1 Purpose

This document describes the procedure and a process for checking the health status of the prepaid system. This entails checking EVG, Oracle, and the Vending statuses. The prepaid system has two oracle instances- SWAZIMAS and SWAZIOL1 and it runs oracle databases. The prepaid system has five vending channels namely:

- IOL Clients
- MPOS
- Vouchers (8888)
- MTN
- FNB

This procedure is intended for SEC Systems Administrators for daily basis use.

2 Scope

The procedure serves as fine grained guide with step by step tasks to follow when doing a daily systems health-status check. Due to the fact that passwords are timeously changed, passwords have not need 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 doing a prepaid system health check.

6 Procedure

6.1 EVG Status

i) Log into the prepaid system using an ssh session to the IP address 147.110.192.74 as root. To check prepaid activity on biz1live, type; #netstat –na | grep 8804 or
#netstat –na | grep 8807 or
#netstat –na | grep 8809

ii) To check database status. Log into the Oracle database using an ssh session to IP address 10.253.200.12 (primary) or 10.253.200.13 (secondary). Type
#. oraenv
#sqlplus / as sysdba

#select status from v$instance (to check if database is up)

6.2 VENDS

i) Log into 147.110.192.74 as root

ii) Type #cd /home/secevg

iii) Type #vi BizSwitch.log

- For Voucher Vends, press ESC?Credit Vend
  Look at the date for last voucher vend (should be at least within that hour)
- For MPOS vends, press ESC? and type the name of any third party retailer name
  Look at the token units, meter number for the customer who had purchased from that vendor. Vend should reflect latest time stamp and the token produced.
- For MTN vends, press ESC? And type MTN-Sw
  Look at the token units, meter number for the customer who had purchased from that vendor. Vend should reflect latest time stamp and the token produced
- For FNB vends, press ESC? And type FNB-Sw
  Look at the token units, meter number for the customer who had purchased from that vendor. Vend should reflect latest time stamp and the token produced

iv) Checking tomcat status
On the command line type #ps –ef|grep tomcat

v) Checking incoming SMS log
This is to check if there are incoming messages received from customers who bought vouchers. On the command line type;
#cd var/log
#tail –f smsd.log

vi) Checking sent messages log
This is to view the contents of the sms that was returned by EVG to customers.On the command line type;
#cd var/spool/spool/sms/sent
#ls –lrt
#more *<the most recent sms>* e.g. more voucher.out.b16380

vii) Checking the last error
The last error can be found on the BizSwitch log on biz1ive.
#cd /home/secevg
#vi BizSwitch.log
#ESC?ERROR

viii)   Checking disk space
On the command line type #df –kh

ix)   To check the time stamp of last transaction
#su oracle
#sqlplus / as sydba
SQL> select max(time_completed) from ipay_log.elec_trans;

MAX(TIME_COMPLETED)

15-NOV-13 08.11.48.465000 AM

SQL>

x)   Check table spaces
- Log onto oracle database 10.253.200.12 (primary) or 10.253.200.13 (secondary). Type;
#cd /usr/local/dbvisit/standby
#. oraenv
#sqlplus / as sysdba
SQL>select b.tablespace_name, tbs_sizeSizeMb, a.free_spaceFreeMb from (select tablespace_name, round(sum(bytes)/1024/1024 ,2) as free_space from dba_free_space group by tablespace_name) a,(select tablespace_name, sum(bytes)/1024/1024 as tbs_size from dba_data_files group by tablespace_name) b where a.tablespace_name(+)=b.tablespace_name;

xi)   To check dbvisit
#cd /usr/local/dbvisit/standby
#./dbvisit -i SECMAS3E
#./dbvisit -i SECMAS3E_dr

6.3 Web Service

i)   Log onto 10.253.200.12 (web server 01) or 10.253.200.13 (web server 02)
ii)   On CMD type;
#iisreset /status
iii)   To check logs. Go to H:/>tracelogs
Copy the ERM and

7   Records

N/A