# The story of an error

**Ramiro Aznar**, Solutions Engineer at CARTO
http://bit.ly/180607-carto-error
@ramiroaznar

CART●

# 1. CARTO

# The story of CARTO

- A consultancy firm called **Vizzuality** started by Javier de la Torre and Sergio Leiva in 2008.

- **CartoDB** is released in 2012. The company enters the start-up life cycle and it is offered as freemium SaaS.

- After strong business pivoting, changing the logo and upgrading the UI, CartoDB rebrands to **CARTO**.

# 2. Support at CARTO

# Support at CARTO

- From 2011 to 2013 support is provided by the **Tech Team**.

- In 2014 Support is created inside the **Community Team**.

- Support is moved inside **Solutions** in 2015. Jorge Sanz becomes Support Manager.

- In 2017, the Support team has two people in US (Steph and Alex) and four in Spain (Oriol, Ernesto, Ramiro and Jorge).

# Support workflow

The workflow starts with a client/user email, and ends with them confirming that the fix worked.

📧 **Support Tool**

Users and clients contact CARTO support via email.

🎟️ **GitHub**

Support team opens a ticket using a template.

🔨 **Response Team**

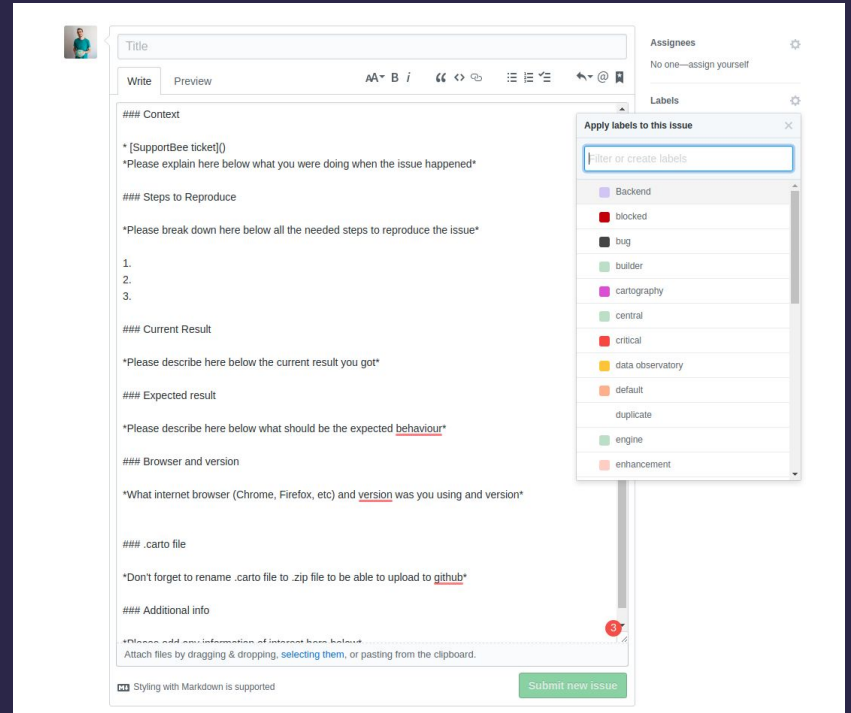Urgent issues are filtered and addressed by the Response Team.

🧭 **Community**

Issues which are not caused by platform errors are redirected to GIS SE.

# Support ticket template

Key information that should be contained within a perfect support ticket:

- Support Ticket Reference
- Client/User and type of account
- **Clear Steps to Reproduce**
- Current and expected result
- .carto

# 3. Response Team

# What is the Response Team?

### 👩‍💻👨‍💻 Developers

One developer per CARTO component: Frontend, Backend ENGINE, Backend BUILDER, Infrastructure and Design.

### 💬 Communications

Hand-over bi-weekly meetings and private Slack channel.

### 📅 2-week shifts

Developers leave their current projects for 2 weeks.

### 📄 Reporting & sharing

Getting metrics and sharing the fixes with the team.

Response Team
Updated 44 minutes ago

Filter cards    + Add cards    ⛶ Fullscreen    ☰ Menu

## 35 Backend

### TODO

support#1577 opened by ztephm
engine | enterprise | important

support#1460 opened by ramiroaznar
Backend | enterprise | important

support#1541 opened by jsanz
Backend | default | partner

support#1522 opened by ernesmb
Backend | enterprise | onpremises
question

Editor user, export image option is not working
support#1545 opened by oriolbx
Backend | default | enterprise

### Blocked

### Backlog

'Export image' in builder with jpg is exporting a png
cartodb#14042 opened by Algunenano
Backend | bug

