ARM.6134.CM\_Midrange

Midrange Application Recovery Manual (ARM)

|  |  |
| --- | --- |
| ARM Author: | PRICE, RODNEY S |
|  |  |
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# About This Document

|  |
| --- |
| **About This Document**  This document was exported from the online Disaster Recovery Planning Tool (DRPT). The contents herein represent all information recorded in DRPT as of the export date.  Ownership and maintenance of the content/layout/style of this document is the responsibility of the Plan author.  The contents are the author- and system-populated fields in all applicable tabs and sections of the ARM Template Type:   * Tabs exported: General, Contacts, Vital Records, Dependencies, Network, Recovery & Validation, Review & Certification * All attachments identified in this document were exported separately and bundled into a companion folder. If a duplicate attachment was encountered, a unique identifier was prepended to its filename (e.g., 48103\_Recovery.docx). |

# Navigation and Editing

|  |
| --- |
| **Navigation and Editing**  This document uses headings to aid in navigation. Clicking a heading will jump to that location in the document. To view the headings, enable the Navigation Pane by accessing the **View** ribbon and checking the **Navigation Pane** option (Figure 1).  *Figure 1*  This document also makes use of tables. When working with tables, it helps to “View Gridlines.” To view the gridlines, click the **Borders** dropdown in the **Paragraph** section of the **Home** ribbon (Figure 2). Click **View Gridlines** to toggle their visibility (Figure 3).  *Figure 3*  *Figure 2* |

# How to Add Steps

|  |
| --- |
| **How to Add** **Steps**  If the format of this document is useful, these instructions enable adding steps with the same structure. Where desired under Recovery & Validation, click and drag to highlight an existing **Step #**, the associated fields, and their content (Figure 1 [abbreviated in the image]). Then, right-click within the highlighted area to open the shortcut menu (Figure 2). Click **Copy**.    *Figure 1*  *Figure 2*  *Figure 3*  Now, click in the desired document location to position the cursor outside of any existing step/table. Right-click to open the shortcut menu (Figure 3).  Click the left-most icon under **Paste Options:** to **Keep Source Formatting**. Edit the new Step as needed. |

# General

**The recovery manual name, owner, status, and scope.**

## ARM Details

|  |  |  |  |
| --- | --- | --- | --- |
| ARM Name: | ARM.6134.CM\_Midrange | ARM Status: | Active |
| ARM Author: | PRICE, RODNEY S | Review Status: | Accepted |
| ARM Maintenance Contact: | PRICE, RODNEY S | Last Reviewed Date: | 10/16/2018 |
| Other Maintenance Notification Email: |  | Next Review Date: | 10/16/2019 |
| ARC Notification Email: | pe972c@att.com |  | |

## Application

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| MOTS Acronym | MOTS ID | Application Name | Priority | Midrange Recovery Type-Implemented (RT-I) | Application Status | MR Platform Composition |
| CM | 6134 | Circuit Manager | 2 | 3B | PRD | P |

## More Application Information

|  |  |
| --- | --- |
| Application Description (in MOTS): | Circuit Manager provisions ATM/Frame circuits for USA. It is used by provisioning technicians to create, modify or delete ATM/Frame circuits, which are used by DSL and other high speed internet services. The CM DB is the database of record for ATM/FRAME circuits for AT&T. |
| Additional Application Description: |  |
| MR Mixed Recovery Strategy: | No |
| Externally Hosted: | No |

## ARM Template Type

|  |  |
| --- | --- |
| Recovery Type Implemented (RT-I) in MOTS: | 3B |
| ARM Template Type: | 3A/3B |

## Disaster Recovery Strategy

Provide a brief description of the application's implemented disaster recovery strategy (RT-I) that gives the recovery team a high-level understanding of the application's environments (production and DR) and the scope of recovery effort required at time of disaster.

The DR strategy recommended by the outcome of the AIA process (RT-AIA) may differ from the implemented strategy.

|  |  |
| --- | --- |
| Implemented Strategy Overview: | Having installed the latest Fairfield data center backup tapes for fsprd127 or fsprd128 (.ffdc.sbc.com), be sure that file systems are complete for the two application ID users euclid (appl\_atm)  and www (/appl\_www).  Be sure that these MechID values are mapped to the CM\_PROD role in UAM so that "sudo su - xxxxxx' will work where 'xxxxxx' is euclid or www.  Validate that the ColdFusion source code is fully copied to /usr/local/opt/cmapp/sunone/docs/cfusion. The important file systems under that are "aesa" and "asi".  These should be fully popluated.  Restore ColdFusion Data Sources from ColdFusion Archive files (\*.car).  Check that the external Informix DB configuration file system is present: /usr/local/opt/informix64.See especially /usr/local/opt/informix64/etc/sqlhosts.  For Sybase external DB configuration, validate this file system: /usr/local/opt/sybase/12.5.  See especially the interfaces file there.  Validate this file system: /usr/local/opt/xerces/2\_0\_0. |

## Assumptions

The content of this recovery manual must be based on the following assumptions.

