GETTING THE MOST OUT OF A BRTT SUPPORT REQUEST

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AUG Workshop
5-7 June, 2023
Vienna, Austria

A clever person solves a problem.
A wise person avoids it.
- A. Einstein

The practical person knows when to ask for help and puts in the necessary effort for experts to support you.
- Me

DOCUMENTATION

- **/opt/antelope/5.13/doc/**

  - dataflow.pdf

  - datascope.pdf

  - detector.pdf

- **file:///opt/antelope/5.13pre/antelope.html**

TYPES OF SUPPORT REQUESTS

- Download/License Issues
- Setup/configuration help
- Manpage/os clarification
- Bugs requiring action
- Contrib software
- Feature requests

35%
25%
15%
15%
5%
5%

POTENTIAL EFFORT REQUIRED

- Download/License Issues
- Setup/configuration help
- Manpage/os clarification
- Bugs requiring action
- Contrib software
- Feature requests

Low-Med
Low-High
Low-Med
High
Low
Low

SUBMITTING SUPPORT REQUESTS
- BEST PRACTICES

- Never send a support request to individual email addresses at BRTT. Please use: support@brtt.com

- Read the man page *bugs(1)*

- Read man page for the program, library, or script causing concern

- Make sure it is a supported program

ZENDESK
TICKET MANAGEMENT SYSTEM

- **http://brtt.zendesk.com**

- **Keeps record/history**

- **Allows:**

  - triage
  - share amongst all
  - Load balance of requests

OFFICIAL SUPPORT LEVEL

Core BRTT – YES ✅

Deprecated – NO 🚫

Contributed – NO 🚫

Reality – we will try to help out if we can

BRTT SOFTWARE SUPPORT LEVEL

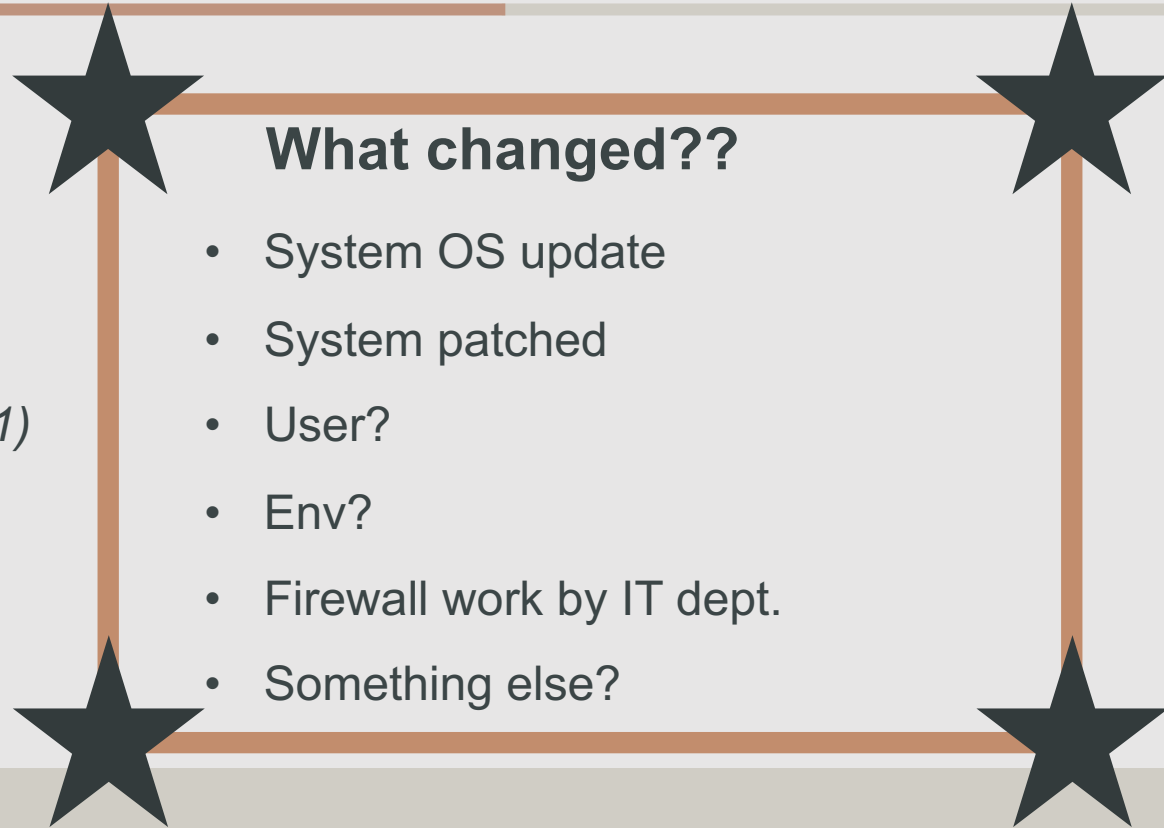**Man pages will explicitly state support level if non-standard**

