

Health Eligibility Case Management System (HECMS)

Installation Guide



Enrollment System Redesign (ESR)

Version 3.1

June 2012

Department of Veterans Affairs
Product Development
Management, Enrollment and Financial Systems (MEFS)

Revision History

Date	Version	Description	Program Manager	Author
3/13/2012-3/14/2012	3.1	Merged the 3.6.1 changes from the SharePoint version and updated the TLS instructions for “Setting Up Mutual TLS between ESR and VAAFI servers to access PSIM WebService Interface” corresponding to the new production servers (SR). Updated cover and footer dates to June 2012. Minor formatting changes (TH).	Glenda Miller	Sudha Ramani/Tom Hamilton
2/23/2012	3.0	Updated document version to correspond with change from 3.6 to 3.7 on cover. Updated Release Dates to April 2012 on cover and footers. Updated ESR 3.6 references to ESR 3.7.	Glenda Miller	Tom Hamilton
2/23/2012	2.3	Clarified reference to Weblogic 8.1.6 and removed all reference to Messaging Bridge solution	Glenda Miller	Randhir Manhas / Laurie Sheppard
2/13/2012	2.2	Updated WebLogic version to 10.3.5.	Glenda Miller	Tom Hamilton
11/22/2011	2.1	Updated doc version and Release date to January 2012. Added Sudha Ramani’s configuration changes for 3.6.	Glenda Miller	Tom Hamilton/Sudha Ramani
10/26/2011	2.0	Updated document version to correspond with change from 3.5 to 3.6 on cover. Updated Release Dates to December 2011 on cover and footers. Updated ESR 3.5 references to ESR 3.6.	Glenda Miller	Tom Hamilton
9/13/2011	1.1	Updated cover and footer dates to correspond with new National Release date for 3.5 to September 2011.	Jennifer Freese	Tom Hamilton
7/18/2011	1.0	Initiated document version to replace application version on cover.	Jennifer Freese	Tom Hamilton
7/7/2011		Updated <i>Related Documentation</i> section.	Jennifer Freese	Tom Hamilton

Date	Version	Description	Program Manager	Author
6/30/2011		TW updates.	Jennifer Freese	Tom Hamilton
6/29/2011		Updated the document for 3.5 – included instructions for setting up the interface with CDW.	Jennifer Freese	Sudha Ramani
5/17/2011		General prep. For uploading to VDL. Removed <i>Draft</i> indicators. Updated hyperlinks in <i>Related Documentation</i> section.	Jennifer Freese	Tom Hamilton
3/9/2011		Removed yellow highlighting	Jennifer Freese	Tom Hamilton
3/3/2011		Reviewed/Edited/Formatted	Jennifer Freese	Tom Hamilton
2/14/2011		Added instructions for setting up TLS authentication on E&E servers Added instructions for setting up JMS Queues on E&E servers for MSDS web service	Jennifer Freese	Sudha Ramani
9/14/10		General formatting updates for ESR 3.3 and the E&E service. Added CO numbers to the E&E section added by Sudha Ramani.	Jennifer Freese	Tom Hamilton
9/13/10		Added installation instructions for Enrollment and Eligibility Service (ESR 3.3)	Jennifer Freese	Sudha Ramani
9/2/10		Preparation of baselined Release Notes document for ESR 3.3 Enhancements.	Jennifer Freese	Tom Hamilton
8/11/09		Changed HealtheVet logo cover graphic back to VA Seal per Brian Morgan.	Sookie Spence	Tom Hamilton
7/6/09		Changed cover graphic from VA Seal to HealtheVet logo. Internal links removed as required by FOIA. Updated cover and footer dates. Updated 3.0 to 3.0.1.	Sookie Spence	Tom Hamilton
2/26/09 – 3/12/09		Addressed Product Support issues.	Gerry Lowe	Tom Hamilton

Date	Version	Description	Program Manager	Author
10/7/08		Removed the Deployment Sequence, Pre-Deployment Instructions and Preparation, and ESR Activation Phase Scripts sections. In their place is a reference to the ESR 3.0 Deployment - Phase 2 - Software Sequencing Plan (SSP) v1.2 document, which is bundled with this HECMS Installation Guide and includes the information from the removed sections. This will consolidate changes to the software sequencing plan (deployment) into one document (Deployment - Phase 2 - Software Sequencing Plan (SSP)), thereby eliminating updates to this document after ESR 3.0 goes into production. Added the Deployment - Phase 2 - Software Sequencing Plan (SSP) reference to the Related Documentation section.	Gerry Lowe	Tom Hamilton
10/2/08		Added Deployment Sequence Table 3	Gerry Lowe	Tom Hamilton
9/25/08		Added developer (CR) updates	Gerry Lowe	Tom Hamilton
9/24/08		Added developer (SG) updates	Gerry Lowe	Tom Hamilton
9/17/08- 9/18/08		Added information from ESR Operations Guide v1.0 dated July 2007.	Gerry Lowe	Tom Hamilton
9/12/08- 9/15/08		General updates to <i>Acronyms and Definitions</i> and minor updates to the general information.	Gerry Lowe	Tom Hamilton
9/2/08		Added EVC R2 information to Introduction section from EVC R2 patch description.	Gerry Lowe	Tom Hamilton
8/26/08		Updates based on developer's input	Gerry Lowe	Tom Hamilton
8/14/08		Create Initial draft Installation document	Gerry Lowe	Tom Hamilton

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Health Eligibility Case Management System (HECMS) V3.7

Introduction

Enrollment System Redesign (ESR) V3.7 (a.k.a. HECMS) is the HealthVet replacement system for the product known as Health Eligibility Center Legacy (HECL). It is both a re-host of HECL and in some instances (use cases/features), a re-engineering. HECMS allows staff at the HEC to work more efficiently and determine patient eligibility in a more timely manner. Messaging with the VA Medical Centers (VAMC) allows updates to the enterprise enrollment system to be shared with the field.

The release of the ESR 3.0 project marked a significant event in the HealthVet (HeV) space. ESR 3.0.1 is comprised of a major change to the HECMS, an online business application for the HEC in Atlanta, GA. HECMS was one of the first modernized applications deployed under the HeV purview and its deployment is comprised of other components of the “system of systems”. This includes the Administrative Data Repository (ADR), Naming Directory Service (NDS), and Person Services Identity Management (PSIM).

Also in support of the implementation of ESR V3.0 was the Enrollment VistA Changes Release 2 (EVC R2) project that was undertaken in support of the technology and business changes that were occurring with ESR 3.0.

Some modified and new business functionality was being included in the new system, and corresponding changes were necessary in VistA for preliminary determination of the Veteran's Enrollment and Eligibility status. The EVC project was released in three phases. EVC Early Release and EVC R1 have been released and EVC R2 was released just prior to ESR 3.0.

ESR 3.3 added the Eligibility and Enrollment (E&E) Web Service (pg 12) which supports requests for data or information regarding the enrollment or eligibility of Veterans on an as-needed basis. An Enrollment Web Service brokers requests from other systems to HECMS, carrying out the system specific information request.

ESR 3.4 added the following additional Military Service Data Sharing (MSDS) capabilities.

- A manual query to the Beneficiary Identification Records Locator System (BIRLS) and VA/DoD Identity Repository (VADIR) via the MSDS Broker can be initiated from the *Military Service* page.
- The **MSDS Query Status** is displayed on the *Current Eligibility* page.
- The veteran's record will be updated if the incoming data received data from BIRLS and VADIR is more favorable for the veteran.
- **Medal of Honor** data is now stored and displayed on the *Military Service* page.
- When new Military Service Episode (MSE) or Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) data is received from a site, an MSDS Broker query is triggered.
- HEC and Broker data is now used rather than site data to determine the **Veteran Indicator**, calculate the **Combat Veteran End Date**, and determine the veteran's **Period of Service**.
- MSE data is shared with the sites (VistA).

ESR 3.5 added the following additional MSDS capabilities.

- Activations from VADIR are received and processed into ESR Military Service Episodes (MSE)
- The **Combat Veteran End Date** computation was modified to allow a recalculation to an earlier date based on a user edit of the Military Service and/or Combat Service data to an earlier date.
- ESR accepts precise dates from the Broker when ESR has imprecise MSE dates on record.
- ESR does not perform a query of the MSDS Broker for persons with null/missing identity traits.
- Additional choices for **Discharge Type** on the *Current Military Service* screen became available. They are: 1) Honorable for VA Purposes (**Honorable-VA**) and, 2) Dishonorable for VA Purposes (**Dishonorable-VA**).
- Incoming BIRLS data was modified to map *Branch of Service* values for *Air National Guard (ANG)* and *Army National Guard (ARNG)* to **Air Force** and **Army** in ESR, respectively, and also set the **Service Component** field to **Activated National Guard**.
- If the Broker fails to create an MSE record, ESR creates a HEC-owned MSE from the site data.

ESR 3.5 added the following Public Law (PL111-163) requirement.

- PL111-163 provides additional benefits for Catastrophically Disabled veterans by eliminating the means test and Rx Copay test obligation. A one-time 640K letter was sent to all Catastrophically Disabled veterans to notify them of the additional benefit. A 640K letter was sent to Veterans who had not previously been notified and who were in Priority Group 1, 2, 3, or 4 at the time a Catastrophic Disability was added to their eligibility record.

ESR 3.5 added the following Add a Person capabilities.

- Search to add a person (*Search and Add New Person*) – This functionality allows users to perform searches for a registrant by any combination of criteria and enables the user to register (Add) a new person to the HECMS system or update a person who is “In Process”.
- Save person in-process (*Save in Process*) – This option allows users to save registrant records in a state of “In Process” so they can be returned to for completion at a later time.
- Cancel a registration (*Cancel Registration*) – This option allows users to cancel a registration that is in progress, or a registration that has been resumed from being “Saved in Process”.
- As part of the Add a Person registration process,
 - enter Demographics information
 - enter Financial information
 - enter Eligibility information
 - enter Military Service information
 - enter Enrollment information
- Send a query to VBA when new person is added to ESR.
- Transmit registrant data using HL7 messaging.
- Run reports (EED 19) to see person registration statuses.

ESR 3.5 added the following Preferred Facility capabilities.

- On the *Demographics/Personal* page, the **Preferred Facility** field became editable. The field next to it is the **Preferred Facility Source** field, which will be the source of the preferred facility selection. It is not user-selectable but is automatically populated based on the source of the data.

- The nearest treating facility is automatically determined as the veteran's preferred facility by communicating with an outside (of ESR) source (Corporate Data Warehouse {CDW}).
- New *Missing Preferred Facility* report (EED 20) displays which veterans have no preferred facility.

ESR V3.5 also added additional Patient Benefits Handbook functionality.

ESR 3.6 added the following E&E Web Service/T-Pharm enhancements.

- In support of the FSC Fee and Dialysis groups, sixteen additional fields were added to the E&E Web Service, plus the ability to allow a second request with a date-of-service parameter to be passed.
- A new service request returns historical data based on a Date of Service.
- A new Eligibility Determination request returns "Eligible" or "Not Eligible" based on the Enrollment Status.
- Also added was the Eligibility Determination Service (EDS) in support of the Third-Party Pharmacy (T-Pharm) effort. This effort was being done in two phases. The first phase (ESR 3.6) involved ESR receiving an Integration Control Number (ICN), determining the Eligibility Status based on the business rules, and returning the value to the requestor.

ESR 3.6 added the following Public Law (PL111-163) requirement.

- The ***Medal of Honor Indicator*** data stored and displayed on the *Military Service* page became editable.
- Receipt of a Medal Of Honor was added to the eligibilities considered when assigning an Enrollment Priority Group.

