

[lookup(create\_key(resource\_type, name))] end raise ArgumentError, "Bad string format #(arg), you must have a string like resource\_type[name]!" end endend#require "chef/exceptions"class Chef

iled(postgres, message)<<EOMSTAT801: An error</pre>

chef.iookup(create\_key(resource\_type, instance\_name)) end Chef.deprecated(:multiresource\_match, "The resource



# cloudy

### with a chance of support

style\_bit\_stormer\_statestications = Processes is pending locks: EOM and def err\_STATION\_Dotyptes\_failed(postgres\_nessage)Stormer\_statestications = Processes is pending locks: EOM and def err\_STATION\_Dotyptes\_failed(postgres\_nessage)Stormer\_statestications = Processes is pending locks: EOM and def err\_STATION\_Dotyptes\_failed(postgres\_istatestications)
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Stormer\_statestication = Processes istormer\_statestication =



### Steps for Getting Started with Support

### 1

#### CREATE YOUR USER ACCOUNT

To interact with Chef Support, you need to create a user account.

- Be sure to use your corporate email when creating your account
- If you are an on-premises customer, you do not need to create a new organization

Create Chef Support User Account >

### LOG INTO THE TICKET SYSTEM

To create and/or review tickets, you need to be logged in.

• Use the username (not your email) and password that you created when you set up your user account in Step 1.

#### Chef Support Ticket System >

### 3

#### ASK ANYONE REVIEWING AND/OR CREATING TICKETS TO REPEAT THIS PROCESS

Make sure everyone has access! If a vendor or user does not use your corporate email account, please email us at support@chef.io requesting that a nondomain user be added to your account.



| Severity | Support Hours                               | Response Time | Submission Method                      |
|----------|---|---------------|--|
| 1        | 24×7<br>Every Day                           | 30 Minutes    | Web-based ticketing system             |
| 2        | 6 am – 6 pm Pacific Time<br>Monday – Friday | 1 Hour        | Web-based ticketing system             |
| 3        | 6 am – 6 pm Pacific Time<br>Monday – Friday | 3 Hours       | Web-based ticketing system or<br>email |
| 4        | No SLA                                      | No SLA        | Web-based ticketing system or<br>email |



Users like familiarity

For some reason, email



Horse ebooks

Follow ) ~

## Unfortunately, as you probably already know, people

12:41 AM - 25 Jul 2012





V

Follow

### most support workflows are familiar

Users like familiarity

For some reason, email

How do you make things better?



Horse ebooks

Unfortunately, as you probably already know, people

12:41 AM - 25 Jul 2012 19,459 Retweets 19,130 Likes 😵 🏠 🚳 🐑 🖗 🏈 🌑 🌑



Create a funnel

Chef > Submit a request

#### Submit a request

#### Your email address\*

Subject\*

#### Description\*

Please provide at least the following details when submitting a ticket:

- What you are attempting to do generally
- What result you observe
- Debug logs of the issue

 Copies of the file archives generated by the following commands, depending on what system you are working on. If you are working on a chef-backend or chef-server where there are multiple members, please attach log bundles from all systems involved.

- \* chef-backend-ctl gather-logs
- \* chef-server-ctl gather-logs
- \* automate-ctl gather-logs

For faster resolution, please see our guide for writing helpful support tickets here: https://getchef.zendesk.com/hc/en-us/articles/360031184331-How-do-I-write-ahelpful-support-ticket-

#### Severity

Normal - Severity 3 - Most requests will fall into this category

Say what you need



Create a funnel

Say what you need

Again

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Create a funnel

Again

And again

Say what you need

| Submit a request  |
|---|
| Your email address*   |
|   |
| Subject*  |
|   |
| Description *   |
|   |
|   |
| Please provide at least the following details when submitting a ticket:   |
| <ul> <li>What you are attempting to do generally</li> <li>What result you observe</li> <li>Debug logs of the issue</li> <li>Copies of the file archives generated by the following commands, depending on what<br/>system you are working on. If you are working on a chef-backend or chef-server where<br/>there are multiple members, please attach log bundles from all systems involved.</li> </ul> |
| * chef-backend-ctl gather-logs<br>* chef-server-ctl gather-logs<br>* automate-ctl gather-logs<br>For faster resolution, please see our guide for writing helpful support tickets her  |
| https://getchef.zendesk.com/hc/en-us/articles/360031184331-How-do-I-wrke-a-<br>helpful-support-ticket-  |
|   |

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#### Severity

Normal - Severity 3 - Most requests will fall into this category



Create a funnel

Say what you need

Again

And again

And again...