BEFORE YOU SEND A REQUEST

Check:

- Is Antelope Patched?

- System Problem? *(Disk full?)*

- Environment Issue? (i.e. *man notes_linux(1)*

- Did you read relevant manpage?

- Did it work before…?

What changed??

- System OS update

- System patched

- User?

- Env?

- Firewall work by IT dept.

- Something else?

- **Full ouput:**
  - Command line
  - Resulting error
  - Snapshot of gui is often not enough
- **Input data/files**
  - Parameter files
- **Actions taken**
  - Buttons pushed if gui
- **Output**
  - logs
  - gui snapshot
  - Core file
  - etc.

INFORMATION REQUIRED

- **rtsnapshot**
  - Any "orb" programs
  - Cronjobs
- **dbsnapshot**
  - Db programs
- **dbloc_snapshot**
  - Dbloc2 issues
- **licsnapshot**
  - License issues
- **Descriptive information:**
  - What you did
  - What you expected
  - What actually happened
  - What you think is wrong with what happened

ADDITIONAL INFORMATION NEEDED

GOOD EXAMPLE

- Sent to support@brtt.com

- Useful subject line

- Repeat/restatement of problem at beginning of email

- Command line used

- Output/error

- Further example

- Not shown, but also stated how to fix the issue.

Python 3.10.2 ssl openssl_cafile missing
Via email

Jan 17 16:55

Hi Kent

The default openssl CA file (trusted root certificate store) is missing from Antelope 5.12 Python 3.10.2 on all platforms.

See below the result on Linux.

```
$ . /opt/antelope/5.12/setup.sh
$ python -c 'import ssl; print(ssl.get_default_verify_paths().openssl_cafile)'
/opt/antelope/python3.10.2/ssl/cert.pem
$ ls -l /opt/antelope/python3.10.2/ssl/cert.pem
ls: cannot access /opt/antelope/python3.10.2/ssl/cert.pem: No such file or directory
```

The cert.pem file containing the trusted root certificates.

This leads to certificate validation failures when using urllib.request.urlopen with https URIs or http.client.HTTPSConnection.

```
$ python -c "import urllib.request; x = urllib.request.urlopen('https://www.google.com/')"
...
ssl.SSLCertVerificationError: [SSL: CERTIFICATE_VERIFY_FAILED] certificate verify failed: unable to get local issuer certificate (_ssl.c:997)
```

ALMOST ENOUGH

- Sent to support@brtt.com
- Not shown – subject line was "magnitude problem"
- Dbloc2 pf file attached

Needed to include:

- Dbloc_snapshot
- rtsnapshot

Dear Support,

Can you help with the following?

When we review events with dbloc2, we get no magnitude results. However, there magnitudes for automatic event processing.

I have attached the dbloc2 parameter file. Please help.

THE BAD

- Support requests sent to {kent|eakins|vernon}@brtt.com

- One line emails: "Program X does not work"

- Messages that do not define the specific problem

THE BAD, PART II

- Emails with unhelpful subject lines

- Solutions:
  - Succinct summary phrase for subject (not just "Problem with Antelope")
  - Reiterate in body with full sentence prose and further detail

THE BAD, PART III

- Single email, multiple problems

- Zombie/Mutant tickets: "Now that we solved the orb2orb calibration issue, can you help me with dbbuild?"

- Solution: Submit additional tickets for each individual problem!!

CONCLUSIONS

Reporting software issues requires time

- The effort you put in yields faster and better response from BRTT

Responding to support requests takes time and dialog with user

- Be prepared to send additional information (rtsnapshot, dbloc_snapshot)

BRTT "OFFICE HOURS"?

- Monthly one-on-one sessions (limited number)
- Sign-up with your discussion topic of choice
- Video conference to go over issue, concern, feature request