ESR 3.6 added additional Veteran Benefits Handbook functionality.

- A new **Default Handbook Batch Release Control Number** *System Parameter* was added for changing the release control number to be used with a Handbook Batch Release. See the *System Parameters* section of the *ESR 3.6 HECMS User Manual* for more information.
- A new **Handbook Rollout Over** *System Parameter* was added for turning the new enrollment triggers on and off. See the *System Parameters* section of the *ESR 3.6 HECMS User Manual* for more information.
- A new **Handbook Active** *System Parameter* was added that activates "trigger" events that prompt the sending of Handbook communications to the CMS. See the *System Parameters* section of the *ESR 3.6 HECMS User Manual* for more information.

See the *Tabs/Communications/Handbook Status* section of the *ESR 3.6 HECMS User Manual* for more details.

ESR 3.6 added additional VBA Pension Data Sharing functionality between VistA and ESR.

- A new **VBA Data Sharing Indicator** *System Parameter* was added for activating the new ZE2 segment (VistA) for sharing VBA Pension Data to/from VistA sites. See the *System Parameters* section of *ESR 3.6 HECMS User Manual* for more information.
- Eligibility for Dental benefits is now shared with VistA sites.

ESR 3.6 added the following additional MSDS capabilities:

- Automatic determination of OEF/OIF combat episodes using military pay and deployment records.
- Close and remove unwanted *Work Items* created from MSDS broker data processing.
- Ignore combat pay record from VADIR/BIRLS if there is no **Combat Pay End Date**.

ESR 3.6 release included the upgrade of the application server software WebLogic to version 10.3.5. Since the current VIE software Business-Ware 4.3.2 is not certified to support Weblogic 10.3.5, the ability to reinstall the Weblogic 8.1.6 servers for messaging purposes only will be retained.

ESR **V3.7** adds the following additional capabilities/changes:

- The Business Rule for Creation of Enrollment History records was changed. The number of data element changes that create enrollment history records was reduced. Changes to *Enrollment Status*, *Priority Group*, or *EGT* will produce new history records, most other changes will not.
- Updated the Priority Group 8 Report (P8G 2) to use the appropriate Relaxation Percentage rather than the fixed, initial percentage.
- An *Appointment Request Response* may now be selected during the ESR Registration (Add a Person) process on the *Demographics/Personal* screen.
- When registration of a patient (Add a Person) is completed, a bulletin will be sent to the patient's chosen Preferred Facility.
- *Demographics/Identity Traits* screen, *Mother's Maiden Name* field no longer shared with VistA.
- ESR will send a query to the MSDS Broker when a person is registered through ESR (AAP).
- The Country Code from VADIR Deployment to Service Location for Combat Pay will be mapped (MSDS).
- ESR will share *Permanent Address* and *Home Telephone* with the Master Veteran Index (MVI).
- MVI will notify ESR of Date of Death updates.
- E&E Web Service will return multiple Preferred Facilities for a Veteran if that Veteran has more than one active *Preferred Facility*.
- ESR will use HEC entered Eligibility Verification status for NSC and SC 0% non-compensable persons registered through ESR (AAP) to attempt to verify the Eligibility Status.

Purpose

The purpose of this document is to provide a high-level description of the processes and procedures for successful installation and deployment of the HECMS application.

Given the multiple systems involved, the ESR deployment is a complex operation and must be planned and sequenced accordingly. This document serves to articulate the steps necessary to sequence the deployment of ESR 3.5 and its necessary dependent systems.

Scope

The scope of this document applies to activities conducted within the HECMS environment. It is tailored to provide technical instruction, guidance, and strategies for the successful installation and deployment of the HECMS project.

This document can be considered a “subset” of the Integrated Master Schedule (IMS), as it pertains to the deployment activities that relate to ESR. In addition, this document does not provide detailed steps on “how” to deploy each HeV application nor how to perform operations and health monitoring on each HeV application. Those details can be found in each system’s respective operations guide.

It is also important to note that if not specified, all other “normal” operational activities (as governed by each respective operations guide) are in force and must be followed.

While Activation Phase 1 will be briefly described, the primary scope of this document will be that of Activation Phase 2.

Target Audience

The intended audience for this document includes software support/management (e.g., Information Resource Management [IRMs], Product Support [PS], Enterprise Management Center [EMC]) and development personnel involved in deploying and installing rehosted/re-engineered applications.

Related Documentation

1. [3.7 HECMS Security Guide](#)
2. [3.7 HECMS Developer’s Guide](#)
3. [3.7 HECMS Systems Management Guide](#)
4. [3.7 HECMS User Manual](#)
5. [3.7 HECMS Release Notes](#)
6. ESR 3.6 Operations Guide – Operations Guide

More **Person Service Identity Management** (PSIM) documentation can be found on the *Technical Services Project Repository* (TSPR) project notebook page by clicking on “*Common Services - Person Service - FY09*”.

Links to other **Common Services** used in the HECMS application can be found at the *CS - ADR - ESR Integrated Project Home* SharePoint site (username and password required).

Administration Tasks

This section assumes that the reader has knowledge of WebLogic administration tasks using the administration console. More detailed information can be obtained from the official documentation via the following link.

- <http://edocs.bea.com/wls/docs81/ConsoleHelp/index.html>
- http://download.oracle.com/docs/cd/E13222_01/wls/docs103/index.html

Setting up the Initial ESR Domain

Assumptions / Prerequisites

The following assumptions and prerequisites apply to all WebLogic servers that will be part of the domain.

- Linux is installed and configured properly. (See CO40331FY07.)

CO40331FY07

Please change the following Kernel settings. If the current value on the server is greater than the specified value below, keep the current server value.

```
/sbin/ifconfig lo mtu
1500
```

```
kernel.msgmni
1024
```

```
kernel.sem
1000 32000 32 512
```

```
fs.file-max
65535
```

```
kernel.shmmax
2147483648
```

```
net.ipv4.tcp_max_syn_backlog
8192
```

```
# increase TCP max buffer size
```

```
net.core.rmem_max = 16777216
```

```
net.core.wmem_max = 16777216
```

```
# increase Linux autotuning TCP buffer limits min, default, and max number of bytes to use
Note: you should leave tcp_mem alone. The defaults are fine.
```

```
net.ipv4.tcp_rmem = 4096 87380 16777216
```

```
net.ipv4.tcp_wmem = 4096 65536 16777216
```

```
ifconfig eth0 txqueuelen 1000
```

- Make sure the missing Linux 32-bit shared libraries are installed. (See CO36416FY06.)

CO36416FY06

The Linux shared libraries had not been installed which resulted in the following error while running reports.

Caused by: java.lang.UnsatisfiedLinkError: /usr/java/j2sdk1.4.2_14/jre/lib/i386/libawt.so: libXp.so.6: cannot open shared object file: No such file or directory

The command below needs to get run as root on the servers to install the shared libraries.
up2date --arch=i386 xorg-x11-deprecated-libs

If this step was run when the ESR app is running, then bring down the admin server, nodemanager and managed servers. Clean the logs by running `./cleanLogs.sh 2`. Bring up the servers again.

To verify the install, cd to `/usr/java/j2sdk1.6.0_24/jre/lib/i386` and type `"ldd libawt.so"`. This will show all the dependencies.

```
weblogic@vhaesrapp1> pwd
/usr/java/j2sdk1.6.0_24/jre/lib/i386
weblogic@vhaesrapp1> ldd libawt.so
linux-gate.so.1 => (0xfffffe000)
libmimage.so => not found
libjvm.so => not found
libXp.so.6 => /usr/X11R6/lib/libXp.so.6 (0xf7d18000)
libXt.so.6 => /usr/X11R6/lib/libXt.so.6 (0xf7cc7000)
libXext.so.6 => /usr/X11R6/lib/libXext.so.6 (0xf7cb9000)
libXtst.so.6 => /usr/X11R6/lib/libXtst.so.6 (0xf7cb3000)
libX11.so.6 => /usr/X11R6/lib/libX11.so.6 (0xf7bd4000)
libm.so.6 => /lib/tls/libm.so.6 (0xf7bb1000)
libdl.so.2 => /lib/libdl.so.2 (0xf7bad000)
libjava.so => not found
libc.so.6 => /lib/tls/libc.so.6 (0xf7a81000)
libSM.so.6 => /usr/X11R6/lib/libSM.so.6 (0xf7a77000)
libICE.so.6 => /usr/X11R6/lib/libICE.so.6 (0xf7a5f000)
/lib/ld-linux.so.2 (0x56555000)
```

You can also run these two commands to verify if libXP.so.6.2 exists

```
ls -al /usr/X11R6/lib64/libXp.so.6
lrwxrwxrwx 1 root root 12 May 29 12:45 /usr/X11R6/lib64/libXp.so.6 -> libXp.so.6.2
ls -al /usr/X11R6/lib/libXp.so.6
lrwxrwxrwx 1 root root 12 May 29 12:45 /usr/X11R6/lib/libXp.so.6 -> libXp.so.6.2
```

- Set up the WebLogic Linux Account with the following environment variables set in either **.profile** or **.bash_profile** (The BEA and Java version might change).

```
#!/bin/ksh
# Environment Setup Script for WebLogic
#
set -o vi

export FCEDIT=vi
export TMP=/tmp
export TMPDIR=/var/tmp

export APP_BASE=/u01/app
export BEA_HOME=$APP_BASE/bea10
export WL_HOME=$BEA_HOME/weblogic10
export PRODUCTION_MODE="true"
export JAVA_HOME=/usr/java/j2sdk1.6.0_24
export JAVA_VENDOR="Sun"
export NODEMGR_HOME=$BEA_HOME/nodemanager/
export PATH=$JAVA_HOME/bin:$WL_HOME/common/bin:$WL_HOME/server/bin:$HOME/bin:$PATH
```

- The WebLogic account must have read and write access to the **tmp** directory.
 - The WebLogic account must have read access to the **JAVA_HOME** directory
- Make sure the **limits.conf** file is correct. See `limits.conf@vaaacappl`.

```
*      hard    core      0
*      soft    nofile    4096
*      hard    nofile    65536
*      soft    memlock    64
*      hard    memlock    128
*      soft    nproc     2047
*      hard    nproc     16384
```

- Set up sudo to allow administrators to **sudo su - weblogic**
- BEA WebLogic 10.3.5 is installed to the location where the **BEA_HOME** variable is set.
- Install Java to the location where the **JAVA_HOME** variable is set.
 - Create a node manager directory as set by a **NODEMGR_HOME** variable.

Creating a basic ESR Domain

ESR will provide the domain creation scripts in a file named **domain-scripts.tar.gz** when it is time for initial domain configuration. The following steps apply to the server that will become the WebLogic administrative console.

- sudo to the WebLogic10 account or login as the WebLogic10 user.
- SCP the **domain-scripts.tar.gz** file (attached above) to **/tmp/domain-scripts** on the server.

