Change Back Out / Mitigation Plan

Change Record: **[GCC-008436]**

Change Description: **[Actualizar Sistema Operativo y SQL Server 2012 a 2019 de 3 Servidores]**

Indicate the steps necessary to back-out the change when its implementation has failed. Include evidences as attachment to demonstrate the system is back to a safe version.

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| **Full Roll-back or Risk Mitigation or Remediation**  Criteria for triggering the back-out procedures |
| * login error to web application * Errors with the functionality of the web application EHR. |

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| **Back-out execution Approver**  Identifies the person (name and emergency contact phone number) who must approve the decision to stop implementation and begin the back-out process |
| * App owner: [pulidosanchez.a@pg.com](mailto:pulidosanchez.a@pg.com) * ITOT: [gonzalezperez.m.1@pg.com](mailto:gonzalezperez.m.1@pg.com) |

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| Preparation of the change |
| Implementation or Review gates |
| **Activity Description**  Steps to restore Configuration Item(s) to the original or earlier state | | **Affected Component**  Describe the artifact that is being touched in this change (Ex. NIC, VM) | **Time to back out (Estimated)** | **Confirm Successful / Unsuccessful**  **Back out** | **Attachments / screenshots Here!** |
| Using **Remote Desktop** to log in to the server using our credentials. | | MIL-WEB101N | 2 MIN |  |  |
| Open **the file explorer** and using the address bar type **G:/data/input** | | G:\DATA\INPUT | 3 MIN |  |  |
| Using the search box, we type the name of the folder where the web application in question is hosted then open folder. | | G:\DATA\INPUT | 3 MIN |  |  |
| Identify the file with the name **web.config** and open it in the text editor of your choice. | | EHR Application Files | 2 MIN |  |  |
| we go to the **appSettings** section and identify the following keys: **UrlApiGetway, UrlAppEndPage, https**  comment the links of the new server, then uncomment the old server links. | | EHR Application Files | 5 MIN |  |  |
| Find and comment out each of the lines of code that use the new **server's URLs**, then uncomment the lines of code that point to the **old server**. | | EHR Application Files | 15 MIN |  |  |
| Restore the **database** just before the changes made to the **URLs** and/or **paths** pointing to the new server. | | RH\_Admin Database | 10 MIN |  |  |