1 Purpose

This document describes the procedure and a process for starting and shutting down the SEC Prepaid System. The prepaid system runs an Oracle database. 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 Prepaid 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 IT Policies

4 Definitions

EVG – Extended Vending Gateway

5 Responsibilities

a) *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 prepaid system.

b) *The Business Systems Engineer* – Only the Business Systems Engineer or the IT Manager can approve the shutting down of the prepaid system.

6 Procedure

6.1 Shutting down the system

1. Shutting down EVG
   a) Obtain or seek approval for shutting down the prepaid system by filling in the System Shutdown request form.
   b) Log into EVG using an ssh session to IP address 147.110.192.74.
   c) Stop secevg
      ➢ Type #service secevg stop
      ➢ Type #ps –ef | grepsecevg (to check if secevg has been stopped)
   d) Stop the tomcat service
      ➢ Type #service tomcat6 stop
      ➢ Type #ps –ef | grep tomcat6 (to check if tomcat6 service has been stopped)

e) Stop SMS service
  ➤ Type #service sms3 stop
  ➤ Type #ps –ef | grep sms3 (to check if sms3 service has been stopped)

f) Type #su – root

g) Type #poweroff OR shutdown

2. Shutting down sms modem
  a) Go to the computer room and physically power off sms modem

3. Shutting down Web Servers
  a) There are two web servers: 10.253.200.10; 10.253.200.11.
  b) Remote connect to 10.253.200.10
  c) Go to administrative tools, IIS Manager, MBA-3EPrimary, Sites, SEC3E, right click, manage website and stop.
  d) Exit remote connection session
  e) Remote connect to 10.253.200.11.
  f) Go to administrative tools, IIS Manager, MBA-3EPrimary, Sites, SEC3E, right click, manage website and stop.
  g) Exit remote connection session.

4. Shutting down Security Modules
  a) There are two security modules: Security Module1(10.253.200.5) and (Security Module2(10.253.200.6)
  b) Go physically to the server room to shut them down.

5. Stop the listener and check status
  ➤ Log into the oracle database
  ➤ Type #lsnrctl stop
  ➤ Type #lsnrctl status

6. Shutting down databases
  a) Prepaid system has two databases: ORADB01 and ORADB02.

    b) Log into 110.253.200.12 using an ssh session.

    c) Shutting down oradb01:

       ➢ Type #su – oracle

       ➢ Type # .oraenv

       ➢ Type #SECMAS3E

       ➢ Type #sqlplus / as sysdba (to log into the database)

       ➢ Type #shutdown immediate;

       ➢ Type #select status from v$instance; (to confirm if database has been closed, dismounted and Oracle instance is shutdown)

       ➢ Exit

    d) Shutting down ORADB02

       ➢ Type #su – oracle

       ➢ Type # .oraenv

       ➢ Type #SECMAS3E

       ➢ Type echo $ORACLE_SID

       ➢ Type #sqlplus / as sysdba (to log into the database)

       ➢ Type #shutdown immediate;

       ➢ Type #select status from v$instance; (to confirm if database has been closed, dismounted and Oracle instance is shutdown)

    e) Shutting down the entire box

       ➢ Type #shutdown or poweroff.

6.2 Starting up the System

7. Starting up the database

8. Log into 110.253.200.12 using an ssh session.

    a) Type #su – oracle

    b) Starting up ORADB01

       ➢ Type #su – oracle

       ➢ Type # .oraenv

       ➢ Type #SECMAS3E

       ➢ Type #sqlplus / as sysdba (to log into the database)

       ➢ Type #startup;

       ➢ Type #select status from v$instance; (to confirm if ORADB01 database is now up)

       ➢ Exit

    c) Starting up ORADB02

       ➢ Type #su – oracle

       ➢ Type # .oraenv

> ➢ Type #SECMAS3E
> ➢ Type #sqlplus / as sysdba (to log into the database)
> ➢ Type #startup;
> ➢ Type #select status from v$instance; (to confirm if ORADB02 database is now up)
> ➢ Exit

9. Start the listener and check status
> ➢ Type #lsnrctl start
> ➢ Type #lsnrctl status

10. Staring up the security modules
   a) Starting up SM1
> ➢ Go to computer room to physically power on the security module.
> ➢ Ping 10.253.200.5to confirm if a connection can be established.
   b) Starting up SM2
> ➢ Go to computer room to physically power on the security module.
> ➢ Ping 10.253.200.6 to confirm if a connection can be established.

11. Starting up the Web Servers
   a) Remote connect to 10.253.200.10
   b) Go to administrative tools, IIS Manager, MBA-3EPrimary, Sites, SEC3E, right click, manage website and start.
   c) Exit remote connection session
   d) Remote connect to 10.253.200.11.
   e) Go to administrative tools, IIS Manager, MBA-3EPrimary, Sites, SEC3E, right click, manage website and start.
   f) Exit remote connection session

12. Starting up sms modem
   a) Go to computer room and power on modem.

13. Starting up EVG
   a) Switch on the EVG box.
   b) Type #su – root
   c) Start all services:
   d) Start SMS service
> ➢ Type #service sms3 start
> ➢ Type #ps –ef | grep sms3 (to check if sms3 has been started)

e) Start tomcat6 service
  - ➤ Type #service tomcat6 start
  - ➤ Type #ps –ef | grep tomcat6 (to check if tomcat6 service has been started)

f) Start secevg
  - ➤ Type #service secevg start
  - ➤ Type #ps –ef |grepsecevg (to check if secevg service has been started)

7   Records

Reference No	Title	Responsible	Retention period
Q-F-IT-F-06-	Systems Shutdown Request Form	Business Systems Engineer/Systems Administrator	Indefinitely