- Unzip the `domain-scripts.tar.gz` file into the `/tmp/domain-scripts` directory.


```
cd /tmp/domain-scripts
tar -xzf domain-scripts.tar.gz
```
- If the `installDomain.sh` or `createBatchProcDirectory.sh` file is not executable, make it executable.


```
chmod 744 *.sh
```
- Create the basic ESRDomain by running the `installDomain.sh` script from the `/tmp/domain-scripts` directory.


```
./installDomain ESRDomain.jar ESRDomain
```
- Create soft links to the ESRDomain and nodemanager directories in the WebLogic home directory


```
cd ~
ln -s /u01/app/beal0/user_projects/domains/ESRDomain
ln -s /u01/app/beal0/nodemanager/
```
- CD to ESRDomain directory.


```
cd /u01/app/beal0/user_projects/domains/ESRDomain/
```
- Rename the `startWebLogic.sh` script to `startWeblogic.sh` (NOTE: difference in uppercase and lowercase “L”).


```
mv startWebLogic.sh startWeblogic.sh
```
- Run `./startWeblogic.sh &` (NOTE: background execution) to start the WLS Admin server the very first time.
 - Create new admin users by navigating to Security -> Realms -> myrealm -> Users.
 - On the General tab, create a new administrator user account and password.
 - Click Apply.
 - On the Group tab, assign the user to the Administrators group.
 - Click Apply.
 - Delete the default WebLogic user.
- Run `./stopWeblogic.sh <newUserName> <newPassword>` to stop WLS Admin.
- Delete `boot.properties` from your domain.


```
rm boot.properties
```
- Set up the environment so that the `boot.properties` file gets recreated.


```
export JAVA_OPTIONS=-Dweblogic.system.StoreBootIdentity=true
```
- Run `./startWeblogic.sh` (NOTE: foreground execution) to start the WLS Admin server. When asked to provide user name and password, use your new admin user name and password.
- In another terminal, logged in as the WebLogic user, and in the ESRDomain directory, run `./storeCredentials.sh t3://<servername>:7001 <newUserName> <newPassword>`

to store the admin user credentials so that you don't have to provide user IDs and passwords from the command line every time a script is run. Replace the tags in < > with the appropriate values.

- Run `./stopWeblogic.sh` to stop WLS Admin.
- Remove the JAVA_OPTIONS environment variable or logoff the session.

```
export JAVA_OPTIONS=
```

- One of the servers in the cluster will act as the file store for batch processes. The required directory tree can be created by running the `./createBatchProcDirectory.sh` script in the ESRDomain directory on the host server. All other servers in the cluster should mount a remote directory to `/u02/batchProcess`.

STOP. You are now ready to install ESR, which will occur later.

Installing ESR

ESR will provide the scripts.zip, config.xml, and esr.ear files when it is time for installation. The files in the scripts.zip file and the config.xml file will replace the scripts in the ESRDomain directory.

BEFORE the scripts, config.xml, and esr.ear can be built packaged and delivered, the development team needs to be notified with server names, server IP addresses, WebLogic admin user name, WebLogic admin user password, and CAIP server URL, so the nodemanager.host and config.xml files can be customized for the environment.

Steps 1 to 5 and 10 need to be done when ESR is installed for the first time. For subsequent installations, ignore these steps.

1. Unzip the contents of the `scripts.zip` into ESRDomain directory on all application servers.
2. Set permissions:


```
chmod 774 /u01/app/bea10/user_projects/domains/ESRDomain/*.sh .
```
3. Copy the new config.xml into ESRDomain directory on the admin server.
4. In the ESRDomain directory, open `config.xml` in vi. Navigate to the bottom of the file and find the `<EmbeddedLDAP` stanza and the `<SecurityConfiguration` stanza. In another window and still in the ESRDomain directory, run cat on `config.xml.booted`. Find the `<EmbeddedLDAP` stanza and the `<SecurityConfiguration` stanza. Replace the stanzas, similar to the strings below, with the like stanzas from the `config.xml.booted` file.

```
<EmbeddedLDAP
CredentialEncrypted="{3DES}RHyup5TdHu/0p4Tb8Q3mFaI3v/1337YOyP//LJaiV
Y8=" Name="ESRDomain"/>
<SecurityConfiguration
CredentialEncrypted="{3DES}sAMA66CtQIOvXiEHSqDrHM82+oyF3+5/paQ1oVzr1
o/RQ5RgR0LBEqQQ1AKLvMxF1gCxtShpe52e+Mobv5XbYoiWhFs21z7j"
Name="ESRDomain" RealmBootStrapVersion="1"/>
```

5. Copy the new `nodemanager.hosts` under the `nodemanager` directory of all the servers.
6. Using the existing scripts on the servers, shutdown ESR cluster, admin server, and node manager processes by running:

```
./stopCluster.sh
./stopNodemanager.sh
./stopWeblogic.sh).
```


7. Run "`./cleanLogs.sh 2`" on all servers.
8. Copy the new `esr.ear` into
`/u01/app/bea10/user_projects/domains/ESRDomain/applications/` directory on the admin server.
9. Start admin server on the admin server (run `./startWeblogic.sh &` from the ESRDomain directory in the background).
10. *Note: This step is needed when ESR is installed for the first time on a server. For subsequent installations, skip this step.*

On another terminal, logged in as the WebLogic user, and in the ESRDomain directory, run `./storeCredentials.sh <newUserName> <newPassword> t3://<servername>:7001` to store the admin user credentials so that you don't have to provide user IDs and passwords from the command line every time a script is run. Replace tags in `<>` with the appropriate values.

11. Start node manager processes on all the servers (run `./startNodeManager.sh &` in the background).
12. Start all ESR clusters (run `./startCluster.sh` from the ESRDomain directory on the admin). This command will start 3 clusters: ESRCluster1, ESRCluster2, and ESRCluster3.
13. After the previous step is complete, check if ESR is installed successfully on all 6 servers. Log onto ESR with the appropriate URL.

Setting up the ESR web server

Assumptions / Prerequisites

The Apache web server has been installed on the Linux boxes.

Setting up ESR environment

Since ESR can run on multiple web servers depending on the environment (Prod, SQA, DR, EDEV), the steps below need to be repeated on each of the web servers for that specific environment.

1. Login to the Linux server which has the Apache web server installed.
2. SCP the `webserversetup.tar` file to `/tmp/setup`.
3. Untar the `webserversetup.tar` file under `/tmp/setup`.
4. If the `setupWebServerEnv.sh` is not executable, make it executable `chmod 744 setupWebServerEnv.sh`.
5. Run `dos2unix setupWebServerEnv.sh`.
6. Run `./setupWebServerEnv`.
7. Open `/etc/httpd/conf.d/weblogic.conf` and uncomment and update the following attributes:
 - a. **ServerName** – Name and port that the server uses to identify itself.
 - b. Uncomment the section `<IfModule mod_weblogic.c>` and update the following attributes:
 - i. **WeblogicCluster** – The IP Addresses of the WebLogic clusters hosting the ESR

web application. For ESR, the servers under ESRCluster1 host the ESR web application. The ESRCluster1 IP addresses can be found in the WebLogic config.xml (search for the string “ESRCluster1”). The config.xml resides under the `/opt/bea/ESRDomain` directory in the admin WebLogic server for the ESR application.

- ii. **ErrorPage** – URL where the ESR Unavailable error page is located. This will physically reside under `/var/www/html/status` directory of the web server. So the path will be something like
`http://vaww.esr.aac.va.gov/status/ESR_Unavailable.html`
8. Confirm that the WebHelp directory created under `/var/www/html` has read permissions for the Apache server. In the EDEV environment, it will need additional read and write access for the development group.
9. Once the steps are completed, point the load balancer to these web servers.
10. Copy `/u01/app/bea10/wlserver10.3/server/lib/linux/i686/mod_wl_20.so` from the WebLogic admin server to the `/etc/httpd/modules` directory of Apache server.
11. In the `weblogic.conf` file, ensure that the line specifying the module to load is `mod_wl_20.so` instead of `mod_wl_20.so-x86_64.so`.

Note: The `setupWebServerEnv.sh` performs the following tasks -

1. Copies the file `weblogic.conf` under the `/etc/httpd/conf.d` directory.
2. Creates a directory `/var/www/html/status` and sets permissions `chmod 755` on the status directory.
3. Copies the files related to the ESR Unavailable error page into this directory.
4. Creates a directory called "webhelp" under `/var/www/html` on vaaacwbd4.

Installing WebHelp on the web servers

1. Login to the Linux server which has the Apache web server installed.
2. SCP `webhelp.zip` and `deployWebhelp.sh` to `/tmp/webhelpArchive` from VAAACMUL10: `pscp D:\CM\IP5\20070329\CO43354FY07\webhelp* user@vaaacweb1s:/tmp/webhelpArchive/`.
3. Set permissions: `chmod -R 755 /tmp/webhelpArchive/`.
4. Run Dos2Unix on `deployWebhelp.sh`: `dos2unix /tmp/webhelpArchive/deployWebhelp.sh`.
5. Deploy webhelp from `/tmp/webhelpArchive` directory: `./deployWebhelp.sh webhelp.zip` (As root (sudo)).
6. Repeat steps 1-4 for all web servers in that environment.

Setting up the Enrollment and Eligibility Service (E&E) WebLogic domain

The COs for the E&E web service deployment tasks are as follows:

- Stage 1B: R350242FY10

- PreProd: CO53836FY10
- Prod: CO53841FY10

Enrollment and Eligibility Service requires WebLogic 10.3 version. Separate application servers have been created with WebLogic 10.3 for E &E service.

Please note that

- All the scripts are in **EEService_Scripts.tar.gz**
 - Default WebLogic user password used in these scripts is "weblogic123"
 - Please change it to a new password while creating the domain.
1. Unzip the contents of the **EEService_Scripts.tar.gz** into a directory on all application servers.
 2. Run **dos2unix** command on all the contents of this file.
 3. Set the following environment variables.


```
export BEA_HOME=/u01/app/boa
export WL_HOME=/u01/app/boa/wlserver_10.3
export EEDOMAIN_HOME=/home/weblogic/boa/<DOMAINNAME>
The domain name has the format EES-<Environmentname> e.g. EES-DEV,
EES-SQA, EES-PreProd, EES-Prod.
```
 4. Change directory the appropriate folder [dev , sqa etc..].
 5. Use this command in the desired directory to remove ^M hars in the UNIX scripts. It will clean up all the files in the selected directory.


```
[weblogic@vhaesrapp41 dev]find . -type f -name '*' | xargs dos2unix
```
 6. Open **CreateDomain.py** in vi and change the WebLogic user password and the password for the dbconnection pool.
 7. Run script **CreateDomain.sh** and it creates the EES domain.


```
bash$ ./CreateDomain.sh
```
 8. Change directory to **\$EEDOMAIN_HOME/bin** and run this command to start the admin server. For e.g.


```
[weblogic@vhaesrapp41 dev] ./startWebLogic.sh
```
 9. Logon to the admin console to make sure all the servers/machines/clusters/pools are created.
 10. Run this command on all the managed servers to enroll those machines to the managed server in the domain.


```
[weblogic@vhaesrapp41 dev]$ ./SetNodeManager.sh
```
 11. Run this command to start the node manager all the servers.


```
[weblogic@vhaesrapp41 dev]$ ./StartNodeManager.sh
```
 12. Change directory to **\$EEDOMAIN_HOME** and create a directory "application".
 13. Copy the war file **esr-ws.war** to the applications folder.
 14. Change directory the appropriate folder under scripts to deploy the war file using this command.


```
[weblogic@vhaesrapp41 dev]$ ./Deploy.sh
```

15. Start the managed servers in one of the following ways.
 - a. from the admin console.
 - b. using the WebLogic provided scripts **under** `$EEDOMAIN_HOME/bin.`
 - c. `[weblogic@vhaesrapp41 dev]$./StartManagedServers.sh.`
16. If you need to reinstall the domain please follow these steps.
 - a. stop all the servers including the nodemanager and admin server.
 - b. delete all the files and folder from the domain home.
 - c. delete all the files and folders from nodemanager home
 - d. start over from step 1 above

Setting up the Apache web server to tunnel the web service requests

Apache web server will be used as a front end to address load balancing and failover requirements. The instructions below are related to setting up the web server to tunnel the web service requests to application server.

1. Login to the Linux server which has the Apache web server installed.
2. Open `/etc/httpd/conf.d/weblogic.conf` and add a new virtual host that is similar to ESR.