* The starting point is the assumption that only one production site has been destroyed and there is absolutely no access to anything, or anyone, at the disaster site.
* Recovery resources that are geographically remote from the disaster site are unaffected (including: people, places, hardware, software, network, data, documentation).
* Clustered applications will be recovered on non-clustered environments, unless dedicated and pre-configured recovery clusters exist.

## Attachments

Supplemental application details, designs, or other supporting information. DO NOT add or reference attachments with recovery and validation steps to avoid entering the required details on the Recovery and Validation tab.

|  |  |
| --- | --- |
| Attachment\* | Attachment Description |
|  |  |

*\* Attachments initially referenced here, or elsewhere in this document, were exported separately and bundled into a companion folder. If a duplicate attachment was encountered, a unique identifier was prepended to its filename (e.g., 48103\_Recovery.docx).*

# Contacts

**Those required to execute, contribute to, or are resources for the Recovery or Validation of the application.**

## Application Support Contacts

Identify Application support contacts (AT&T employees and contractors with ATTUIDs) responsible for maintaining the application.

| ATTUID | Name | Role | Contact  Type | State  Code | Country  Code | Phone | Alternate  Phone | Notes |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| pe972c | PAUL L EDWARDS | Application Developer | Primary | FL | USA | 7276372421 | 727-6372421 | Paul Edwards supports the application as a developer for Tech Mahindra. |
| sg685y | SHASHANK GUPTA | Application Support | Primary | II | IND |  | (855) 688-0061 x8139 | |  | | --- | |  |   Shashank Gupta is a member of the Tech Mahindra PAS team: TECHM\_SQM\_CLUSTER\_RFMC <techm\_sqm\_cluster\_rfmc@intl.att.com> |
| ss610v | SUMIT SHARMA | Application Support | Primary | TX | USA | 8557628276 |  | Sumit Sharma is a member of the Tech Mahindra PAS team:  TECHM\_SQM\_CLUSTER\_RFMC <techm\_sqm\_cluster\_rfmc@intl.att.com> |
| va1479 | VEERA RAGHAVA RAO ALLU | Application Manager | Secondary | MO | USA |  | (314) 852-4779 | Raghava Allu is the Tech Mahinda Supervising Manager of the Tech Mahindra BOA and PAS support teams for Circuit Manager. |

## Internal Support Contacts

Identify internal support contacts (AT&T employees and contractors with ATTUIDs) who may be asked to contribute to the Recovery or Validation of the application. Examples include infrastructure groups (storage, network, security), customer organizations, and users.

| ATTUID | Name | Role | State  Code | Country  Code | Phone | Alternate  Phone | Notes |
| --- | --- | --- | --- | --- | --- | --- | --- |
| mk2183 | MARY KRAEHNKE | Platform/System Support | WI | USA | 2624083296 |  | Mary Kraehnke is the AT&T Senior Unix SA with the most working knowledge of the Circuit Manager servers and the VCS cluster system in which they are deployed. |
| wn2914 | WILSON NG | Network Support | IL | USA | 6307191818 |  | Wilson Ng provides support for EMS DB servers used by CM to acquire network topology.  These are Sybase DB servers for 3 USA regions: North Primary, West Public Primary, West SOC. |
| sg869m | SHYAMASUNDAR G.A | Network Support | II | IND | 8067605131 | + 919902888660 | Shyamasudar GA supports the EMS DB servers,  These are Informix DB servers that provide CM network topology for 3 USA regions: West ASI, Texas ASI, Midwest ASI. |

## External Support Contacts

Identify external support contacts (non-AT&T personnel and contractors without an ATTUID) who are resources for the Recovery or Validation of the application. Examples include vendors and suppliers.

