



## Building the Coded Enterprise

chef.io

# cloudy

with a chance of support

# most support workflows are familiar

## 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 >](#)

2

### 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](mailto:support@chef.io) requesting that a non-domain user be added to your account.


# most support workflows are familiar

Severity	Support Hours	Response Time	Submission Method
1	24x7 Every Day	30 Minutes	Web-based ticketing system
2	6 am – 6 pm Pacific Time Monday – Friday	1 Hour	Web-based ticketing system
3	6 am – 6 pm Pacific Time Monday – Friday	3 Hours	Web-based ticketing system or email
4	No SLA	No SLA	Web-based ticketing system or email

# most support workflows are familiar

Users like familiarity

For some reason, email



**Horse ebooks**  
@Horse\_ebooks

[Follow](#)

Unfortunately, as you probably already know, people

12:41 AM - 25 Jul 2012

19,459 Retweets 19,130 Likes

81 19K 19K

The screenshot shows a tweet from the user 'Horse ebooks' (@Horse\_ebooks) posted on July 25, 2012, at 12:41 AM. The tweet text reads 'Unfortunately, as you probably already know, people'. It has received 19,459 retweets and 19,130 likes. The interface includes a 'Follow' button, a dropdown arrow, and icons for replies, retweets, and likes.

# most support workflows are familiar

Users like familiarity

For some reason, email

How do you make things better?



# most support workflows are familiar

Create a funnel

Say what you need

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-a-helpful-support-ticket->

Severity

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

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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?


# we can improve it

## 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.
```

Submit

# we can improve it


Make it easy to gather useful information

Trigger actions on upload

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Trigger actions on upload

Use InSpec to check logs

Product Version

Technologies Dang Nguyen OPEN Ticket #23448

Zapier Nov 08 11:02 am (assign)

Inspec gather-log results for: am-uw2-0a99c229-2019-11-08\_16.55.54-UTC.tbz2

```
System report
-----
Product: Chef-Server
AWS Native: Yes
CPU Cores: 4
CPU Model: Intel(R) Xeon(R) Platinum 8175M CPU @ 2.50GHz
Total Memory: 31706 MB
Free Memory: 28842 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
Push-Jobs Server: Not Installed
LDAP Enabled: Yes
License count: 999999
DRBD Enabled: No
-----

gather-log report
-----
x @10.gatherlogs.chef-server.required_memory: Check that the system has the required amount of memory
  ① Chef recommends that the Chef-Server system has at least 8GB of memory.
  Please make sure the system meets the minimum hardware requirements

  o https://docs.chef.io/chef_system_requirements.html#chef-server-on-premises-or-in-cloud-environment

x memory_free_swap should cmp > 0
  expected it to be > 0
  got: 0
  (compared using `cmp` matcher)
```

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Trigger actions on upload

Use InSpec to check logs

What's usually valuable

Expose important log entries

**Product Version**

```
Technologies Dang Ngu x gatherlogs.automate2.elasticsearch-high-gc-counts: Check to see if the ElasticSearch is reporting large number of GC events
  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.
  o https://automate.chef.io/docs/configuration/#setting-elasticsearch-heap
  - Found 319 messages about '\[o.e.m.j.JvmGcMonitorService\] .* \[gc\]'
  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
  CPU Cc [5.8s]/[9.4m], memory [3.5gb]->[3.2gb]/[3.9gb], all_pools {[young] [220.6mb]->[4.2mb]/[532.5mb]}{[survivor] [66.5mb]->
  CPU Mc [0b]/[66.5mb]}{[old] [3.2gb]->[3.2gb]/[3.3gb]}
  Total Mem [WARN ][o.e.m.j.JvmGcMonitorService] [_hHY_NO] [gc][207] overhead, spent [5.6s] collecting in the last [6s]
  Free Mem
  plat x gatherlogs.automate2.elasticsearch_failed shards: Check to see if Elasticsearch is reporting issues with failed shards
  Upt ① Elasticsearch is reporting that there are some shards are unavailable.
  Report To attempt a retry for the shards, issue the following
  Mar curl -XPOST 'localhost:10144/_cluster/reroute?retry_failed&pretty'
  Push-Jobs Ser
  LDAP Enat
  License cc If that gives an error saying the shard is already assigned, then you will need to issue a flush to clear the sync ID per each associated index that you received the 'already assigned' error for, and then retry the above reroute command
  DRBD Enat
  gather-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
  x gatherlogs.automate2.elasticsearch_out_of_memory: Check to see if Automate is reporting a OutOfMemoryError for ElasticSearch
  ① Automate is reporting OutOfMemoryError for ElasticSearch. Please check to heap size for ElasticSearch and increase it if necessary or see about increasing the amount of RAM on the system.
```

# we can improve it

Trigger actions on upload

Use InSpec to check logs

What's usually valuable

Expose important log entries

Show remediation steps



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  ② https://automate.chef.io/docs/configuration/#setting-elasticsearch-heap
System report
  ③ https://automate.chef.io/docs/configuration/#setting-elasticsearch-heap
  → Found 319 messages about '[o.e.m.j.JvmGcMonitorService]' .* '[gc\]'
  File: journalctl_chef-automate.txt
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  [0b]/[66.5mb]}{[old] [3.2gb]->[3.2gb]/[3.3gb]}
  Last entry: Dec 13 04:25:11 chef-automate01 hab[4968]: automate-elasticsearch.default(0): [2019-12-13T04:25:11,107]
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x gatherlogs.automate2.elasticsearch_failed shards: Check to see if Elasticsearch is reporting issues with failed shards
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  curl -XPOST 'localhost:10144/INDEX_NAME/_flush?force=true&pretty'
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  ⑤ Automate is reporting OutOfMemoryError for ElasticSearch. Please check to heap size for ElasticSearch and increase it if necessary or see about increasing the amount of RAM on the system.
```



# people's time is valuable

When logfiles are uploaded:

Cut first-response time by 75% regardless of severity

Cut time to resolution by over 90% regardless of severity

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

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

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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

# people's time is valuable

How can we make it even better?

# people's time is valuable

How can we make it even better?

- 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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- Figure out how to use email?

# Icons



Ok that's it I'm done

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!

Arrange Tools **Add-ons** Help

🔍 ↘ + Background... Layout ▾



# 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

## Address

[github.com/moutons](https://github.com/moutons)

## Phone

+1 123-654-0987

## Email

@sdmouton on twitter



[chef.io](https://chef.io)



[learn.chef.io](https://learn.chef.io)



[twitter.com/chef](https://twitter.com/chef)



[facebook.com/getchefdotcom](https://facebook.com/getchefdotcom)

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[learn.chef.io](https://learn.chef.io)



[twitter.com/chef](https://twitter.com/chef)



[facebook.com/getchefdotcom](https://facebook.com/getchefdotcom)

*Seriously, no email!*

Thank you! Questions?



chef.io