WeblogicCluster should have the comma separated list of EEServiceServer:PORTNumber
<VirtualHost vhaesrapp41.aac.va.gov:443>

ErrorLog logs/ssl_error_log

TransferLog logs/ssl_access_log

LogLevel warn

SSLEngine on

SSLProtocol TLSv1

SSLCipherSuite ALL:!ADH:!EXPORT:!SSLv2:RC4+RSA:+HIGH

SSLCertificateFile /etc/pki/tls/certs/localhost.crt

SSLCertificateKeyFile /etc/pki/tls/private/localhost.key

SSLCACertificateFile /etc/pki/tls/certs/ca-bundle.crt

#SSLCertificateFile /etc/httpd/conf/ssl.crt/server.crt

#SSLCertificateKeyFile /etc/httpd/conf/ssl.key/server.key

#SSLCertificateChainFile /etc/httpd/conf/ssl.crt/va.pem

<Files ~ "\.(cgi|shtml|phtml|php3?)\$" >

SSLOptions +StdEnvVars

</Files>

<Directory "/var/www/cgi-bin">

SSLOptions +StdEnvVars

</Directory>

SetEnvIf User-Agent ".*MSIE.*" \

nokeepalive ssl-unclean-shutdown \

downgrade-1.0 force-response-1.0

CustomLog logs/ssl_request_log \

"%t %h %{SSL_PROTOCOL}x %{SSL_CIPHER}x \"%r\" %b"

<IfModule mod_weblogic.c>

```
# WeblogicCluster 10.224.88.120:8101
WeblogicCluster vhaesrapp41.aac.va.gov:8101
MatchExpression /esr-ws
</IfModule>
</VirtualHost>
```

3. Restart the Apache server.

Testing the Installation

Try accessing the URL

<https://vaww.esr.aac.va.gov:8443/esr-ws/spring-ws/getEESummary/eeSummary.wsdl>

Please note this would vary according to the environment (Development, SQA, pre-prod and prod).

Please note that E&E web service is dependent on **ESR.ear** deployed on the WebLogic 10.3 server.

Setting up TLS authentication in E&E servers

ESR interface to VADIR Webservice (also called Military Service Data Service - MSDS) uses Mutual TLS Authentication with VA issued certificates to identify and authorize server-to-server communications. TLS also provides the message's confidentiality and integrity between the endpoints. For additional details, please refer to ESR MSDS interface control document.

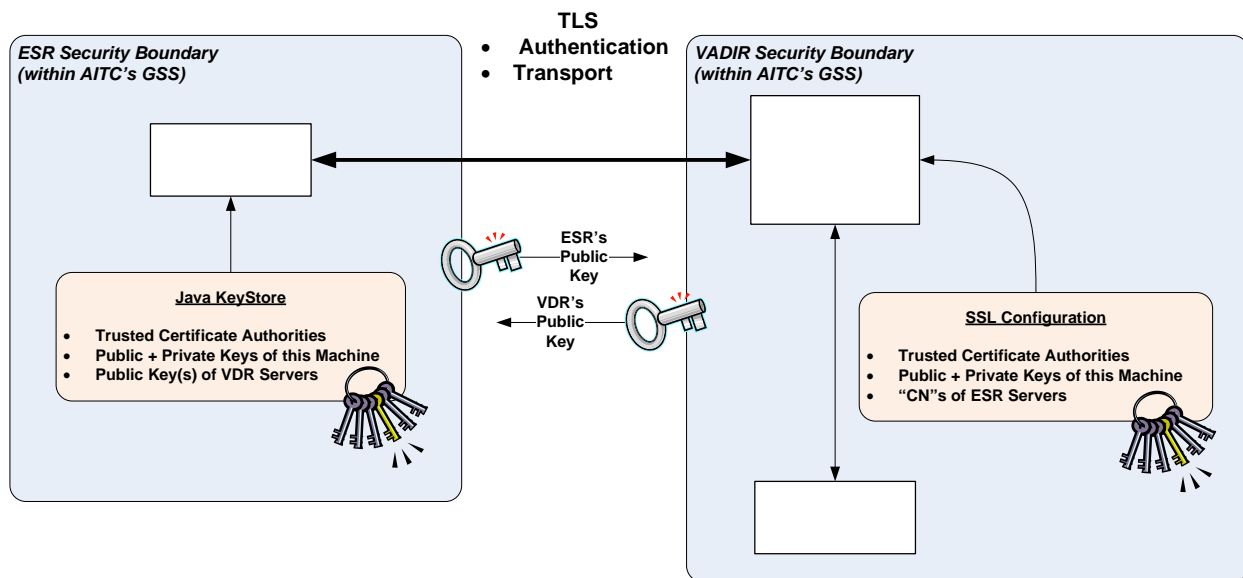


Figure 1: ESR-VADIR security Boundary

Execute the following in VHAESRAPP45 server

Pre-requisites:

Need to have VA.pem, [VAVDRAPP1.aac.va.gov.pem](#), vhaesrapp45.aac.va.gov.pem in /u01/cert/

STEP 1:

navigate to /u01/app/bea/wlserver_10.3/server/lib/

STEP 2:

```
keytool -import -alias VA_internal_root_CA -file /u01/cert/va.pem -keystore
/u01/app/bea/wlserver_10.3/server/lib/vacertstore.jks -storepass PASSWORD1
```

STEP 3:

```
keytool -import -alias vavdrapp1.aac.va.gov -file /u01/cert/vavdrapp1.aac.va.gov.pem -keystore
/u01/app/bea/wlserver_10.3/server/lib/vacertstore.jks -storepass PASSWORD1
```

STEP 4:

```
keytool -list -keystore vacertstore.jks -v (when prompted for password specify the
PASSWORD1 from above)
```

(should come back with 2 entries - alias VA_internal_root_CA and vavdrapp1.aac.va.gov)

STEP 5:

```
java -classpath weblogic.jar utils.ImportPrivateKey -keystore
/u01/app/bea/wlserver_10.3/server/lib/appcertstore.jks -storepass PASSWORD2 -storetype jks -keypass
PASSWORD2 -alias vhaesrapp45.aac.va.gov -certfile /u01/cert/vhaesrapp45.aac.va.gov.pem -keyfile
/u01/cert/vhaesrapp45.aac.va.gov.key -keyfilepass PASSWORD2
```

NOTE: The PASSWORD2 specified in STEP5 should exactly match the password to open the certificate key file.

STEP 6:

```
keytool -list -keystore appcertstore.jks -v ((when prompted for password use PASSWORD2)
```

(should come back with 1 entry - alias vhaesrapp45.aac.va.gov)

STEP 7:

```
cd /u01/cert
```

```
openssl verify -CAfile va.pem vhaesrapp45.aac.va.gov.pem
```

(check if the result is **vhaesrapp45.aac.va.gov.pem: OK**)

Execute the following in VHAESRAPP46 server

Pre-requisites:

Need to have VA.pem, **VAVDRAPP1.aac.va.gov.pem**, vhaesrapp46.aac.va.gov.pem in /u01/cert/

STEP 1:

navigate to /u01/app/bea/wlserver_10.3/server/lib/

STEP 2:

```
keytool -import -alias VA_internal_root_CA -file /u01/cert/va.pem -keystore
/u01/app/bea/wlserver_10.3/server/lib/vacertstore.jks -storepass PASSWORD1
```

STEP 3:

```
keytool -import -alias vavdrapp1.aac.va.gov -file /u01/cert/vavdrapp1.aac.va.gov.pem -keystore
/u01/app/bea/wlserver_10.3/server/lib/vacertstore.jks -storepass PASSWORD1
```

STEP 4:

```
keytool -list -keystore vacertstore.jks -v (when prompted for password specify the
PASSWORD1 from above)
```

(should come back with 2 entries - alias VA_internal_root_CA and vavdrapp1.aac.va.gov)

STEP 5:

```
java -classpath weblogic.jar utils.ImportPrivateKey -keystore
/u01/app/bea/wlserver_10.3/server/lib/appcertstore.jks -storepass PASSWORD2 -storetype jks -keypass
PASSWORD2 -alias vhaesrapp46.aac.va.gov -certfile /u01/cert/vhaesrapp46.aac.va.gov.pem -keyfile
/u01/cert/vhaesrapp45.aac.va.gov.key -keyfilepass PASSWORD2
```

NOTE: The PASSWORD2 specified in STEP5 should exactly match the password to open the certificate key file.

STEP 6:

```
keytool -list -keystore appcertstore.jks -v ((when prompted for password use PASSWORD2)
```

(should come back with 1 entry - alias vhaesrapp46.aac.va.gov)

STEP 7:

```
cd /u01/cert
```

```
openssl verify -CAfile va.pem vhaesrapp46.aac.va.gov.pem
```

(check if the result is **vhaesrapp46.aac.va.gov.pem: OK**)

Logon to weblogic administration console for VHAES_PROD and repeat the steps below for EES-MS1 and EES-MS2

- a. Navigate to Environment->Servers-->[EES-MS1]-->Configuration-->Keystores
- b. Set Keystores to “Custom Identity and Custom Trust”

- c. In the Identity section set:
 - i. **Custom Identity Keystore** to the
/u01/app/bea/wlserver_10.3/server/lib/appcertstore.jks
 - ii. **Custom Identity Keystore Type** to jks
 - iii. **Custom Identity Keystore Passphrase** to **PASSWORD 2**
- d. In the Trust section set:
 - i. **Custom Trust Keystore** to the file
/u01/app/bea/wlserver_10.3/server/lib/vacertstore.jks
 - ii. **Customer Keystore Type** to jks
 - iii. **Customer Trust Keystore Passphrase** to **PASSOWORD1**
- e. Click Save.
- f. Navigate to the SSL tab.
- g. Set Identity and Trust Locations to “Keystores”
- h. In the Identity section set:
 - i. **Private Key Alias** to the alias vhaesrapp45.aac.va.gov
 - ii. **Private Key Passphrase** to **PASSWORD2**
- i. Click on Advanced and set:
 - i. **Hostname Verification** to “None”
 - ii. **Custom Hostname Verifier** to blank
 - iii. **Export Key Lifespan** unchanged
 - iv. **Use Server Certs** to **checked**
 - v. **Two Way Client Cert Behavior** to “Client Certs Not Requested”
 - vi. **Cert Authenticator** to blank
- j. Click Save
- k. under SERVER START, ARGUMENTS add the following.
 - Djavax.net.ssl.trustStore=/u01/app/bea/wlserver_10.3/server/lib/vacertstore.jks
 - Djavax.net.ssl.trustStorePassword=PASSWORD1
 - Djavax.net.ssl.keyStore=/u01/app/bea/wlserver_10.3/server/lib/appcertstore.jks
 - Djavax.net.ssl.keyStorePassword=PASSWORD2

Please note: It is better to cut and paste the current content from ARGUMENTS field and then add these two and paste the whole thing back.