Import errors when importing via oneclick and api calls

## 11 Engine

### TODO

support#1477 opened by ztephm
default | engine | enterprise

cluster_no in Culster analysis should be a string
support#1388 opened by ramiroaznar
builder | default | engine | enhancement

Check how we manage PK sequences in cartodbfy
cartodb-postgresql#318 opened by rafatower
bug | #319

### Blocked

### Backlog

Static Torque layer renders the browser static too
cartodb#12985 opened by AbelVM
engine

Ramping polygon-pattern-fill property
turbo-carto#57 opened by ramiroaznar
cartography | enhancement

Add .npmignore
node-cartodb-psql#33 opened by Algunenano

Add .npmignore
Windshaft#626 opened by Algunenano

## 129 Frontend

### TODO

Redirect to login if trying to access another user private pages
cartodb#14013 opened by ivanmalagon

Dashboards from org users with no-org urls are broken
support#1556 opened by ramiroaznar
Frontend | default | enterprise

Broken CTA in the 'Connect Dataset' modal
cartodb#14036 opened by vuxita
Frontend | bug

support#1480 opened by alissarose
Frontend | minor | onpremises

support#1553 opened by alissarose
Frontend | important | onpremises

support#1551 opened by jsanz
Frontend | default | partner

Create user button not correctly disabled
cartodb#12051 opened by javitonino
Frontend | bug

Tile boundaries appear in Dark Matter basemaps

## 8 Design

### TODO

Optimize Data Observatory page for 3rd Party Data Streams
design#1346 opened by namessanti
Marketing | RT - Design | Website

Display "something" when there's a problem with a CARTODB.js map
design#1152 opened by piensaenpixel
Needs Review | RT - Design

Sort and clean the design file - Website/10 Blog
design#768 opened by urbanphes
Enhancement | RT - Design | Website

Sort and clean the design file - Website/04 Location Data Services
design#763 opened by urbanphes
Enhancement | RT - Design | Website

Sort and clean the design file - Website/08 Learn
design#766 opened by urbanphes
Enhancement | RT - Design | Website

### Blocked

### Backlog

## 24 Infrastructure

### TODO

tech-ops#552 opened by ldieye
rt-infrastructure

support#1550 opened by ztephm
enterprise | important | question
rt-infrastructure

The cron recipe does not run in central staging
cartodb-platform#4504 opened by javitonino
rt-infrastructure

Ingesting research foot traffic dumps to Azure
cartodb-platform#4517 opened by jvillarf
rt-infrastructure

Jenkins task to update postgis extension
cartodb-platform#4462 opened by Algunenano
rt-infrastructure

Research postgresql systemd unit timeout upon start on big databases
cartodb-platform#4458 opened by jvillarf
rt-infrastructure

Add a check to tell if system clock is in-sync with conifgured NTP server
cartodb-platform#4454 opened by owayss
rt-infrastructure

Create PD alert for mapnik waiting workers
cartodb-platform#4452 opened by jvillarf
rt-infrastructure

## 14 Development

'Export image' in builder is showing the hidden layers
cartodb#13865 opened by piensaenpixel
bug | engine

Too many open files while running git rev-list
cartodb-platform#4549 opened by gonzalosr
rt-infrastructure

Periodic crashes in mon02.gusc Nagira
cartodb-platform#4545 opened by gonzalosr
rt-infrastructure

SQL API: new log file to ES
cartodb-platform#4467 opened by oleurud
rt-infrastructure

Exclude data observatory servers from WALE backup
cartodb-platform#4542 opened by gonzalosr
rt-infrastructure

dashboard locked if `api/v1/viz` DELETE requests are sent on table involved in batch sql jobs

## 4 Acceptance

Private datasets automatically
Public
support#1564 opened by piensaenpixm
Backend | important | professional

String values discarded on imp column set to number
support#1525 opened by ztephm
Backend | enterprise | important

support#1471 opened by ztephm
502
default | engine | enterprise | quest
rt-infrastructure

databas
ATA]
support#1555 opened by oriolbx
Backend | default | enterprise

# Triggering ghost tables and common data (dashboard events) #14010

Track time    Edit    New issue

⊘ **Closed**    **antoniocarlon** opened this issue 8 days ago · 1 comment

---

**antoniocarlon** commented 8 days ago    Member    +😊  ✎  ⊘

We need to trigger ghost tables and common data when visiting the dashboard (not working since we switched to frontend static pages)

Related to CartoDB/support#1555 and CartoDB/support#1557

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👤  **antoniocarlon** self-assigned this 8 days ago

🔖  **antoniocarlon** referenced this issue 8 days ago

**Triggering events on dashboard visit** #14011    ⑂ Merged

▊  **antoniocarlon** added this to **Development (9+2)** in **Backend** 8 days ago

▊  **javitonino** moved this from **Development (9+2)** to **Acceptance (4)** in **Backend** 8 days ago

▊  **javitonino** moved this from **Acceptance (4)** to **Development (9+2)** in **Backend** 8 days ago

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**ramiroaznar** commented 7 days ago    Member    +😊  ✎  ⊹  ✕

☑ create, cartodbfy and drop tables
☑ import table via Import API and UI

❤ 1

## Assignees    ⚙

🖼 antoniocarlon

## Labels    ⚙

None yet

## Projects    ⚙

Done in Backend

## Milestone    ⚙

No milestone

## Notifications

🔇 Unsubscribe

You're receiving notifications because you commented.