| First Name | Last Name | Company | Role | State  Code | Country  Code | Phone | Alternate  Phone | Email | Notes |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Mark | SCHEELE | AT&T Services, Inc. | Other support for tirks feed | MO | US | (314) 303-5777 |  | ms7272@us.att.com | Mark G Scheele,  the ASI TIRKS contact who can work with CM Application Support to enable pushing of ASI TIRKS files to CM. This used to be done via FTP. In 2016 Connect::Direct (ndm) replaced FTP. Mark can assist in reestablishing Connect::Direct (ndm) push of files to CM  See notes on ndp file system. Here is the top level:  PRODUCTION:<home/rm3138 [138]  CD PROD <opt/app/idm[131]  ndm@fsprd127 |

# Vital Records

**The methods and tools used to ensure the application data and files are available.**

## Data Availability

Identify the method(s) used to get the application's data to the disaster recovery site.

|  |  |
| --- | --- |
| Application Data Availability Method: | Tape |

## Backup Tools and Frequency

Identify the details of the application's backups.

|  |  |
| --- | --- |
| Are all application files backed up today?: | Yes |
| If No, Explain why all application files are not backed up: |  |
| What file backup tools are used?: | Netbackup (NBU) |
| Full Backup Frequency: | Weekly |
| Full Backup Details: | **This varies from day to day.  Details from KRAEHNKE, MARY J <[mk2183@att.com](mailto:mk2183@att.com)>** |
| Incremental Backup Frequency: | Daily |
| Incremental Backup Details: | **This varies from day to day.  Details from KRAEHNKE, MARY J <[mk2183@att.com](mailto:mk2183@att.com)>** |

## Off-Site Availability

Identify the method(s) used to get the application's data to the disaster recovery site.

|  |  |
| --- | --- |
| Are backups stored / vaulted off-site?: | Yes |
| If No, Explain why application backups are not vaulted off-site: |  |

# Dependencies

**The upstream components (application(s), database(s), system(s), other software) required by the production application for normal operations.**

## Applications

Application(s) listed in the Interfaces, Input section in MOTS.

Acronym (Criticality)

[CENET](http://ebiz.sbc.com/mots/detail.cfm?id=2022" \t "_blank)  (IT Priority 3) (*High*)

[Lead Free](http://ebiz.sbc.com/mots/detail.cfm?id=5738" \t "_blank)  (IT Priority 1) (*Medium*)

NetP (*High*)

[NPCONNECT](http://ebiz.sbc.com/mots/detail.cfm?id=10003" \t "_blank)  (IT Priority 1) (*High*)

[TZSS Data Dev](http://ebiz.sbc.com/mots/detail.cfm?id=1971" \t "_blank)  (IT Priority 5) (*High*)

## Databases

Identify the PRODUCTION database instance(s) that must be available (via failover, recovery or restore procedures) to complete Recovery and Validation procedures in this ARM. You should not identify non-production instances and should not identify another application's instances, those associated with one or more of the Application Dependencies listed above.

| Instance CI (DoD) | DBMS Product | Status (Env Cat) | Use (Env Class) | Mapped Servers |
| --- | --- | --- | --- | --- |
| ucldp\_fspcmdb1.ffdc.sbc.com | ORACLE | Production | Production | FSPRD127.FFDC.SBC.COM; (FAIRFIELD, CA (2525 N WATNEY WAY)) FSPRD128.FFDC.SBC.COM; (FAIRFIELD, CA (2525 N WATNEY WAY)) |

## Systems

Server(s) listed in the IT Application Disaster Recovery and AIA, Production Server section in MOTS.

Production Server FQDN (Location)

FSPRD127.FFDC.SBC.COM (FAIRFIELD, CA (2525 N WATNEY WAY))

FSPRD128.FFDC.SBC.COM (FAIRFIELD, CA (2525 N WATNEY WAY))

## Additional Software Requirements

Identify additional software. Only identify software managed or supported by the Application team that is required to complete the Recovery and Validation procedures in this ARM; the software's installation steps must be included on the Recovery and Validation tab. Information about software license requirements can be added in this section.