Chef > Submit a request

Submit a request

Your email address\*

Chef > General > FAQ

#### How do I write a helpful support ticket?

Shaun Mouton - July 22, 2019 13:46



#### Writing a helpful ticket

It can be challenging to figure out what to put in your support request. Chef products are flexible by design, and can be used and deployed in many different ways depending on your organization's needs. Don't worry, we're here to help. Here are some things to consider when submitting a support request:

- Has your organization encountered this issue previously?
- Have you followed general troubleshooting steps?
- Have you gathered enough detail to help us identify your issue?
- If we need to attempt to replicate your issue in a test environment, do we have the information necessary to do so?
- Are you being descriptive enough?
- Are you describing the problem you're actually experiencing?

As with many things in software, you may find that, in the process of authoring an effective support request, a solution to the problem presents itself. And when that's not the case, the easier it is for us to understand your issue, the easier it will be for us to help you resolve it.

Chef doesn't have any kind of tiered system for Support Engineers, or a complicated priority calculation engine. We're a small team of folks who want your experience with our products to be as positive as possible.

#### Has your organization encountered this issue previously?



Trigger actions on upload

#### **Product Version**

Please provide the exact version of the product you're having trouble with. For most Chef tools, appending -v to the command should give a version number (e.g. knife -v). For most server products, the version can be found on the first line of the "/opt/{product}/version-manifest.txt" file on the server where the product is installed or, for Chef Automate, issue the command "chef-automate version"

#### Attachments

Add file or drop files here

ZenDesk has a 20MB attachment upload size limit. If your gather-logs bundle is larger, you can split it using a command like the following and attach the parts:

split -b 20M -d FILENAME FILENAME.part.



Make it easy to gather useful information

Trigger actions on upload

#### Product Version

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Trigger actions on upload

Use InSpec to check logs

| hnologies C | ang Nguyen Ticket #23448                                       |   |                       |
|-------------|--|---|-----------------------|
| =           |  |   | h. For most           |
|             | Zapier Nov 08 11:02 am (assign)                                |   |                       |
| take it     | Inspec gather-log results for: am-uw2-0a99c229-20              | 19-11-08_16.55.54-UTC.tbz2                                  | (e.g. knife –v).<br>e |
| cc me       | System report  |   | ct is installed       |
| _           | Product: Chef-Server   |   |                       |
|             | AWS Native: Yes  |   |                       |
|             | CPU Cores: 4   | NATE OF A TACL  |                       |
|             | CPU Model: Intel(R) Xeon(R) Platinum<br>Total Memory: 31706 MB | 81/5M CPU @ 2.50GHZ   |                       |
|             | Free Memory: 28042 MB  |   |                       |
|             | Platform: Platform and version are u                           | unknown.  |                       |
|             |  | 3, 1 user, load average: 0.44, 0.31, 0.27                   |                       |
|             | Reporting: Not Installed                                       |   |                       |
|             | Manage: Not Installed<br>Push-Jobs Server: Not Installed       |   |                       |
| 4.11        | LDAP Enabled: Yes  |   |                       |
| dm×         | License count: 999999  |   |                       |
| - 1         | DRBD Enabled: No   |   |                       |
|             | gather-log report  |   | undle is larger       |
|             |  |   |                       |
|             |  | y: Check that the system has the required amount of memory  |                       |
| its         | <ol> <li>Chef recommends that the Chef-Server sy</li> </ol>    |   |                       |
|             | Please make sure the system means the mi                       | Inimum hardware requirements                                |                       |
|             | ☆ https://docs.chef.io/chef_system_require                     | ements.html#chef-server-on-premises-or-in-cloud-environment |                       |
|             | <pre>x memory free_swap should cmp &gt; 0</pre>                |   |                       |
|             | expected it to be > 0  |   |                       |
| -           | got: 0   |   |                       |
|             | (compared using `cmp` matcher)                                 |   |                       |