Setting up JMS Queues in E&E servers

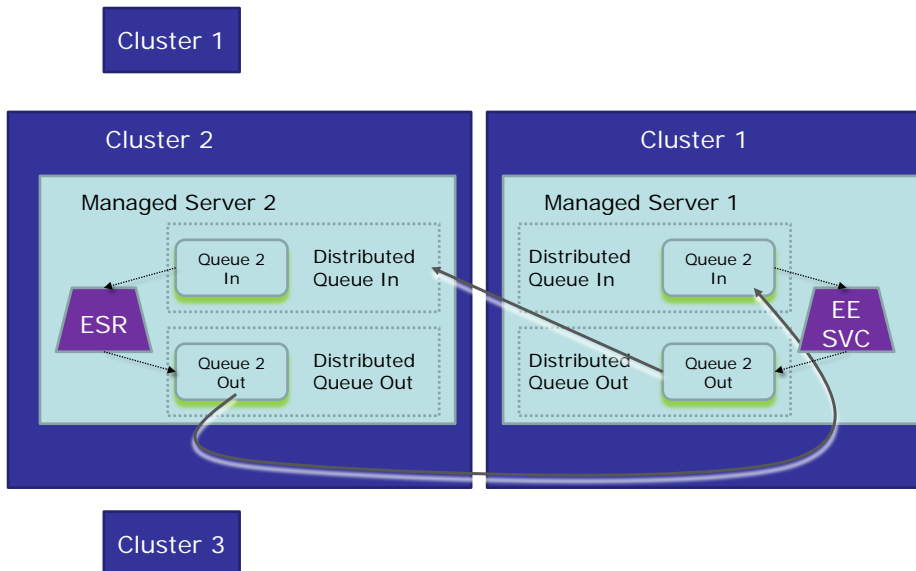
JMS Queues are installed in E&E servers to facilitate communication between ESR and MSDS webservice delegate in E&E servers.

The JMS configuration is as follows.

EDEV and SQA

8.1

10.3

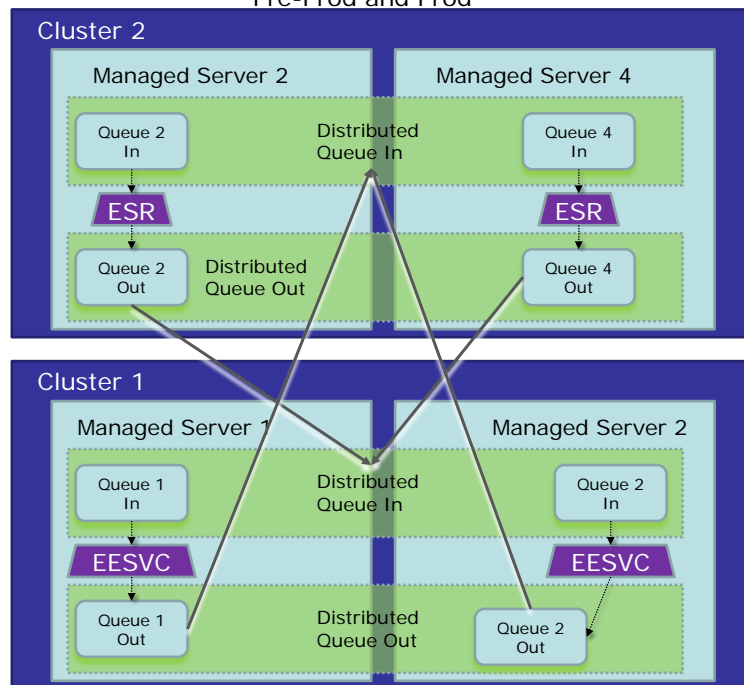


Pre-Prod and Prod

8.1

(Clusters 1 and 3 not shown)

10.3



The instructions for installing JMS Queues in ESR servers (weblogic 10.3) are as follows.

MSDS Queue Install Instructions for WebLogic 10.3 (ESR):

1. Navigate to the console application for ESR and log in with the appropriate credentials.

2. In the left tree pane, expand the path "ESRDomain -> Services -> JMS -> Connection Factories". Right-click on the "Connection Factories" item and choose "Configure a new JMS Connection Factory". In the screen that appears on the right, enter the following information:

Name: "MSDS Connection Factory"
 JNDI Name: "jms.MSDS-ConnectionFactory"
 Client ID: (empty)
 Default Priority: 4
 Default time to live: 0
 Default time to deliver: 0
 Default Delivery Mode: Persistent
 Default redelivery delay: 0
 Messages maximum: 10
 Overrun Policy: Keep Old
 Allow Close In On Message: (unchecked)
 Acknowledge policy: All
 Load Balancing Enabled: (checked)
 Server Affinity Enabled: (unchecked)

Click "Create" at the bottom right of the webpage.

In the next page that appears, check the radio button "All servers in the cluster" underneath the middle item that says "ESRCluster2".

Click "Apply" at the bottom right of the webpage.

You will see a new item appear in the left tree pane inside the "Connection Factories" folder called "MSDS Connection Factory". Step 2 is complete.

3. In the left tree pane, expand the path "ESRDomain -> Services -> JMS -> Templates". Right-click on "Templates" and choose "Configure a new JMS Template".

In the screen that appears on the right, enter "MSDS Inbound Queue" in the name field and click "Create".

You will see the new template appear in the left tree pane inside the "Templates" folder.

4. Repeat step 3, but entering "MSDS Outbound Queue" for the name. Ensure both new Inbound and Outbound templates appear in the left tree pane under the "Templates" folder.
5. In the left tree pane, expand the path "ESRDomain -> Services -> JMS -> Servers -> MS2.JmsServer -> Destinations". Right-click on "Destinations" folder and choose "Configure a new JMSQueue". Enter the following information in the screen on the right:

Name: "MSDS Inbound [Queue@MS2.JmsServer](#)"
 JNDI Name: "[jms.InboundMSDSQueue@MS2.JmsServer](#)"
 Replicate JNDI name in cluster: (checked)
 Enable store: default
 Template: MSDS Inbound Queue

Click “Create” at the bottom right of the webpage.

You will see a new item appear in the left tree pane inside the “Destinations” folder called “MSDS Inbound [Queue@MS2.JmsServer](#)”.

6. Repeat step 5, substituting the following values:

Name: “MSDS Outbound [Queue@MS2.JmsServer](#)”
 JNDI Name: “[jms.OutboundMSDSQueue@MS2.JmsServer](#)”
 Template: MSDS Outbound Queue

Ensure both new Inbound and Outbound queues appear in the left tree pane under the “Destinations” folder.

7. In the left tree pane, expand the path "ESRDomain -> Services -> JMS -> Distributed Destinations". Right-click on “Distributed Destinations” and choose “Configure a new JMSDistributedQueue...”. Enter the following information in the screen on the right:

Name: “MSDS Inbound [Queue](#)”
 JNDI Name: “jms.InboundMSDSQueue”
 Local Balancing Policy: Round Robin
 Forward Delay: -1 seconds

Click “Create” at the bottom right of the webpage.

At the top of the right panel, click the “Members” tab. Click the link “Configure a new Distributed Queue Member...”. Enter the following information in the screen on the right:

Name: “[MSDS Inbound Queue@MS2.JmsServer](#)”
 JMS Queue: select the “MSDS Inbound [Queue@MS2.JmsServer](#)” option
 Weight: 1

Click the “Create” button at the bottom right of the webpage.

Ensure a new item appears in the left tree pane underneath the “Distributed Destinations” folder called “MSDS Inbound [Queue@MS2.JmsServer](#)”.

8. Repeat step 7, substituting the following values for the main queue:

Name: “MSDS Outbound [Queue](#)”
 JNDI Name: “jms.OutboundMSDSQueue”

Also substitute the following values for the “Members” page:

Name: “[MSDS Outbound Queue@MS2.JmsServer](#)”
 JMS Queue: select the “MSDS Outbound [Queue@MS2.JmsServer](#)” option

Ensure both the Inbound and Outbound distributed destinations now appear in the left tree pane underneath the “Distributed Destinations” tab.

The instructions for installing JMS Queues in E&E servers (weblogic 10.3) are as follows.

Pre-requisite: Ensure that a domain name `appclu-prod.eesvc.healthvet.va.gov` exists and includes the servers `vhaesrapp45.aac.va.gov` and `vhaesrapp46.aac.va.gov`.

1. Set the following environment variable:

```
export EEDOMAIN_HOME=/home/weblogic/boa/EES-DEV
# Change the value of this variable for the appropriate environment:
# EES-DEV for edev
# EES-PREPROD for preprod
# EES-PROD etc
```

2. Unzip MSDS-scripts.zip, open a new command window and change directory to the appropriate subfolder [dev, sqa, etc.]

3. Run this command in the directory containing the PrepMSDS.sh file to remove

^M chars:

```
[weblogic@vhaesrapp41 dev] dos2unix PrepMSDS.sh
```

If dos2unix isn't on the path, set the executable bit of the attached utility by running "`chmod +x ./dos2unix.sh`" and then run "`./dos2unix.sh ./PrepMSDS.sh`"

4. Copy the PrepMSDS.sh and PrepMSDS.py files into the domain folder:

```
[weblogic@vhaesrapp41 dev] cp ./PrepMSDS* $EEDOMAIN_HOME
```

5. Change directory into the domain folder:

```
[weblogic@vhaesrapp41 dev] cd $EEDOMAIN_HOME
```

6. Update the credentials at the top of the PrepMSDS.py file to match those required by the WebLogic server in the current environment. Values to change are on lines 6 and 7: "eesvcUsername" and "eesvcPassword". For example, the default values are "weblogic" / "weblogic123" as documented for WebLogic 10.3.

7. Run script PrepMSDS.sh, which adds new JMS components to existing administration server config:

[weblogic@vhaesrapp41 dev] ./PrepMSDS.sh

If necessary, set the executable bit first by running "chmod +x ./PrepMSDS.sh"

8. Logon to the admin console to make sure the JMS components are created; for example, a new JMS server called "EE-JMS".
9. Deploy the "jms-notran-adp" resource adapter by performing the following steps:
 - 9a. In the WebLogic console, navigate to the ESR-WS -> Deployments section in the left tree pane. Click "Install" button above the table of deployments in the right pane.
 - 9b. In the "Path" textbox, type the path to the server/lib folder inside the WebLogic installation directory. For example:
 /u01/app/bea/wlserver_10.3/server/lib
 Press enter after typing it and it should refresh the file list below.
 - 9c. Check the radio button next to the file below named "jms-notran-adp.rar".
 Do not confuse this with the exploded directory called "jms-notran-adp (open directory)". Click the "Next" button at the top of the table.
 - 9d. On the next screen, check the option "Install this deployment as an application" and click "Next".
 - 9e. On the next screen, check the radio button "All servers in the cluster".
 It will automatically check the EECluster item above it. No other items on the screen should be selected. Click "Next".
 - 9f. On the next screen, accept all the defaults and click "Finish".

If it installs successfully, the deployments webpage will appear and a new item will be in the table called "jms-notran-adp". Ensure the type of this item is "Resource Adapter".

If it did not install successfully due to a Java error about "specification version" or the type is not "Resource Adapter", contact ESR support for further instructions and a workaround.