Do not include applications, tools, and middleware with a MOTS ID, nor system or database software covered in a System or Database Recovery Manual. Software with a MOTS ID should appear in the Applications section above.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Name /  Version | Vendor | Vendor  Contact Name | Vendor  Contact Phone | Customer  Reference | Software License  Information | Notes |
| ColdFusion / 9,0,1,274733 | Adobe | Tanuj Kumar | 1-866-646-1776 Ext- 33219 | N/A | ColdFusion 9.x is manufacture discontinued. No support is provided. Contact: [tankumar@adobe.com](mailto:tankumar@adobe.com)   |  |  |  | | --- | --- | --- | | Tanuj Kumar Sr. Territory Account Manager  ColdFusion Adobe Systems Inc. | Direct : 4085361113  Toll Free : 8666461776 Ext- 33219  [tankumar@adobe.com](mailto:tankumar@adobe.com) | [www.adobe.com](http://www.adobe.com/) | | |  |  | | --- | --- | | Server Product | ColdFusion | | Version | 9,0,1,274733 | | Edition | Enterprise | | Operating System | UNIX | | OS Version | 5.10 | | Adobe Driver Version | 4.0 (Build 0005) |     PRODUCTION:    Virtual Hostname:           **fspcmdb1.ffdc.sbc.com**                 This is the public facing server name for the active server.  Server one:                        fsprd127.ffdc.sbc.com  Server two:                        fsprd128.ffdc.sbc.com    TEST:    Virtual Hostname:           **fsdevtst.ffdc.sbc.com**                    This is the public facing server name for the active server.  Server one:                        fstst05.ffdc.sbc.com  Server two:                        fstst06.ffdc.sbc.com      This describes all 4 servers:    PRODUCTION: </home/rp3138 [1025]>  rp3138@fsprd127: uname -a  SunOS fsprd127 5.10 Generic\_150400-27 sun4u sparc SUNW,Sun-Fire-V890 |
| SunOne Version, Sun Java(TM) System Web Server 7.0 | Oracle | ? | ? | ? | ? | SunOne is a web server.  It was designed by Sun Microsystems and is now owned by Oracle along with Java.    It is installed in /usr/local/opt/cmapp/sunone on fspcmdb1.ffdc.sbc.com which consists of fsprd127 and fsprd128 (.ffdc.sbc.com). |

# Network

**The networks, DNS entries, and Load Balancers used by the production application for normal operations.**

## Network Information

Identify if the application uses DNS or a Load Balancer.

|  |  |
| --- | --- |
| Are there DNS entries configured for this application? | Yes |
| Are Local or Global Load Balancers configured for the application? | No |

## Network Configuration

Identify the network(s) used by this application.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Network Name | Protocol | IP Address  Restrictions | IP Address  Restriction Explanation | Are there other network recovery issues to consider? | Other Network  Recovery Issue Explanation |
| UGN | TCP | None |  | No |  |

## DNS Configuration

Identify the DNS record(s) for name-to-IP-address relationships, aliases, etc., needed to locate the application on the network.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Record Type | Device Type | FQDN | IP Address or Target FQDN | Comments | Attachments |
| A - IPv4 address | Virtual IP | fspcmdb1.ffdc.sbc.com | 150.234.150.13 |  |  |

## Load Balance Configuration

Identify the Load Balancer(s) used by the application.

|  |  |  |
| --- | --- | --- |
| Load Balancer Type | URL | Virtual IP Address |
|  |  |  |

# Recovery & Validation

**The application failover or recovery procedures, if needed, and the application validation procedures to support the Recovery-Type Implemented (RT-I).**

When adding or modifying a step, use the following to guide how the step is written. For Action, Verification, and If Unsuccessful, include 'how to' actions (commands, navigation instructions, directions) detailed such that at time of disaster someone not familiar with day-to-day operations can execute them.

**Step #:** Enter a sequence number.

**Description:** Describe what the step is going to accomplish.

**Executed By:** Identify the role that is responsible for executing this step. This group must have the authority to execute the step. At least one contact for the group must be identified on the Contacts tab.

**Execute:** Identify the situation in which the step should be executed:

*Always* - During an actual event and during an exercise.

*Disaster Event Only* - Only during an actual event. You should identify alternate steps, or a workaround, to be executed during an Exercise, and vice versa. Validating recoverability is the goal, even in a limited test environment or scenario.

*Exercise Only* - Only during an exercise. Used for special procedures or instructions that work around missing dependencies or communications or test environment limitations.

**Action:** Identify the action(s) to be taken. This field should not repeat the Description field that includes 'what' the step is to accomplish.

