

# 2019-04-28 Retrospective

Sunday, 28 April 2019 10:15

## SNMP traps configuration file (xml) overwritten during upgrade

- **2019-03-07** (Thursday) - Ticket opened reported issue of hot swap following upgrade a few days before
- 2019-03-10 (Sunday 11:00) - first response
- 2019-03-13 - service crashing found in logs and escalated to R&D
- **2019-03-14** - Phone call with Denis indicating **ticket 9789** which altered configuration and suspected change in configuration
- 2019-03-14 (18:00) - response from Vadim to change configuration
- 2019-03-18 - Denis updated configuration
- 2019-03-25 - Yossi asked for update
- 2019-03-26 - Denis updated service has crashed again and pending logs
- **2019-03-27** - R&D updated that enormous amount of traps received and need to be checked
  - Denis answers this is the configuration that seems to have changed at upgrade. Asking to check with Blum.
  - **Denis escalated** to Idan K. + following request to update configuration
  - Yossi followed up internally
- Blum replied to check backup folder of upgrade
- 4 days - Yossi tried to understand what Blum and Vadim did in ticket 9789 but was not successful
- 2019-03-31 - tickets transferred to Rotem
  - Adi came to Rotem due to escalation to her by customer
- **2019-04-02** - Rotem had session with Denis and found the XML file changed as specified in ticket 9789
- We did **not understand the severity** of the issue
- We did not **understand the customer upgraded** until 14/03/2019
  - ★ ◦ Upgrade issues should be prioritized due to many critical issues encountered by many customers
  - ★ ◦ Ask if/when system was upgraded
  - Keep records of specific changes made to customer system (Portnox / Integrator / Customer)?
- Ticket was **not assigned to Rotem as the TAM** due to lack of information.
  - Information is now updated in SFDC but not displayed in Freshdesk due to ticket opened by partner
- **On 14/03/2019** - Ticket 9789 mentioned and change was not found. Ticket includes many comments. Yossi did not read all and asked Vadim and Blum.
  - ★ ◦ Changes made during session at ticket 9789 **were not recorded in ticket**
  - Ticket summary at closure to include important information and allow fast recognition
  - Escalate after certain time of issue not resolved and no workaround?
- **On 27/03/2019 - did not have answers for 1.5 days** (Wed. - Thu.) from Blum, Vadim and Rotem
  - Kuperman updated the issue is at upgrade
  - Blum sent to check backup folder
  - Rotem did not understand issue is on him and did not take it as the TAM
- ★ ◦ Set immediate meeting with all required people to define next steps to resolve issue fast
- **On 31/03/2019** - Adi came to Rotem
  - Lack of communication between Rotem and Adi. Rotem did not understand Adi referred to this issue and responded with session required for a different issue with Vadim
  - Not admitted for false
  - Rotem did not understand the full picture
  - ★ ◦ Rotem did not take ownership following Adi's escalation
- **On 02/04/2019** - resolution