10. Deploy the msds-ws.war using standard deployment instructions for a war file.

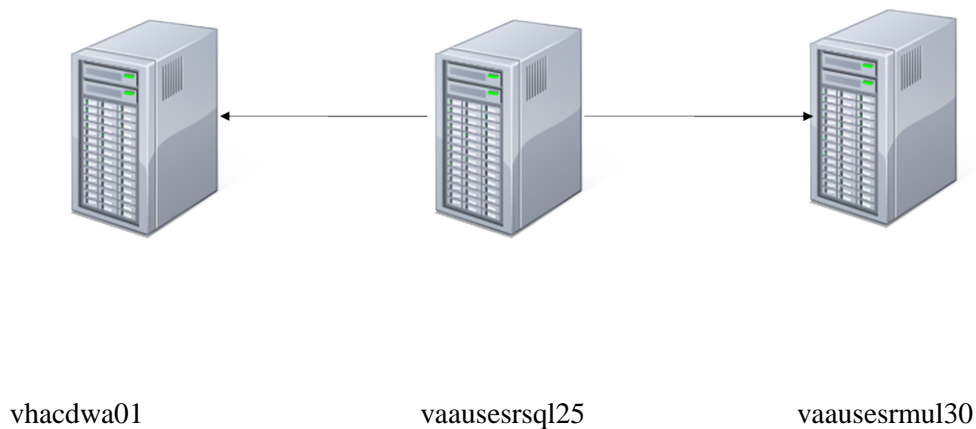
11. Click the "View Changes and Restarts" link in the top left of the console webpage, then click "Restart checklist" tab. If it says the admin server requires a restart, restart the admin server now from the command line. Otherwise proceed to step 12.
12. Stop, then start the managed servers via the admin console.
13. Remove the PrepMSDS files from the domain folder (optional):

```
rm $EEDOMAIN_HOME/PrepMSDS.sh  
rm $EEDOMAIN_HOME/PrepMSDS.py
```

Setting up the SFTP interface between ESR Linux and Windows Servers

CO88253FY11

For ESR 3.5, in order to extract the data from the CDW, a windows server with SQL server database was established. Secured FTP connection needs to be established between ESR production windows server VAAUSESRSQL25 and ESR Linux server vhaesrweb1. In order to establish a passwordless SFTP connection, SSH keys were generated for the windows user ID, VAAITCESRUSR, using the reflection key gen utility. The .pub file was added to the authorized_keys file for aacesrprod on vhaesrweb1. The setup in production is shown below.



Setting up the CDW Data Extraction package in ESR Windows Server

CO88253FY11

For the ESR 3.5 Preferred Facility enhancements, a daily data exchange between the CDW database and ESR needed to be established.

CDW is an SQL server database, therefore, an SQL server data extraction utility needed to be set up in the ESR windows server that hosts an SQL server database.

The instructions are below:

Introduction

This file describes the installation and operation process for a set of scripts which are used to retrieve PCMM data from the CDW database CDWWorks and transfer it to the ADR database.

This data is used in support of Preferred Facility functionality of the ESR application. The data retrieval process consists of two parts:

- * initial bulk data load
- * regular (daily) data updates.

The scripts for daily updates are designed to be run as an automatic task scheduled on regular (daily) basis.

Installation Pre-requisites

The following are pre-requisites to install and successfully run this package.

- * The local server used to run the package has Windows operating system (Windows Server 2008 R2).
- * Microsoft SQL Server 2008 R2 is installed with all the components.
- * The secure copy (scp) utility is installed and configured to have a trusted connection with the ESR server.
- * The Active Directory user account VAAITCESRUSR is created for the ESR application.
- * Account VAAITCESRUSR has a privilege to create a database in local MS SQL Server.
- * Account VAAITCESRUSR has a privilege to create and run a job using Task Scheduler on local Windows server.
- * Account VAAITCESRUSR has a privilege to create a directory to store scripts and data files with adequate disk space.
- * Account VAAITCESRUSR is configured to run scp and sqlcmd utilities on the local server.

* Account VAAITCESRUSR has permission to access CDW database on the CDW database server.

The content of this package

\install

README.txt (this file)
createCDWsupport.sql
createTablesCDWsupport.sql

\initial_load

getETLBatchIDfromCDWperRegion.sql
getPatProvRelFromCDWperSite.PROD.sql
getPatProvRelFromCDWperSite.sql
get_bulkPCMMdata.bat
get_data_per_region.bat
get_data_per_reg_site.bat
get_pcp_region_1.bat
get_pcp_region_2.bat
get_pcp_region_3.bat
get_pcp_region_4.bat

\daily_updates

getLastETLBatchID_totalrecs_fromCDWperRegion.sql
getPatProvRelFromCDWperRegion.PROD.sql
getPatProvRelFromCDWperRegion.sql
getStartETLBatchID_perRegion.sql
get_CDWupdates_per_region.bat
get_PCMMdata_updates.bat

Installation

Login as user VAAITCESRUSR to the local user to do the installation.

Create the following directories:

* Directory to store the data files (default: E:\MSSQL\PCMM2ESR)

* Directory to store scripts (default: E:\MSSQL\scripts

E:\MSSQL\scripts\install

E:\MSSQL\scripts\initial_load

E:\MSSQL\scripts\daily_updates)

* Directory to store CDWsupport database files (default: E:\MSSQL\Data)

Review the file createCDWsupport.sql. Make modifications in the script if you have chosen a location for the database files different from the default location.

Login to the local instance of MS SQL Server 2008 R2 as user VAAITCESRUSR. Run a script createCDWsupport.sql to create CDWsupport database (use master). Run a script createTablesCDWsupport.sql to create tables in CDWsupport database (use CDWsupport).

Review the file get_bulkPCMMdata.bat. Make modifications in this file if you have chosen a location for the scripts directory, data directory, secure copy user, ESR server name, data directory on ESR server, and a CDW database server name different than the default values.

Default values are as follows (see file get_bulkPCMMdata.bat):

```
set MyDirectory=E:\MSSQL\PCMM2ESR
```

```
set ScriptDirectory=E:\MSSQL\scripts\initial_load
```

```
set sftpuser=aacesrprod
```

```
set ESRserver= vaausesrmul30.aac.va.gov
```

```
set ESRdirectory=/u02/batchProcess/PCMM2ESR
```

```
set CDWserver=vhacdwa01.vha.med.va.gov
```

Review the file get_PCMMdata_updates.bat . Make modifications in this file if you have chosen a location for the scripts directory, data directory, secure copy user, ESR server name, data directory on the ESR server, and CDW database server name different than the default values.

Default values are as follows (see file get_PCMMdata_updates.bat):

```
set MyDirectory=E:\MSSQL\PCMM2ESR
```

```
set ScriptDirectory=E:\MSSQL\scripts\daily_updates
```

```
set sftpuser=aacesrprod
```

```
set ESRserver= vaausesrmul30.aac.va.gov
```

```
set ESRdirectory=/u02/batchProcess/PCMM2ESR
```

```
set CDWserver=vhacdwa01.vha.med.va.gov
```

Schedule tasks in Task Scheduler

As user VAAITCESRUSR start Task Scheduler utility and schedule a task to run script `get_bulkPCMMdata.bat` once for initial bulk data load of PCMM data. Also, schedule a regular (daily) task to run script `get_PCMMdata_updates.bat` for data updates. Make sure that a first run of the daily update task is scheduled after the initial bulk data load task is finished.

Operation

When the initial bulk data load task is completed check that the data was successfully retrieved and moved to the ESR server: the data directory on the local server should be empty, table `ETLBatchRegion` in `CDWsupport` database should have 4 records, and the table `BatchErrorLog` in `CDWsupport` database should have no records. If you experience errors, rerun the initial bulk data load process again until successful. Do not run daily updates task until you get the bulk data load completed.

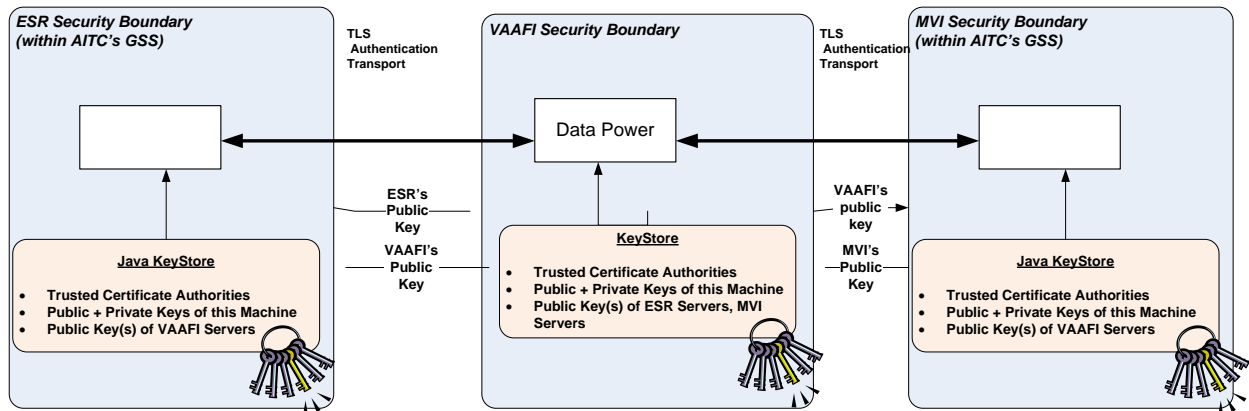
Under normal operations the data directory on the local server should remain empty, since after successful data transfer, the data files are deleted from the local server. If you see a file in the data directory when the daily update task is not running, examine the file with the extension '.log' and check `CDWsupport.BatchErrorLog` table for errors.

Note that the data and log files have date stamp as part of their names.

Standard DBA operations to maintain the `CDWsupport` database are expected. In particular, regular database backups are recommended. The table `ETLBatchRegion` in the `CDWsupport` database is expected to be updated every time the daily update task is run successfully. The table `BatchErrorLog` in the `CDWsupport` database should be periodically reviewed for error messages from the daily data update process.

Setting Up Mutual TLS between ESR and VAAFI servers to access PSIM WebService Interface

The instructions for setting up TLS between ESR and VAAFI servers are included below,



The following instructions are for vaausesrapp21 server. The same instruction needs to be executed on all the servers vaausesrapp21 to vaausesrapp32. Please replace the appropriate server name before copying the commands.

Please note: When you cut and paste the commands from this document to a Linux server, sometimes “-” are replaced by “.”s. Compare and verify the commands before proceeding.

Execute the following in VAAUSESRAPP21 server

Pre-requisites:

1. Create a directory cert under /u01 if one does not exist
2. Get the certificates VA.pem and esr-prod.aac.va.gov.pem, esr-prod.aac.va.gov.key, esr-prod.aac.va.gov.decrypt.key from Tom Schenk along with key password.
3. Copy them to /u01/cert if they don't exist
4. Need to know the password for the key for the certificate esr-prod.aac.va.gov.pem (this is referred as PASSWORD2 in the commands below. Please replace PASSWORD2 with this password)
5. Copy the certificates ECA_Root_CA_2.cer, labws.eauth.va.gov.cer, ORC_ECA_SW_3.cer, services.eauth.va.gov.cer in /u01/cert/ from the zip file attached
ECA_Root_CA_2.cer, labws.eauth.va.gov.cer, ORC_ECA_SW_3.cer, services.eauth.va.gov.cer are delivered in the zip file IAM VAAFI Public Certs.zip
6. Ensure that the permissions on the hash files for the certificates are 644.

If the certificate extensions are .crt and not .pem, please replace the file extension name in the commands below.