#### **Product Version**



Trigger actions on upload

Use InSpec to check logs

What's usually valuable

| Zapi              | er Nov 08 11:02 am (assign)  | h. For most<br>(e.g. knife –v) |
|-------------------|--|--------------------------------|
| System report     | -  | e<br>ct is installed           |
| Product:          | Chef-Server  |                                |
| AWS Native:       | Yes  |                                |
| CPU Cores:        | 4  |                                |
| CPU Model:        | Intel(R) Xeon(R) Platinum 8175M CPU @ 2.506Hz                      |                                |
| Total Memory:     | 31706 MB   |                                |
| Free Memory:      | 28042 MB   |                                |
| Platform:         | Platform and version are unknown.                                  |                                |
| Uptime:           | 16:56:01 up 64 days, 20:13, 1 user, load average: 0.44, 0.31, 0.27 |                                |
| Reporting:        | Not Installed  |                                |
| Manage:           | Not Installed  | undle is larger                |
| Push-Jobs Server: | Not Installed  |                                |
| LDAP Enabled:     | Yes  |                                |
| License count:    | 999999   |                                |
| DRBD Enabled:     | No   |                                |



Trigger actions on upload

Use InSpec to check logs

What's usually valuable

**Expose important log entries** 

| [echnol | ogies Dang Ngu | x gatherlogs.automate2.elasticsearch-high-gc-counts: Check to see if the ElasticSearch is reporting large number of GC   |     |
|---------|----------------|--|-----|
| =       |                | events   |     |
|         | 1              | ① The ElasticSearch service is reporting a large number of GC events, this is usually  |     |
|         |                | an indication that the heap size needs to be increased.  | 1). |
| 6.11    | stem report    | ☆ https://automate.chef.io/docs/configuration/#setting-elasticsearch-heap  |     |
| Sys     | stem report    | → Found 319 messages about '\[o.e.m.j.JvmGcMonitorService\] .* \[qc\]'   |     |
|         |                | File: journalctl_chef-automate.txt   |     |
|         | Proc           | First entry: Dec 13 00:33:26 chef-automate01 hab[4968]: automate-elasticsearch.default(0): [2019-12-13T00:33:26,273]   |     |
|         | AWS Nat        | [INFO ][o.e.m.j.JvmGcMonitorService] [_hHY_NO] [gc][old] [72535][9471] duration [5.8s], collections [1]/[6s], total  |     |
|         |                | [5.8s]/[9.4m], memory [3.5db]->[3.2db]/[3.9db], al_pools {[yound] [220.6mb]->[4.2mb]/[522.5mb]}/[survivor] [66.5mb]->  |     |
|         |                | [0b]/[66.5mb]}{[0ld] [3.2gb]->[3.2gb]/[3.3gb]}   |     |
|         | 0.0.11         | Last entry: Dec 13 04:25:11 chef-automate01 hab[4968]: automate-elasticsearch.default(0): [2019-12-13T04:25:11.107]  |     |
|         | Total Mer      | [WARN ][o.e.m.j.JvmGcMonitorService] [_hHY_NO] [gc][207] overhead, spent [5.6s] collecting in the last [6s]  |     |
|         | Free Mer       |  |     |
|         | Plat           | x gatherlogs.automate2.elasticsearch_failed shards: Check to see if Elasticsearch is reporting issues with failed shards   |     |
|         | Upt            | $\oplus$ Elasticsearch is reporting that there are some shards are unavailable.  |     |
|         | Report         | To attempt a retry for the shards, issue the following   |     |
|         | Mar            |  | r,  |
| Duu     | sh-Jobs Sei    | curl _YDOCT 'localbect:10144/ cluster/recoute2retry failedEpretty'   |     |
| Pus     |                |  |     |
| que     | LDAP Enal      | If that gives an error saying the shard is already assigned, then you will need to issue a flush to clear  |     |
| 400     | License co     | the sync ID per each associated index that you received the 'already assigned' error for, and then retry   |     |
|         | DRBD Enab      | the above reroute command  |     |
|         |                | <pre>curl -XPOST 'localhost:10144/INDEX_NAME/_flush?force=true&amp;pretty'</pre>   |     |
| gat     | ther-log re    | ⇔ Found 9 messages about 'org.elasticsearch.action.search.SearchPhaseExecutionException: all shards failed'  |     |
|         |                | File: journalctl_chef-automate.txt   |     |
|         |                | First entry: Dec 13 04:22:08 chef-automate01 hab[4968]: automate-elasticsearch.default(0):   |     |
|         |                | org.elasticsearch.action.search.SearchPhaseExecutionException: all shards failed   |     |
|         |                | Last entry: Dec 13 04:23:18 chef-automate01 hab[4968]: automate-elasticsearch.default(0):  |     |
|         |                | org.elasticsearch.action.search.SearchPhaseExecutionException: all shards failed   |     |
|         |                | <pre># gatherlogs.automate2.elasticsearch_out_of_memory: Check to see if Automate is reporting a OutOfMemoryError for</pre>  |     |
|         |                | ElasticSearch  | t   |
|         |                |  |     |
|         |                | ① Automate is reporting OutOfMemoryError for ElasticSearch. Please check to heap size for ElasticSearch<br>and increase it if necessary or see about increasing the amount of RAM on the system. |     |

