2016-10-24 (Ran)

Tuesday, October 25, 2016   09:17

Hello,

Since more engineers are getting involved in the work with PPD, I would like to summarize the current important open issues. Environment:
3 servers: 2 active and 1 backup, all switches and iphelpers working in SNMP v3 AES 128.

Open issues:
1. TFS #19582: High memory usage (clearly memory leak) - result in hotswap : the major issue on site. It is being checked by R&D. I've asked them to install the requested new debugging tool in addition to the tools that were already installed.
   Action item and more information:
   - in addition to the continues investigation, we are going to split the network entities on server #1 to server #3 which is currently being used as backup server. There is need to run clusterutil on server #3 and them move half of the entities to this server from server #1. Jehuda, please contact the customer tomorrow morning and assist in this action item. My recommendation, after moving the entities to restart both servers - #1 and #3.
   - In addition, need to work with Oleg in order to collect additional information.
   - We decided to focus on server #1 but also suspect that the memory leak happens on server #2. Today they sent screenshots which imply that all the entities from server #2 were not reachable and Portnox services were down. From my experience they do not restart the services by themselves so you might find it in this state unless it'll start automatically at some point. There is need to investigate this event. I'll send the information in different email.
   - We noticed that many times we are not able to stop Portnox service (maybe related to the high memory). If we'll wait enough time - more than 20 minutes maybe it'll be stopped. The other option is to restart the server.
2. TFS #20842: SSO fails for users which are not members of Portnox server domain but are in group of that domain : the suggested workaround did not worked but we need to check it again. Remote session with Jehuda and Dima is required.
3. TFS #20180: Authenticated Limited timeout is not respected - device turns to rogue : need to be fixed by R&D.
4. TFS #4380: Device OS is being set to 'unknown' during patrol process - the device authentication method is SSH. The famous bug. Need to be solved by R&D.
5. TFS #19618: Cannot add Cisco switches - " Cannot extract model ID from objet ID [] or model ID is not defined in the Data Base. " : was already fixed by R&D for major version.
6. TFS #20331: Add OUI information in eLan export and on reports. We need to create workaround for it. I will create console application that will list this information to CSV file and we'll run it as scheduled task every day.

There are more issues related to this customer which you can find in TFS system by searching the customer name but I mentioned the important ones here.

We are working mainly with Yordanka: Yordanka.Nikolova@ppdi.com which is located in Sofia (same time as Israel). From time to time there is need to work with US team (east coast).

Thanks.