STEP 0:

Create certs directory under /u01/app/bea10/wlserver_10.3/server/lib/

STEP 1:

Navigate to /u01/app/bea10/wlserver/server/lib/

STEP 2:

```
/usr/java/latest/bin/keytool -import -alias VA_internal_root_CA -file /u01/cert/va.pem -keystore
/u01/app/bea10/wlserver_10.3/server/lib/vacertstore.jks -storepass PASSWORD1
```

STEP 3:

```
/usr/java/latest/bin/keytool -import -alias ECA_Root_CA_2 -file /u01/cert/ECA_Root_CA_2.cer
-keystore /u01/app/bea10/wlserver_10.3/server/lib/vacertstore.jks -storepass PASSWORD1
```

STEP 4:

```
/usr/java/latest/bin/keytool -import -alias ORC_ECA_SW_3 -file /u01/cert/
ORC_ECA_SW_3.cer -keystore /u01/app/bea10/wlserver_10.3/server/lib/vacertstore.jks -
storepass PASSWORD1
```

STEP 5:

```
/usr/java/latest/bin/keytool -import -alias labws.eauth.va.gov -file /u01/cert/
labws.eauth.va.gov.cer -keystore /u01/app/bea10/wlserver_10.3/server/lib/vacertstore.jks -
storepass PASSWORD1
```

STEP 6:

```
/usr/java/latest/bin/keytool -import -alias services.eauth.va.gov -file /u01/cert/
services.eauth.va.gov.cer -keystore /u01/app/bea10/wlserver_10.3/server/lib/vacertstore.jks -
storepass PASSWORD1
```

STEP 7:

```
/usr/java/latest/bin/keytool -list -keystore vacertstore.jks -v (when prompted for password use
PASSWORD1)
```

(should come back with 5 entries - alias VA_internal_root_CA, ECA_Root_CA_2, labws.eauth.va.gov, ORC_ECA_SW_3, services.eauth.va.gov)

STEP 8:

```
java -classpath /u01/app/bea10/wlserver_10.3/server/lib/weblogic.jar utils.ImportPrivateKey -
keystore /u01/app/bea10/wlserver_10.3/server/lib/appcertstore.jks -storepass PASSWORD2 -storetype
jks -keypass PASSWORD2 -alias vaausesrapp21.aac.va.gov -certfile /u01/cert/esr-prod.aac.va.gov.pem -
keyfile /u01/cert/esr-prod.aac.va.gov.key -keyfilepass PASSWORD2
```

STEP 9:

```
/usr/java/latest/bin/keytool -list -keystore appcertstore.jks -v ((when prompted for password use
PASSWORD2)
```

(should come back with 1 entry - alias vaausesrapp21.aac.va.gov)

STEP 10:

```
cd /u01/cert
```

```
openssl verify -CAfile va.pem esr-prod.aac.va.gov.pem
```

(check if the result is esr-prod.aac.va.gov.pem: OK)

STEP 11:

Check if the SSL works

```
wget -v -vv --secure-protocol=tlsv1 --ca-certificate=/u01/cert/ECA_Root_CA_2.cer --
certificate=/u01/cert/esr-prod.aac.va.gov.pem --private-key=/u01/cert/esr-prod.aac.va.gov.decrypt.key
https://services.eauth.va.gov:9193/psim\_web/service/IdMWebService?wsdl
```

When prompted for password enter "PASSWORD2"

This should display the content of the WSDL.

Logon to weblogic administration console for VAAUSESAPP21

<http://vaausesrapp20.aac.va.gov:7001/console/login/LoginForm.jsp>

Verify the following configuration and reenter the passwords

- a. Navigate to Environment->Servers-->MS1-->Configuration-->Keystores tab
- b. Set Keystores to "Custom Identity and Custom Trust"
- c. In the Identity section set:
 - i. **Custom Identity Keystore** to the
/u01/app/bea10/wlserver_10.3/server/lib/appcertstore.jks
 - ii. **Custom Identity Keystore Type** to jks
 - iii. **Custom Identity Keystore Passphrase** to PASSWORD2
- d. In the Trust section set:
 - i. **Custom Trust Keystore** to the file
/u01/app/bea10/wlserver_10.3/server/lib/vacertstore.jks
 - ii. **Customer Keystore Type** to jks
 - iii. **Customer Trust Keystore Passphrase** to PASSWORD1
- g. Click "Save"
- h. Click on the "SSL" tab

Set "Identity and trust locations" to "Keystore"

Set Private key alias to vaausesrapp21.aac.va.gov

Set Private key passphrase to PASSWORD2

Click on Advanced and set:

Hostname Verification to "None"

Custom Hostname Verifier to blank

Export Key Lifespan unchanged

Use Server Certs to checked

Two Way Client Cert Behavior to “Client Certs Not Requested”
Cert Authenticator to blank

Click Save

- k. under SERVER START, ARGUMENTS verify the following and change the keystorepassword.

-

Djavax.net.ssl.trustStore=/u01/app/bea10/user_projects/domains//ESRDomain/certs/vacertstore.jks

-Djavax.net.ssl.trustStorePassword=PASSWORD1 -

Djavax.net.ssl.keyStore=/u01/app/bea10/wlserver_10.3/server/lib/appcertstore.jks

-Djavax.net.ssl.keyStorePassword=PASSWORD2

Please Note: It is better to cut and paste the current content from ARGUMENTS field and then add these two and paste the whole thing back.

Click Save

- n. Restart the managed servers

Deployment Overview

ESR deployment involves consideration to other H_eV systems. In addition, ESR deployment must also consider the existing legacy application that ESR is planned to replace. This system, commonly called HEC Legacy (HECL), is currently the System of Record (SOR) for the eligibility and enrollment data of its Veteran enrollees. The end-client of the HECL and HECMS systems is the HEC. To mitigate risk to HEC business operations, a phased deployment approach is in place to provide a stabilization period for the initial ESR 3.0 deployment. This phased approach consists of two “activation” phases and is documented in the following table. These serial activation phases shift the SOR responsibility and therefore have a distinct sequence of activities.

Please refer to the *ESR 3.0 Deployment - Phase 2 - Software Sequencing Plan (SSP)* document in TSPR for full details on the phased deployment sequence for ESR 3.0.

Database Information

Go to TSPR for a view of the Administrative Data Repository (ADR) ERD Main database diagram with which ESR communicates.

Instructions for Installing M Server (or Database) Components

N/A

Pre-Installation Instructions for the M-Server/Database Component

N/A

Installing M Server/Database Components

Implementation software for the HEC Legacy system was released previously to the HEC as part of patch IVMB*2*910.

The following M patches are required to be in place prior to Activation Phase II.

The installation order for all EVC R2 patches is as follows:

- DG host file DG_53_P688.KID (DG*5.3*688, IVM*2*115 & EAS*1*70)
- SD host file SD_53_P441.KID (SD*5.3*441, DG*5.3*664 & PX*1*168)
- Radiology (RA*5*70)
- Laboratory (LR*5*352)

Patch	DG_53_P688.KID	SD_53_P441.KID	LR*5.2*352	RA*5.0*70
<i>Install Time</i>	less than 5 minutes	less than 10 minutes.	less than 2 minutes	less than 5 minutes
<i>Other Install Information</i>	This patch should NOT be installed while the IVM BACKGROUND JOB [IVMBACKGROUND JOB] is running	<p>** It is recommended that this patch NOT be installed less than seven days before AmbCare's monthly close-out **</p> <p>This patch can be installed with users on the system; however it should be installed during off hours to minimize disruption to users.</p> <p>This patch affects the check-out process and must be installed when the SCDX AMBCAR NIGHTLY XMIT background job is not</p>	This patch should not be installed during normal business hours.	Since the entire exam status mechanism may be affected, you should install this patch at a time when Rad/Nuc Med users are off the system.

Patch	DG_53_P688.KID	SD_53_P441.KID	LR*5.2*352	RA*5.0*70
		running.		
<i>Inhibit Logins During Install</i>	No	No	No	No
<i>DISABLE Scheduled Options and Menu Options</i>	[DGPRE PRE-REGISTER OPTION] Preregister a Patient [DG REGISTER PATIENT] Register a Patient [DG LOAD PATIENT DATA] Load/Edit Patient Data [DG MEANS TEST USER MENU] Means Test User Menu [DG MEANS TEST SUPERVISOR MENU] Means Test Supervisor Menu [EAS VIEW PATIENT ADDRESS] View Patient Address [EAS MT 0 DAY LETTER PRINT] Zero Day Letters Print [EAS MT 30 DAY LETTER PRINT] Thirty Day Letters Print [EAS MT 60 DAY LETTER PRINT] Sixty Day Letters Print	Ambulatory Care Nightly [SCDX AMBCAR NIGHTLY XMIT] Transmission to NPCDB Appointment Management [SDAM APPT MGT] Appointment Check-in/Check-out [SDAM APPT CHECK IN/OUT] Add/Edit Stop Codes [SDADDEDIT] Appointment Menu [SDAPP] Check-in/Unsched. Visit [SDI] Make Appointment [SDM] PCE Encounter Data Entry [PXCE ENCOUNTER DATA ENTRY] PCE Encounter Data Entry & Delete [PXCE ENCOUNTER ENTRY & DELETE] PCE Encounter Entry Without Delete [PXCE ENCOUNTER ENTRY NO DELETE] PCE Encounter Data Entry - [PXCE ENCOUNTER ENTRY SUPER]	None	RA*

Patch	DG_53_P688.KID	SD_53_P441.KID	LR*5.2*352	RA*5.0*70
		Supervisor Event Capture Data Entry [ECENTER] Nightly Data Feed to PCE [EC NIGHT] EC GUI Context Version 2.0.1.0 [EC GUI CONTEXT] Load/Edit PTF Data [DG PTF SCREEN]		
<i>Protocols to mark as 'Out of Order'</i>	None	Process PCE Event Data [SDAM PCE EVENT] VISIT RELATED DATA [PXK VISIT DATA EVENT] PCE Device Interface Module's [PXCA DATA EVENT] Data Event	None	RA*
<i>Delete after Install</i>	DG53688P EAS1070P	The pre and post install routines SD53441 and SD53441A can be deleted after receiving the message that the SD*5.3*441 post init has run to completion.	None	None

After Vista sites have installed their patches, 24-hour compliance; then the RPC in the HECL system will be used to define ESR as the System of Record. This will update various protocols at each site.

M Environment

Implementation software for all the VistA systems was released previously as part of patch EAS*1*71.

Instructions for Installing Middle Tier Applications (e.g., Application Servers)

The AITC is responsible for installing middle tier applications (such as application servers). The AITC maintains the instructions for installation of these applications.

All components and services are verified indirectly through a messaging and UI smoke test performed by the ESR SQA team.

Instructions for Starting Applications on the Middle Tier Application Server

The AITC is responsible for deploying and starting applications in the middle tier. Deployment instructions for a build would document specific steps that are not covered by the default startup instructions.

All components and services are verified indirectly through a messaging and UI smoke test performed by the ESR SQA team.

Instructions for Installing Client Components

This section describes how to extract and install the client portion of ESR.

The ESR Client software is delivered as a ZIP file that contains all of the JAR files and configuration files needed for execution. The following steps can be used to extract and install these files in a development environment.

1. Obtain the ESRClient zip file.
2. Extract the ESRClient zip file to a directory on your hard drive.
3. Copy the jar files included to the proper location so that they are placed in the classpath of your application.
4. Copy or merge the **caipConfig.xml** file to a location where it can be found on your classpath. If you already have a caipConfig.xml file, merge the information from the ESRClient **caipConfig.xml** file in to your existing file.

There is a supplied JUnit test that can be used to test the setup. Execute the class **gov.va.med.esr.service.external.TestCAIPClientToESR** to execute the tests. Be sure to include the jars from the zip (including third party jars) in the client classpath.

The “standard” VA approved browser configuration will be sufficient. The “standard” VA configuration includes Internet Explorer v6.0 with SP3, popup-blocker enabled and no proxy settings.

Post-Installation Review

All components and services are verified indirectly through a messaging and UI smoke test performed by the ESR development team.

Post-Installation (Setup and Configuration)

All components and services are verified indirectly through a messaging and UI smoke test performed by the ESR SQA team.

Starting the Client-Side Desktop Software

The HECMS application does not require any special browser settings. The “standard” approved VA browser configuration will be sufficient. The “standard” VA configuration includes Internet Explorer v6.0 with SP3, popup-blocker enabled and no proxy settings.

To access the HECMS application, open your IE v6.0. Enter the Enrollment Systems Redesign - Login URL supplied by your administrator.

M Installation Example

For the EVC Release 2 suite of patches that must be installed at all VistA sites prior to Activation Phase II, refer to the [Installing M Server/Database Components](#) section in this document.

