

Meet Magento™ **INDIA**

A day in support

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Sr Magento Developer @ Nexcess



- Full time traveller
- Magento Master 2016 & 2018
- Frequent Magento Speaker
- Top 4% Magento StackExchange
- Magento2 Community Gatekeeper
- Magento Certified Solution Specialist



Meet Magento™

Your Company logo

#MM19IN

**The golden rule in Support:
"Treat techs how you would
like to be treated"**



I don't need a gun. This extension is perfect for killing me!

Edit New issue

#690

Closed ADDISON74 opened this issue on Nov 25, 2014 · 22 comments



ADDISON74 commented on Nov 25, 2014



Magento 1.9.0.1 -> Default installation, sample package
Varnish 3.0.6 (latest)
Apache 2.2.29 (latest)
PHP 5.5.19

Everything is configured and working till a point, a random one in time

Assignees

No one—assign yourself

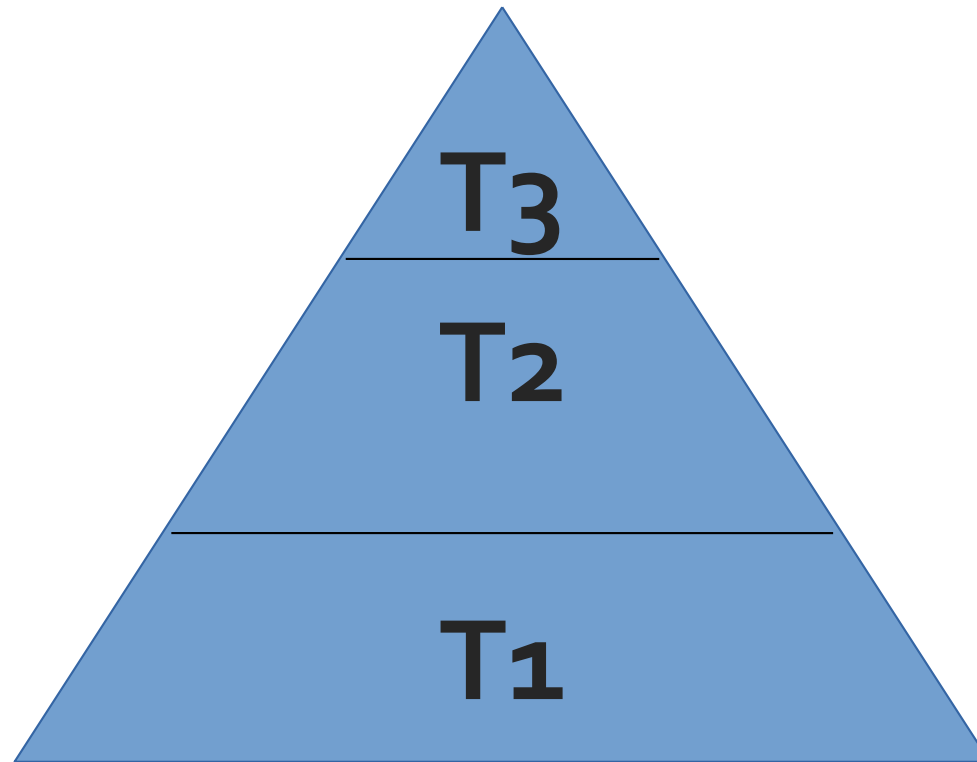
Labels

None yet

**Don't be that
person**

**There is a human on the
other side of the line/ticket.**

Support tiers



Escalation:



**UNDER PROMISE?
OVER DELIVER?**

Why don't we have both?

imgflip.com

The sooner you understand the expert is on the other side of the phone, the easier will be to have your issue fixed.

Preconditions (context)

**Steps to reproduce
(how can I make this issue happen again)**

**Expected result
(what should happen)**

**Actual result (what really happened)
[Screenshot, logs]**

The strange case of a broken site no one has touched

**The strange case of a broken
site no one has touched
(Yes, we know you made
changes)**

Error 503 Service Unavailable

Service Unavailable

Guru Meditation:

XID: 1619611606

Varnish cache server

Real ticket:
My site is down.
Fix it NOW.

I'M SORRY I ANNOYED YOU



**WITH MY EXCELLENT
CUSTOMER SERVICE**

Trust but verify

**Support is not a place
where you drop your
issues and forget about
them**



magento / magento2

Unwatch 1,101
Unstar 5,606
Fork 4,649

- [Code](#)
[Issues 1,202](#)
[Pull requests 196](#)
[Projects 2](#)
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[ecommerce](#)

62,054 commits
12 branches
108 releases
731 contributors

Branch: 2.2-develop New pull request
Create new file
Upload files
Find file
Clone or download

viktym Merge pull request #2533 from magento-tsg/2.2-develop-pr24 ... Latest commit 5b7ae7b an hour ago

.github	Deny access to .github directory	5 months ago
app	Merge remote-tracking branch 'origin/2.2-develop' into 2.2-develop-pr24	3 hours ago
bin	close #10810	7 months ago
dev	Merge remote-tracking branch 'origin/2.2-develop' into 2.2-develop-pr24	6 hours ago
generated	close #10810	7 months ago
lib	ENGCOM-1452: chore: use random_int() in some places #15017	6 days ago

Supporting

magento/magento2

- 731 contributors
 - 200 open PRs
- 1200 open issues
- 63000 commits

**In an opensource project,
don't act like a customer**



andrey Moskven... commented on May 18, 2017 • edited ▾



It means, that I have fixed this issue and wrapped it up as a separate module. However as I said earlier, I won't share it. Magento Community has helped me to find the root cause of the issue and that's why I was able to fix it. That's why I want to thank the community for this and share the root cause of it. However I will not share the fix, because if after my notes you cannot fix the issue like I fixed it, then you are useless as Magento specialists and will not be able to provide high quality assistance to your clients on Magento 2 platform. So the goal of my posts here is: to introduce an exercise, which is based on one of real problems, which faces a Magento developer almost every day. I want to make the community stronger. Just providing a final fix will not improve the level of community developers.



1



70



5



11



miguelbaldparda commented on May 18, 2017 • edited ▾

Member



That is not how any of this works.

If you really think you are setting the bar higher let me tell you that you are doing the complete opposite, leaving a bug open because you think people should be "smart" like you to fix it. This is how you make a community weaker because you say that if anyone is not as good as you it should not participate at all and **that is completely false**. But hey, this is OSS and we deal with this kind of cases every day so chances are someone will probably come and fix it. In the meantime @adrian-martinez-interactive4 keep up the good

**We can pardon code without
tests, but not mistreating
others.**

Thank you! Questions?