

Talend - Freshdesk

It is possible to create a freshdesk ticket automatically by sending an email to : Sbs-support@support.solvay.com

The mail should follow this template :

Sender: talend-global-noreply@solvay.com

To: sbs-support@support.solvay.com

CC:

CCI:

Subject (should start): [Talend-Global-Alerting]<Short description of the issue>|<Unique Universel Identifier>

Body: <Put all information / log in order to facilitate the resolution of the ticket>

A ticket should be created with the following fields:

Type = IS Request

Group = IS-TECHNO-BDA

Subtype = Service Monitoring

Functional Area = Big Data & Analytics (Techno)

IS Process = IS Techno

IS Category = Big Query

Application = Talend

Email Example:

Sender: talend-global-noreply@solvay.com

To: sbs-support@support.solvay.com

CC:

CCI:

Subject: [Talend-Global-Alerting] | F002_Labware_Data_Loading Failed | 8F31999D-E239-4EF4-9535-6CC475C9FE15

Body:

Starting job test at 15:04 01/08/2019.

[statistics] connecting to socket on port 3870

[statistics] connected

Exception in component tRunJob_1 (test)

[java.io.IOException](#): Cannot run program "C:/Program Files/Java/jdk1.8.0_181/jre/bin/java.exe": CreateProcess error=206, The filename or extension is too long

at java.lang.ProcessBuilder.start(ProcessBuilder.java:1048)

at java.lang.Runtime.exec(Runtime.java:620)

at java.lang.Runtime.exec(Runtime.java:485)

at ind_rosignano_soda_ash.test_1_2.test.tRunJob_1Process(test.java:2597)

at ind_rosignano_soda_ash.test_1_2.test.runJobInTOS(test.java:7459)

at ind_rosignano_soda_ash.test_1_2.test.main(test.java:6875)

Caused by: [java.io.IOException](#): CreateProcess error=206, The filename or extension is too long

at java.lang.ProcessImpl.create(Native Method)

at java.lang.ProcessImpl.<init>(ProcessImpl.java:386)

at java.lang.ProcessImpl.start(ProcessImpl.java:137)

at java.lang.ProcessBuilder.start(ProcessBuilder.java:1029)

... 5 more

[FATAL]: ind_rosignano_soda_ash.test_1_2.test - tRunJob_1 Cannot run program "C:/Program Files/Java/jdk1.8.0_181/jre/bin/java.exe": CreateProcess error=206, The filename or extension is too long

[java.io.IOException](#): Cannot run program "C:/Program Files/Java/jdk1.8.0_181/jre/bin/java.exe": CreateProcess error=206, The filename or extension is too long

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... 5 more

[statistics] disconnected

Job test ended at 15:05 01/08/2019. [exit code=1]