**Verification:** Identify the expected results or how to verify that the actions were successful or not.

**If Unsuccessful:** Identify action(s) to take if Action and Verification are not successful.

## Prerequisites

This section should include steps to validate that required resources and/or access are available to execute the recovery steps provided in the remaining sections.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Prerequisites Steps**

### Step 1: Install the euclid file system from backup tape

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /appl\_atm file system. |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  </appl\_atm [163]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir | wc -l      347  </appl\_atm [165]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file  | wc -l    88021 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The MechID "euclid" is the Application User ID for running much of the CIrcuit Manager back end (non-GUI) processing.  It should be accessible via "sudo su - euclid" by users whose uuid is mapped in UAM to CM\_PROD role.  Most files and folders will be owned by euclid and group dev. |
| Attachments: |  |

### Step 2: Install the www file system from backup

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /appl\_www file system. |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  PRODUCTION: </appl\_www [1030]> [rp3138@fsprd128](mailto:rp3138@fsprd128): find . -type dir 2>/dev/null | wc -l       20 PRODUCTION: </appl\_www [1031]> [rp3138@fsprd128](mailto:rp3138@fsprd128): find . -type file 2>/dev/null | wc -l     2638 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The MechID "www" is the Application User ID for running SunOne and ColdFusion services for CIrcuit Manager  to support GUI processing.  It should be accessible via "sudo su - www" by users whose uuid is mapped in UAM to CM\_PROD role.  Most files and folders will be owned by euclid and group dev. |
| Attachments: |  |

### Step 3: Install ColdFusion application source code

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install ColdFusion application source for two Circuit Manager GUI systems:  AESA GUI:  /usr/local/opt/cmapp/sunone/docs/cfusion/aesa  ASI GUI:  /usr/local/opt/cmapp/sunone/docs/cfusion/asi |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  PRODUCTION: </usr/local/opt/cmapp [1036]> [rp3138@fsprd128](mailto:rp3138@fsprd128): find . -type dir 2>/dev/null | wc -l      8478 PRODUCTION: </usr/local/opt/cmapp [1037]> [rp3138@fsprd128](mailto:rp3138@fsprd128): find . -type file 2>/dev/null | wc -l         68476 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | There are files and folders under /usr/local/opt/cmapp that support SunOne webserver as well as the CMI Tool application, MOTS 19904, |
| Attachments: |  |

### Step 4: Restore ColdFusion Data Source connection profiles

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | Using the production ColdFusion url:  <http://cm.asi.sbc.com/CFIDE/administrator/index.cfm>  Login as administrator,  Test to see if DB connections are already OK:  Select Data & Services --> Data Sources from the ceneter of the left frame links.  Press "Verify All Connections"  You should see "OK" for each.  If there are no data sources or if any don't validate, then import the last good ColdFusion archive file:  Select > Packaging & Deployment --> ColdFusion Archives from the bottom left frame links.  Select the latest "all\_prod\_db\_\*" file by using the Browse Server button under "Deploy an Existing Archive".  (See Notes below in this subform for how to find the latest \*car)  Hit the Deploy Button. |
| Verification: | Select Data & Services --> Data Sources from the ceneter of the left frame links.  Press "Verify All Connections"  You should see "OK" for each. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Look in /usr/local/opt/cmapp/coldfusion9\_cars for the file with the latest time stamp whose file name starts with " all\_prod\_db".  As the time of this documation this was the latest:  -rw-r--r--   1 www      dev         3923 Sep 20 13:28 all\_prod\_db\_sep\_20\_2013.car </usr/local/opt/cmapp/coldfusion9\_cars [173]> [euclid@fsprd128](mailto:euclid@fsprd128):    NOTE: During an exercise no ColdFusion service is available.   Therefore no login or connection restoratiion is possible.  During an exercise all that can be done is a visual inspection of the file systems:  1 of 2: ColdFusion installation file system: /usr/local/opt/cmapp/coldfusion9  Here are the number of directories and files expected:  </usr/local/opt/cmapp/coldfusion9 [141]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir 2>/dev/null | wc -l      784 </usr/local/opt/cmapp/coldfusion9 [142]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file 2>/dev/null | wc -l     6488  2 of 2: ColdFusion Archive Files: /usr/local/opt/cmapp/coldfusion9\_cars  There should be many \*car files.  Look for the latest ones by running "ls -ltr" in the subdirectory.  Here are the last two files there as of the creation of this ARM:  -rw-r--r--   1 www      dev         2013 Sep 20 13:22 ASI\_SORD\_db\_sep\_20\_2013.car -rw-r--r--   1 www      dev         3923 Sep 20 13:28 all\_prod\_db\_sep\_20\_2013.car </usr/local/opt/cmapp/coldfusion9\_cars [146]> [euclid@fsprd128](mailto:euclid@fsprd128):  The one named "all\_prod\_db\*" would be able to restore all data source connections as they were on September 20, 2013.  The one named ASI\_SORD\* contains only that one connection profile.   For a disaster recovery, the latest "all\_prod\_db\*" file should be used. |
| Attachments: |  |