## 2 participants

🖼 🖼

```python
# List Done issues
print 'Response Team Done Issues:'
print '---'
for i in r4:
    issue = i["content_url"]
    url = issue.split('/')
    repo = url[5]
    num = url[7]
    ## print repo, num
    url_issue = 'https://api.github.com/repos/CartoDB/' + repo + '/issues/' + num
    ## print url_issue
    r5 = requests.get(url_issue, params=payload, headers=headers).json()
    title = r5["title"]
    html_url = r5["html_url"]
    print title, html_url
```

```
Response Team Done Issues:
---
Enterprise account 'jmrjurado' downgraded and data wipe for unknown reason? https://github.com/CartoDB/tech-ops/issues/547
Upgrade Recurly to 2.7.9 https://github.com/CartoDB/cartodb-central/issues/2296
Unavailable to export data or add/edit geometries from map https://github.com/CartoDB/support/issues/1505
Wrong line color in layers and widgets cards https://github.com/CartoDB/cartodb/issues/13524
Fix margin of DELETE action  https://github.com/CartoDB/cartodb/issues/12860
████  Name Not Resolved error when fetching tiles https://github.com/CartoDB/support/issues/1538
Partner is asking about which of their clients will be affected by migration ████ ████    https://github.com/CartoDB/sup
Create Azure dedicated server for ████████ Data API PoC https://github.com/CartoDB/cartodb-platform/issues/4470
Wrong requests because of bad png tile urls generation https://github.com/CartoDB/carto.js/issues/2122
Why n days remaining is showing in student account? https://github.com/CartoDB/support/issues/1499
GDPR implication in Marlango https://github.com/CartoDB/cartodb-platform/issues/4448
No feedback when applying query in dataset view https://github.com/CartoDB/cartodb/issues/13875
Error when ordering a dataset by the_geom_webmercator https://github.com/CartoDB/cartodb/issues/12390
Privacy maps changed after migration https://github.com/CartoDB/support/issues/1544
No feedback on wrong CartoCSS https://github.com/CartoDB/cartodb/issues/11805
replace LDS terms with new version of PDF via Contentful https://github.com/CartoDB/website/issues/4184
Please delete dedicated server for ████ https://github.com/CartoDB/tech-ops/issues/533
Raise coredump size limit in production https://github.com/CartoDB/cartodb-platform/issues/4406
Check if wbr for syd01 and het01 can be already destroyed https://github.com/CartoDB/cartodb-platform/issues/3807
Upgrade PostGIS to 2.4.4.1+carto-1 https://github.com/CartoDB/cartodb-platform/pull/4459
Report on demo:  https://github.com/CartoDB/demo-gallery/issues/170
Please review and delete dedicated server ████████ https://github.com/CartoDB/tech-ops/issues/545
Filter points in polygons shouldn't be available for point datasets https://github.com/CartoDB/cartodb/issues/10699
Automatize the delete process of databases https://github.com/CartoDB/cartodb-platform/issues/4380
```
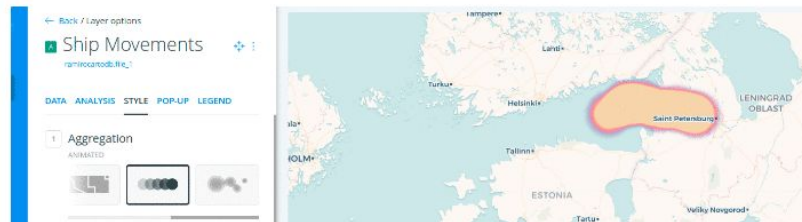
# Response Team Report weeks 16-17

Written by Ramiro Aznar on May 07, 2018

Another Response Team shift has passed, and another 58 tickets has been closed. These last couple of weeks, Elena, Victor, Mario, Goizueta and Dani worked hand by hand helping our customers, support and tech operations. Let's see some of their highlights:

## Frontend (11)

Elena is becoming a bug-fixing legend. Because of her work, we can enjoy again the cumulative option in animated heatmaps in BUILDER, but also fixed several pending bugs related to widgets.

# Questions?

# Thanks !