To switch to Activation Phase II, a menu option is run from the HEC Legacy system which calls an RPC at the VistA sites to ‘switch off’ the QRY Z10 and QRY Z11 receivers for HEC Legacy and to ‘switch on’ the QRY Z10 and QRY Z11 receivers for ESR. All ESR links and protocols are currently active from Activation Phase I and the RPC does not change that. Instead, the HEC legacy protocols are removed as subscribers from the event driver protocols and the ESR protocols attached in their place.

1. HEC Legacy Menu Option to call RPC

The menu option called is AYCB DUAL MESSAGING which is available only to users with security key AYCB DUAL MESSAGING.

A menu of options is displayed as follows:

Select OPTION NAME: AYCB DUAL MESSAGING Enable/Disable Dual Messaging

Select one of the following:

- 1 Enable Vista to ESR Messaging
- 2 Define ESR as the System of Record
- 3 Disable Vista to HEC Legacy Messaging
- 4 Disable Vista to ESR Messaging
- 5 Define HEC as the System of Record

Select option: 1// 2 Define ESR as the System of Record

Select one of the following:

- I Individual Vista site
- A All Vista sites

Select option: I// ndividual Vista site

Select Vista site: 500 ALBANY VAMC NY VAMC 500

Are you sure you want to define ESR as SOR at station 500? N// YES

Connecting to site: ALBANY VAMC

ESR set as SOR at: ALBANY VAMC

The example above is for selecting one site but for activation the ‘All Vista sites’ option is used. This option will loop through all institutions with logical links that are valid VistA sites.

The option hangs until a response is received from the VistA site which is then displayed on the screen. This is at least 15 seconds but never more than 2 minutes.

Possible error conditions are reported:

SOR unchanged	This means the site was reached but protocols could not be updated. Normally this would only be reported if the ESR messaging for phase I was not enabled.
---------------	--

- 1^Bad Handle This means the institution and link configuration on HEC prevented an RPC call being made
- 0^New This means that the link configuration allowed an RPC call but without response back from the site.
- 0^Unable to get data Ditto

The code for this option on HEC Legacy is in AYCBESE routine.

Note that two sites Bronx (526) and Jackson (586) were skipped in the Activation Phase I run because they do not get picked up as valid sites on HEC Legacy.

2. Vista Protocols for QRY Z10 and QRY Z11

This is the RPC (#8994) called from HEC:

```

NAME: EAS ESR MESSAGING                      TAG: TAG
ROUTINE: EAS1071A                             RETURN VALUE TYPE: ARRAY
VERSION: 1
DESCRIPTION:
This is a stub RPC to trigger dual messaging changes on Vista Sites
INPUT PARAMETER: MODE                         PARAMETER TYPE: LITERAL
MAXIMUM DATA LENGTH: 16                     REQUIRED: YES
SEQUENCE NUMBER: 1
RETURN PARAMETER DESCRIPTION:
The RPC will return error if the Vista process is unable to perform
the
required messaging changes for Vista/ESR or Vista/HEC.

```

This is the before state for the protocols changed by the RPC (HEC Legacy is SOR):

```

NAME: VAMC 500 QRY-Z10 SERVER
ITEM TEXT: FINANCIAL QUERY/Query VAMC to HEC
TYPE: event driver                           CREATOR: RYAN,DOLORES G
TIMESTAMP: 60295,55882                       SENDING APPLICATION: VAMC
500
TRANSACTION MESSAGE TYPE: QRY                 EVENT TYPE: Z10
ACCEPT ACK CODE: AL                           APPLICATION ACK TYPE: AL
VERSION ID: 2.1                               RESPONSE PROCESSING ROUTINE:
D ORF^IVMCM
SUBSCRIBERS: VAMC 500 QRY-Z10 CLIENT

```

```

NAME: VAMC 500 QRY-Z11 SERVER
ITEM TEXT: ENROLLMENT/ELIGIBILITY QUERY/Query VAMC to HEC
TYPE: event driver                           CREATOR: RYAN,DOLORES G
TIMESTAMP: 60295,55882                       SENDING APPLICATION: VAMC
500
TRANSACTION MESSAGE TYPE: QRY                 EVENT TYPE: Z11
ACCEPT ACK CODE: AL                           APPLICATION ACK TYPE: AL
VERSION ID: 2.1                               RESPONSE PROCESSING ROUTINE:
D ORF^IVMCM
SUBSCRIBERS: VAMC 500 QRY-Z11 CLIENT

```

This is the after state for the protocols changed by the RPC (ESR is SOR):

```

NAME: VAMC 500 QRY-Z11 SERVER
ITEM TEXT: ENROLLMENT/ELIGIBILITY QUERY/Query VAMC to HEC
TYPE: event driver                           CREATOR: RYAN,DOLORES G

```

TIMESTAMP: 60295,55882 SENDING APPLICATION: VAMC
 500
 TRANSACTION MESSAGE TYPE: QRY EVENT TYPE: Z11
 ACCEPT ACK CODE: AL APPLICATION ACK TYPE: AL
 VERSION ID: 2.1 RESPONSE PROCESSING ROUTINE:
 D ORF^IVMCM
 SUBSCRIBERS: EAS ESR 500 QRY-Z11 CLIENT

NAME: VAMC 500 QRY-Z10 SERVER
 ITEM TEXT: FINANCIAL QUERY/Query VAMC to HEC
 TYPE: event driver CREATOR: RYAN,DOLORES G
 TIMESTAMP: 60295,55882 SENDING APPLICATION: VAMC
 500
 TRANSACTION MESSAGE TYPE: QRY EVENT TYPE: Z10
 ACCEPT ACK CODE: AL APPLICATION ACK TYPE: AL
 VERSION ID: 2.1 RESPONSE PROCESSING ROUTINE:
 D ORF^IVMCM
 SUBSCRIBERS: EAS ESR 500 QRY-Z10 CLIENT

Zipped File Contents, Where Applicable

N/A

Troubleshooting

Recovering from a Server Crash

Although a rare scenario, there could be cases when the servers may crash. This could happen for different reasons for example, if there is memory leak or if the application runs out of database connections. The safest way to get the server up is to perform the following the steps:

1. Most installation problems can be resolved by simply removing installation files under staging directory and log files. To clean all installation files and log files, proceed to step 2
2. Refer to “Logging to ESR server as WebLogic User” section of the *ESR Operations Guide* in TSPR to log onto the **ESR server hosting the WebLogic admin server** under your account as WebLogic user.
3. Refer to “Determining if ESR servers are running” section of the *ESR Operations Guide* in TSPR to determine if Admin server, Managed servers, and Node Manager processes are running on all the ESR servers. If they are running, refer to “Stopping ESR servers using scripts ” section. When all ESR Servers are shutdown completely, proceed to step 4.
4. Refer to “Logging to ESR server as weblogic user” section of the *ESR Operations Guide* in TSPR to log onto each of the ESR servers under your account as weblogic user.
5. From the WebLogic user’s home account, type “**./cleanLogs.sh 2**” for each of the servers.
6. Refer to “Starting ESR application using scripts” section of the *ESR Operations Guide* in TSPR to start the Admin Server, all Managed Servers, and Node Managers on all the ESR servers.
7. Refer to “[Installing ESR](#)” section to install ESR. If the problem still persists, capture the exceptions and as much information as possible from log files. Refer to <http://forums.oracle.com/forums/category.jspa?categoryID=202> for more information regarding how to solve installation problems.

Additional Information

For more ESR troubleshooting information, the documentation can be found on the *Technical Services Project Repository* (TSPR) project notebook page by clicking on the *ESR Troubleshooting guide.pdf*. This is a living document and will be updated periodically.

Acronyms and Definitions

Name	Acronym	Definition
Austin Information Technology Center	AITC	The AITC (a.k.a. Austin Automation Center (AAC)) provides comprehensive e-government solutions to match the critical needs of VA and other federal agency customers, from managing data to automating business processes. The AITC supports over 100 customer applications that provide mission-critical data for financial management, payroll, human resources, logistics, medical records, eligibility benefits, and supply functions.
Administrative Data Repository	ADR	Warehouses data for the HECMS system.
Application Program Interface	API	Provides support for application layering.
Cross-Application Integration Protocol	CAIP	A framework which provides both applications and services with support for software procedure calls across systems and applications that rely upon infrastructure and middleware technologies, while simultaneously minimizing the direct dependencies of these same applications and services upon these enabling technologies.
Department Of Defense	DoD	A Federal Agency responsible for Armed Forces of the United States.
Enrollment Database	EDB	A web-based case management system that enables users to track and manage veterans' health care enrollment processes.
Enrollment System Redesign	ESR	Enrollment System Redesign is the HealthVet replacement system for the product known as HEC Legacy. It is both a re-host of HEC Legacy and in some instances (use cases/features), a re-engineering. ESR will allow staff at the HEC to work more efficiently and determine patient eligibility in a more timely manner. (<i>see</i> HECMS)
Health Eligibility Case Management System	HECMS	A new architectural web-based system that is replacing the HEC Legacy Enrollment System. (<i>see</i> ESR)
Health Eligibility Center	HEC	Primary function is to provide support for veterans by managing and updating eligibility and enrollment records.

Name	Acronym	Definition
Health Insurance Portability Accountability Act	HIPPA	A privacy protection public law act.
Income Verification Matching	IVM	Verifies veterans self-reported income information based upon data that's received from the IRS and SSA federal tax information. This information determines veterans' responsibilities for making medical care co-payments and enhances revenue from first party collections.
Integrated Master Schedule	IMS	An integrated and networked multi-layered schedule of program tasks required to complete the work effort captured in a related Integrated Master Plan (IMP). The IMS should include all IMP events and accomplishments and support each accomplishment closure criteria.
Internal Revenue Service	IRS	Federal Agency that gathers and stores income information.
Java ARchive	JAR	It is used for aggregating many files into one. It is generally used to distribute Java classes and associated metadata.
MyHealtheVet	MHV	MyHealtheVet is a web-based system that empowers veterans/beneficiaries with information and tools so that they can improve their health to the maximum extent possible. Participating veterans/beneficiaries are given copies of key portions of their electronic health records. This record is stored in a secure and private environment called an eVAult. The eVAult will be personalized with appropriate links to useful explanatory material to help veterans/beneficiaries understand what is in their record, and what they can do to improve their health condition. Veterans/beneficiaries can also add structured medical information in the "self-entered" section of their eVAult.
Naming Directive Service	NDS	A common dynamic routing service which determines the appropriate list for the delivery of events based on the need for synchronization, topic, and subscriber; and a common naming/directory service (used by the delivery service) to provide support for the mapping of logical destinations to physical destinations. A set of lookup APIs to other internal services.
Master Patient Index	MPI	Uniquely identifies a patient and the facilities where the patient last received medical care.

Name	Acronym	Definition
Person Service Identity Management	PSIM	A core business service that supports person data commonly required by other applications such as Enrollment. PSIM enumerates and maintains person identities of both patients and non-patients in HealthVet-VistA.
Software Sequencing Plan	SSP	This is a special sequencing of steps for Activation Phase 2.
System of Record	SOR	A system of record (SoR) is an information storage system which is the authoritative data source for a given data element or piece of information.
Vitria Interface Engine	VIE	This is the Vitria BusinessWare that connects disparate system, transforms data, converts data, routes data, ensures the delivery of data, and is rules based. It provides a consistent HL7 compliant communication environment.
Transport Level Security	TLS	The TLS protocol allows client/server applications to communicate across a network in a way designed to prevent eavesdropping and tampering . TLS authentication is used to communicate with VADIR webservice.
VA Authentication Federation Infrastructure	VAAFI	The VA Authentication Federation Infrastructure (VAAFI) provides e-authentication services through a trusted network of VA Applications, VA business partners, and Credential Service Providers (CSPs).