

SHUTTING DOWN AND STARTING THE BILLING SYSTEM(SPS) PROCEDURE



<u>System:</u> Quality Management System	<u>Reference No. Revision No:</u> Q-F-IT-P-24, Rev 1	<u>Originated by:</u> IT Manager
<u>Revision Date:</u> 12.07.2013	<u>Page No:</u> Page 1 of 2	<u>Authorised by:</u> Managing Director

1 Purpose

This document describes the procedure and a process for starting and shutting down the SEC Post-paid billing system. The Post-paid billing system (Swazi Power Sales) runs an Adabas database with **DBID 002** and natural all running under HP Unix. The procedure is intended for SEC Systems Administrator to use **ONLY** in times of System Maintenance.

2 Scope

The procedure serves as fine grained guide with step by step tasks to follow in cases where the Billing System needs to be shut down or brought up after a maintenance exercise. Due to the fact that passwords are supposed to be changed from time to time, passwords are not included as part of this procedure.

3 References

SEC I.T Policies

4 Definitions

N/A

5 Responsibilities

The Systems Administrator – Only the System Administrator OR an approved IT department employee is responsible for executing the commands of shutting or starting up the Billing system.

The Business Systems Engineer – Only the Business Systems Engineer or the IT Manager can approve the shutting down of the Post-paid Billing system (SPS).

6 Procedure

6.1 Shutting down the system

- Obtain or seek approval for the shutting down of the billing system, by filling the Systems Shutdown request form attached as Annexure A.
- Login in the billing systems billing system using a telnet session to IP address 147.110.192.253.
- Enter your username and password to login. Thensu – sag username and enter password. #melusi>**su – sag**.
- Check for any running sessions. Type who –u at the command prompt.
#sag\>**who -u**
- Kill **ALL** running sessions.
- Switch to root, Type #sag\>**su– root** and enter the root password.

SHUTTING DOWN AND STARTING THE BILLING SYSTEM(SPS) PROCEDURE



<u>System:</u> Quality Management System	<u>Reference No. Revision No:</u> Q-F-IT-P-24, Rev 1	<u>Originated by:</u> IT Manager
<u>Revision Date:</u> 12.07.2013	<u>Page No:</u> Page 2 of 2	<u>Authorised by:</u> Managing Director

- Type #>**kill -9**<pid>. Where <pid> is the process id e.g. 6985
- Exit the root shell. Type #>**exit**
- g. Ensure that you still logged as the user sag. Shutdown the database.
#sag\>**adastop 002**. Wait for approximately 20 seconds to ensure that the database has finally been shut down.
- h. Stop natural (Optional).
 - Type #sag\>**cd \$SAG/nat/v6341/bin**
 - Type #sag\>**shnatstop.bsh**
 - Switch user to root. # su- root
- i. Shutdown the operating system
 - To halt the system i.e. No reboot. Type #shutdown -h now
 - To reboot the system, Type #shutdown -r now

6.2 Starting UP the System

- a. Power up the HP BL4663c Blade Server.
- b. After it has fully started up, telnet to its IP address 147.110.192.253
- c. Log in with your personal username to login. Thensu – sag, Type #>**su - gag**
- d. Start the database. Type #sag\>**adastart 002**
- e. Check if the database is online by either Typing, a#sag\>**adarepdb=2 contents**, if online the report header should state that dbid 002 accessed online and state the date. Or Type #sag\>showipc, which should show the memory assigned to DBID 002.
- f. Start natural
 - Type #sag\>**cd \$SAG/nat/v6341/bin**
 - Type #sag\>**shnatstart.bsh**
- g. To check of the Postpaid system has been successfully Start natural at the command line by typing, #sag\> natural, and entering your username, this should take you to the billing system menu.

7 Records

Reference No.	Title	Responsible	Retention period
Q-F-IT-F-04	Systems Shutdown Request Form	Business Systems Administrator/Systems Administrator	Indefinitely