#### **Product Version**



Trigger actions on upload

Use InSpec to check logs

What's usually valuable

**Expose important log entries** 

Show remediation steps

| Product   | Version |
|-----------|---------|
| 1 I Ouuce | 101011  |





When logfiles are uploaded:

Cut first-response time by 75% regardless of severity

Cut time to resolution by over 90% regardless of severity



When logfiles are uploaded:

Cut first-response time by 75% regardless of severity

Cut time to resolution by over 90% regardless of severity

Makes responding to tickets where log bundles haven't been uploaded much easier too:

"Have you uploaded a log bundle yet?" (no, really)



When logfiles are uploaded:

Cut first-response time by 75% regardless of severity

Cut time to resolution by over 90% regardless of severity

Makes responding to tickets where log bundles haven't been uploaded much easier too:

"Have you uploaded a log bundle yet?" (no, really)

Severity 1 response time below 5 minutes

Severity 1 resolution time under 2 hours





- Add gather-logs functionality to Chef Infra Client, InSpec, Habitat, etc.
- Add features to Support's InSpec profiles to allow them to be run against a live system
- Build hab package to run common connectivity checks and performance tests



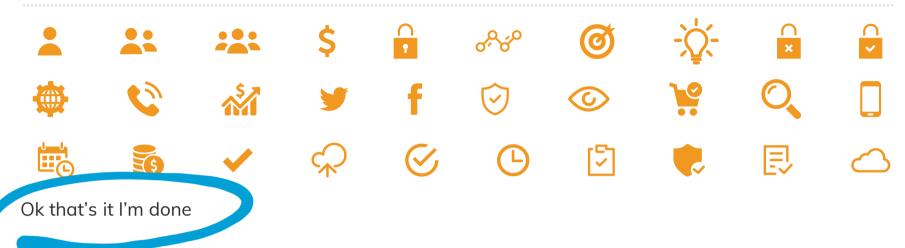
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- Replace Zendesk's upload & add submit functionality to all tooling



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- Build hab package to run common connectivity checks and performance tests
- Replace Zendesk's upload & add submit functionality to all tooling
- Figure out how to use email?



### lcons



For additional icons, there are add-ons for Google Slides. To install:

- 1. Click "Add-ons" from the top navigation in Google Slides
- 2. Search for and install "Flaticon" or "Icons and Symbols"
- 3. Find, customize, and insert the icons you need!





## World Map

Highlight countries by double clicking and changing the color





## US Map

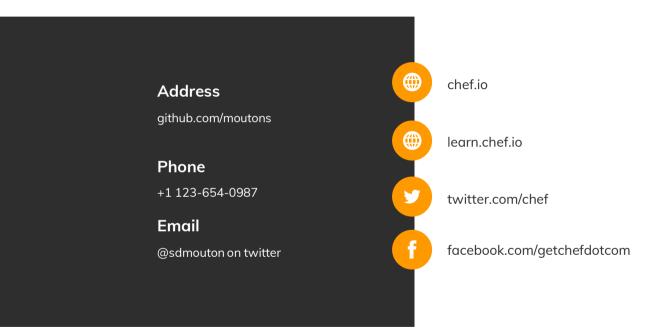
### Highlight states by double clicking and changing the color





## **Contact Information**

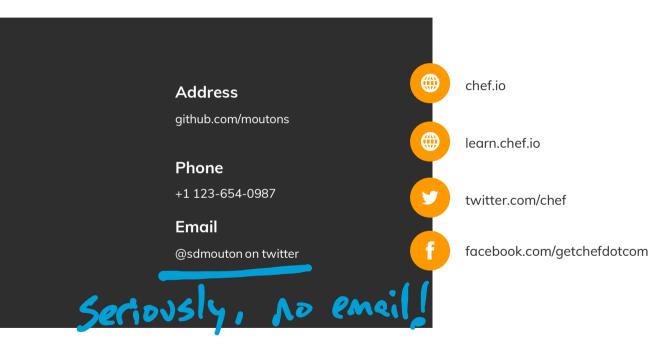
### Add a subtitle...or don't





## **Contact Information**

Add a subtitle...or don't



#### Thank you! Questions?

