

2018-04-10 OTP issues

Tuesday, April 10, 2018 19:03

Participants:

Zelis: Don Paulson, Maksim Zernitskiy, Richard Jones

Portnox: Idan Blum

Summary:

- In the past month and half, Zelis had 5-6 down times on both accounts (Zelis and PHX) due to OTP error. Workaround done is to cancel 2fa but that is not acceptable and against policy. Management is disappointed by workaround and when it is used they cannot justify Portnox existence in Zelis.
- Portnox is the top source for P1 incidents in Zelis this month.
- Response time for a P1 ticket was ~8 hours which is not acceptable (E.g. tickets: 8910, 8911). Expect it to be in minutes and not hours. Also requested a copy of their contract to understand the SLA commitment.
 - There is a complete agreement regarding response time for P1 incident (where business cannot continue) to be in minutes and not hours.
 - Blum explained that usually contractual SLA is not very strict and requested that if anything is not acceptable for them, they raise it directly. Also if a P1 incident is raised and not responded in a timely manner, they can call Blum directly at any time.
 - Blum to send contact details to participants.
- Zelis requested to receive list of incidents and issues found due to each ticket with measures taken to rectify.
 - Blum to sit with Juda to map each ticket to issue found and amendment. Detail problems and measures taken
- Zelis request to receive status notification about issues identified. Blum to check what can be done and send an answer.
 - ★ Issues should be communicated from Portnox to Zelis so they can communicate to their users and not the other way around where users experience the issue and then raise it to Portnox (they do not want to be the last people to know about an issue).
- Zelis requested ETA for bugs fixes (specifically IP displayed for Domain is incorrect). Blum explained about different severities and priorities set to bugs so those at no impact other than display tend to be pushed sometimes and thus do not have a commitment for fix.
 - Zelis still requested to receive some kind of timeline.
- Blum to send summary with answers by early next week

Tickets:

- 8910 - Feb 14
 - Opened with priority **Low**
 - Issue reported about receiving daily report. Priority seems right this does not seem like P1
- 8911 - Feb 14
 - AD Broker issue. Solved by new install of AD Broker.
 - Opened with priority **Low**
 - Not followed up by Gordon
- 8981 - Feb 26 at 9:15 AM
 - OTP error**
 - Opened with priority **Low**
 - Kuperman responded in 15 minutes
 - Issue: Radius service
 - Resolved at 7:15 PM**
 - CLEAR service was down due to update.**
 - Update procedure was changed to none working hours on weekends and to minimize user impact
- 9036 - Mar 5 at 2:04 PM after Call center relayed at 11:51 AM and again at 12:04 PM
 - AD Broker inactive
 - Gordon Responded in ~2 hours
 - Opened with priority **High (should be Critical)**
 - Resolved at 4:50 PM after reconfigured and installed AD Broker
 - Redefined AD Broker in CLEAR**
- 9045 - Mar 6 at 9:11 AM
 - Blum responded in **15 minutes**
 - Opened with priority **Critical**
 - Closed as behavior is as expected (no issue)
- 9067 - Mar 9 at 2:11 PM
 - OTP error**
 - Opened with priority **Low**
 - Call center relayed at 2:13 PM (P1)**
 - Response and resolution time not clear (Yossi saw it working at 2:46 AM)
 - Mar 17 reopened and still open**
- 9070 - Mar 9 at 4:27 PM after relayed at 3:00 PM
 - OTP error**
 - Opened with priority **High (should be Critical)**
 - Ran **resolved at 5:18 PM**
- 9106 - Mar 16
 - Implementation of second AD Broker errored due to incorrect deployment
 - Opened with priority **Low**
 - Resolved on Mar 21
- 9108 - Mar 17
 - Specific testing device AgentP registration
 - Opened with priority **Low**
 - Pending fix**
 - Fixed and deployed to production
- 9201 - Apr 5
 - OTP error**
 - Opened with priority **Low (should be Critical)**
 - Gordon responded on Apr 6
 - No response from customer (received OOO)
 - Resolved Apr 9 after 9213 was opened
 - OTP service load**
 - Auto scale - immediate
 - Configuration change for US - Done and deployed on Feb. 14
 - OTP dedicated service - Fixed pending verification/testing + deployment
- 9213 - Apr 9 at 9:04 AM
 - OTP error**
 - Opened with priority **Low (should be Critical)**
 - Blum merged to 9201 at 1:21 PM
 - Resolved at 1:44 PM
 - OTP service load**
 - Auto scale - immediate
 - Configuration change for US - Done and deployed on Feb. 14
 - OTP dedicated service - Fixed pending verification/testing + deployment

Response

Monday, April 16, 2018 19:38

- **8910** - Feb 14
 - Opened with priority **Low**
 - Issue reported about receiving daily report. Priority seems right.
 - **Issue checked and found reports are sent out.**
- **8911** - Feb 14
 - AD Broker issue.
 - Opened with priority **Low**
 - **Reinstalled AD Broker.**
- **8981** - Feb 26
 - OTP error
 - Opened with priority **Low (should be Urgent)**
 - Issue: CLEAR service
 - **CLEAR service was down due to update.**
 - **Update procedure was changed to none working hours on weekends and to minimize user impact**
- **9036** - Mar 5
 - AD Broker inactive
 - Opened with priority **High (should be Urgent)**
 - **AD Broker failure.**
 - **Redefined AD Broker in CLEAR**
- **9045** - Mar 6
 - Opened with priority **Critical**
 - **Closed as behavior is as expected (no issue)**
- **9067, 9070** - Mar 9
 - OTP error
 - **9067** opened with priority **Low** , **9070** opened with priority **High (should be Urgent)**
 - **AD Broker redefined and installed**
- **9106** - Mar 16
 - Implementation of second AD Broker errored due to incorrect deployment
 - Opened with priority **Low**
 - **Deployment corrected**
- **9108** - Mar 17
 - Specific testing device AgentP registration
 - Opened with priority **Low**
 - **Fixed and deployed to production**
- **9201** - Apr 5
 - OTP error
 - Opened with priority **Low (should be Urgent)**
 - **OTP service load**
 - **Auto scale - immediate**
 - **Configuration change for US - Done and deployed on Feb. 14**
 - **OTP dedicated service - Fixed pending verification/testing + deployment**
- **9213** - Apr 9
 - OTP error
 - Opened with priority **Low (should be Urgent)**
 - **OTP service load**
 - **Auto scale - immediate**
 - **Configuration change for US - Done and deployed on Feb. 14**
 - **OTP dedicated service - Fixed pending verification/testing + deployment**