### Step 5: Restore informix external connection file systems

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /usr/local/opt/cmapp/informix64 and /export/home/informix. |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  </usr/local/opt/cmapp/informix64 [176]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir | wc -l        170 </usr/local/opt/cmapp/informix64 [177]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file | wc -l     2437  ALSO:  The user informix should exist and have this $HOME file system: [informix@fsprd128](mailto:informix@fsprd128): /export/home/informix |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The informix user is accessible only via "sudo su - informix" by users with uuid values that are mapped to the role CM\_PROD in UAM.  The ~informix file system is basically empty.   /usr/local/opt/cmapp/informix64 contains many important files.  The most vital is /usr/local/opt/cmapp/informix64/etc/sqlhosts which maps all external Informix DB connections.  Only user informix can edit this file. |
| Attachments: |  |

### Step 6: Restore sybase external connection file systems

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /usr/local/opt/cmapp/sybase/12/5  and /export/home/sybase. |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  </usr/local/opt/cmapp/sybase/12.5 [184]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir | wc -l       100 </usr/local/opt/cmapp/sybase/12.5 [185]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file | wc -l      946 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The sybaseuser is accessible only via "sudo su - informix" by users with uuid values that are mapped to the role CM\_PROD in UAM.  The ~sybasefile system is basically empty.  /usr/local/opt/cmapp/sybase/12.5 contains many important files.  The most vital is /usr/local/opt/cmapp/sybase/12.5/interfaces which maps all external sybase DB connections.  Only user sybase can edit this file. |
| Attachments: |  |

### Step 7: Restore /usr/local/opt/xercesfile system

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /usr/local/opt/xerces |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  </usr/local/opt/xerces/2\_0\_0 [202]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir | wc -l        27 </usr/local/opt/xerces/2\_0\_0 [203]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file | wc -l      373 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The xerces libraries are used to support xml formating for messages sent and received by JMS. |
| Attachments: |  |

### Step 8: Restore /usr/local/opt/j2se, the Java file system

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /usr/local/opt/j2se |
| Verification: | </usr/local/opt/j2se [214]> [euclid@fsprd128](mailto:euclid@fsprd128): /usr/local/opt/j2se/bin/java -version java version "1.6.0\_18" Java(TM) SE Runtime Environment (build 1.6.0\_18-b07) Java HotSpot(TM) Server VM (build 16.0-b13, mixed mode)  The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  </usr/local/opt/j2se [212]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir | wc -l       125 </usr/local/opt/j2se [213]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file | wc -l      779 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | ~euclid/sqlReports/bin/setJava.ksh references this file system. |
| Attachments: |  |

### Step 9: Restore /usr/local/perl, the Perl language system

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install  /usr/local/perl.  NOTE: /user/local/perl is a symbolic link that points to /usr/local/opt/cmapp/cm58. After restoring cm58 set the symbolic link. |
| Verification: | PRODUCTION: </usr/local [165]> euclid@fsprd127: ls -lads /usr/local/perl    1 lrwxrwxrwx   1 root     root          25 Mar 13  2015 /usr/local/perl -> /usr/local/opt/cmapp/cm58  </usr/local/perl [141]> [euclid@fsprd128](mailto:euclid@fsprd128): /usr/local/perl/bin/perl -version  This is perl, v5.8.7 built for sun4-solaris-64  Copyright 1987-2005, Larry Wall  Perl may be copied only under the terms of either the Artistic License or the GNU General Public License, which may be found in the Perl 5 source kit.  Complete documentation for Perl, including FAQ lists, should be found on this system using `man perl' or `perldoc perl'.  If you have access to the Internet, point your browser at <http://www.perl.org/>, the Perl Home Page.  </usr/local/perl [142]> [euclid@fsprd128](mailto:euclid@fsprd128):    The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  </usr/local/perl [139]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type dir | wc -l       690 </usr/local/perl [140]> [euclid@fsprd128](mailto:euclid@fsprd128): find . -type file | wc -l     6646 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Production perl scripts reference this Perl system in the first line, which typically is this:  #!/usr/local/perl/bin/perl -w |
| Attachments: |  |

