 2)embeded i frame option is selected in lab template

Resolution: Added proper access details and removed the embeded iframe option on the lab template

----

Issue: For the GL tenant, after stop complete sometimes, the task is getting stuck.

Resolution: This maybe due to a webhook not responding back sometimes which is configured in the GL tenant.

Issue: Need your help for catalog warp-vscode-crewai-python-np I have given 4hours in plan but am unable to see the lab duration in the lab control panel

Resolution: looks like the duration was not set when the lab instance was created. The plan was created at 6:30 and modified again at 10:20. the lab was created at around 7. The duration may not have been set in the plan when the lab was created. We dont see it in the other details. Now it should work

----

Issue: We are gettign error while Doing Resume action. Error: Unable to set IAM policy

Resolution: The policy role contains a hash of a condition . We have to cleanup the policy and apply again.