### Step 10: Restore /usr/local/opt/cmapp/sunone, the SunOne web server

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install  /usr/local/opt/cmapp/sunone. |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  fsprd128:adslp:/usr/local/opt/cmapp/sunone> find . -type dir 2>/dev/null | wc -l      868 fsprd128:adslp:/usr/local/opt/cmapp/sunone> find . -type file 2>/dev/null | wc -l    23666  Once SunOne web server is running (see Notes below) ps should look like this:  fsprd128:adslp:/usr/local/opt/cmapp/coldfusion9> ps -fu www | grep -i suno  | grep -v grep      www 10695 10694   0 00:03:27 ?           0:39 webservd -d /usr/local/opt/cmapp/sunone/admin-server/config -r /usr/local/opt/c      www 18136 12182   0 00:04:37 ?           0:01 /usr/local/opt/cmapp/sunone/lib/Cgistub -f /tmp/https-fspcmdb1.ffdc.sbc.com-483      www 10755 10695   0 00:03:28 ?           1:44 webservd -d /usr/local/opt/cmapp/sunone/admin-server/config -r /usr/local/opt/c      www 12182 12181   0 00:03:43 ?           2:52 webservd -d /usr/local/opt/cmapp/sunone/https-fspcmdb1.ffdc.sbc.com/config -r /      www 10694     1   0 00:03:27 ?           0:00 webservd-wdog -d /usr/local/opt/cmapp/sunone/admin-server/config -r /usr/local/ |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Files should be owned by www group dev.  To start ColdFusion 9 and SunOne:  1. become the user www  2. ~www/bin/dostopstart |
| Attachments: |  |

### Step 11: Restore /usr/local/opt/cmapp/coldfusion9, the ColdFusion 9 system.

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Always |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install /usr/local/opt/cmapp/coldfusion9 |
| Verification: | The number of directories and files will not be exactly as shown below, but they should be of similar magnitude  fsprd128:adslp:/usr/local/opt/cmapp/coldfusion9> find . -type dir 2>/dev/null | wc -l      784 fsprd128:adslp:/usr/local/opt/cmapp/coldfusion9> find . -type file 2>/dev/null | wc -l     6488  Once ColdFusion 9 is running (see Notes below) ps should look like this:  fsprd128:adslp:/usr/local/opt/cmapp/coldfusion9> ps -fu www | grep -i coldf | grep -v grep      www 13405 13403   0 00:03:52 ?          46:27 /usr/local/opt/cmapp/coldfusion9/runtime/bin/coldfusion9 -jar jrun.jar -start c      www 13403     1   0 00:03:52 ?           0:00 /usr/local/opt/cmapp/coldfusion9/runtime/bin/coldfusion9 -jar jrun.jar -autores |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The files should be owned by www group dev.  To start ColdFusion:  1. become the user www  2. ~www/bin/dostopstart |
| Attachments: |  |

### Step 12: Be sure user www cron scripts are running

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com the Backup and Recovery Support team should have installed /appl\_www, whch should include /appl\_www/cron/crontab.www.fspcmdb1.  If this file is missing, application support should pull a copy from the latest SCM version control repository for Circuit Manager as illustrated below:  DEV-TEST: </home/rp3138/workspace [1030]> [rp3138@fstst05](mailto:rp3138@fstst05): find . -name crontab.www.fspcmdb1 -type file  ./src/www/cron/crontab.www.fspcmdb1 DEV-TEST: </home/rp3138/workspace [1031]> [rp3138@fstst05](mailto:rp3138@fstst05): date Wed Nov 20 08:25:16 PST 2013 DEV-TEST: </home/rp3138/workspace [1032]> [rp3138@fstst05](mailto:rp3138@fstst05):  Once the fille is properly located on the restored production server in the correct location, then Application Support can validate that those crontab commands are running by executing:  crontab -l  One should see the commands scroll on the terminal.   To verify that the correct commands are running, follow the steps in the Verification section below. |
| Verification: | fsprd128:adslp:/appl\_www/cron> ls -l total 12 drwxr-xr-x   2 www      dev         2048 Sep  5 08:19 backup -rwxr-x---   1 www      dev         3950 Feb  5  2011 crontab.www.fspcmdb1 fsprd128:adslp:/appl\_www/cron> crontab -l > /tmp/cron.www fsprd128:adslp:/appl\_www/cron> diff /appl\_www/cron/crontab.www.fspcmdb1 /tmp/cron.www fsprd128:adslp:/appl\_www/cron>  rm  /tmp/cron.www |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | If the development/test server for CM is not available, an application support team member should be able to pull copies of files from SCM version control to her/his PC, and push that to the restored production server via scp.  NOTE: During an exercise the cron jobs are not typically started.  In that case make a visual inspection of the ~www/cron/crontab.www.fspcmdb1 file.  Here is the version information from CVS as  of the creation of this ARM:   $Id: crontab.www.fspcmdb1,v 1.7 2011/02/01 22:08:12 rp3138 Exp $ |
| Attachments: |  |

### Step 13: Be sure user euclid cron scripts are running

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com the Backup and Recovery Support team should have installed /appl\_atm, whch should include /appl\_atm/bin/cron/crontab.production.  If this file is missing, application support should pull a copy from the latest SCM version control repository for Circuit Manager as illustrated below:  DEV-TEST: </home/rp3138/workspace [1032]> [rp3138@fstst05](mailto:rp3138@fstst05): find . -name cron.production -type file      ./src/ASI-cron/cron.production DEV-TEST: </home/rp3138/workspace [1033]> [rp3138@fstst05](mailto:rp3138@fstst05): date Wed Nov 20 08:56:17 PST 2013 DEV-TEST: </home/rp3138/workspace [1034]> [rp3138@fstst05](mailto:rp3138@fstst05): |
| Verification: | </appl\_atm [129]> [euclid@fsprd128](mailto:euclid@fsprd128): cd ~euclid/bin/cron </appl\_atm/bin/cron [130]> [euclid@fsprd128](mailto:euclid@fsprd128): ls -l total 58 drwxr-xr-x   2 euclid   dev         6144 Nov 14 14:21 backup -rwxr-x---   1 euclid   dev        22796 Oct  7 19:56 cron.production </appl\_atm/bin/cron [131]> [euclid@fsprd128](mailto:euclid@fsprd128): crontab -l > /tmp/cron.euclid </appl\_atm/bin/cron [132]> [euclid@fsprd128](mailto:euclid@fsprd128): diff /appl\_atm/bin/cron/cron.production /tmp/cron.euclid </appl\_atm/bin/cron [133]> [euclid@fsprd128](mailto:euclid@fsprd128): rm /tmp/cron.euclid </appl\_atm/bin/cron [134]> [euclid@fsprd128](mailto:euclid@fsprd128): |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | If the development/test server for CM is not available, an application support team member should be able to pull copies of files from SCM version control to her/his PC, and push that to the restored production server via scp.  NOTE: During an exercise the cron jobs are not typically started.  In that case make a visual inspection of the /appl\_atm/bin/cron/cron.production file.  Here is the version information from CVS as  of the creation of this ARM:  $Id: cron.production,v 1.42 2013/09/25 23:34:21 rp3138 Exp $ |
| Attachments: |  |

### Step 14: Install Connect::Direct (ndm) using SWM Installer

|  |  |
| --- | --- |
| Executed By: | Platform/System Support |
| Execute: | Always |
| Action: | If SWM is not currently running on your Linux, AIX or Solaris server you can request that your SA or build team install it. Further information can be found here:  <http://wiki.web.att.com/display/swm/AFT+Software+Manager+%28SWM%29>    For issues or questions about the SWM install process, contact the SWM Software Deployment Team for assistance – use the “Need help onboarding” button here: <http://wiki.web.att.com/display/swm/Onboarding+and+Installation>    <https://operations.web.att.com/sites/UNIX_LINUX/How%20To/How%20To%20Install%20CD%20UNIX%20with%20SWM.aspx>      And after that is done and SWM is running and we need root to run the installation on fsprd127/8    Installation of CD via SWM is the recommended way. Once SWM is on your server, it is a single command to install ConnectDirect and the licensing is handled automatically for you behind the scenes. Information on how to have SWM installed can be found here: <https://operations.web.att.com/sites/UNIX_LINUX/How%20To/How%20To%20Install%20CD%20UNIX%20with%20SWM.aspx> |
| Verification: | 1. /opt/app/ndm should exist |
| If Unsuccessful: | Contact Application Support |
| Notes: | SWM installer must be installed by SA.  Application Support team will then use this to install C::D. |
| Attachments: | First Time SWM user CD Install Instructions.docx CD UNIX 4.1 Users Guide .pdf CD UNIX 4.1 Administration Guide.pdf |

## Install / Configure Additional Required Software

This section should include steps to install and/or configure software for which the application support team is responsible, not software covered in a System Recovery Manual (SRM) or Database Recovery Manual (DRM). Such software must be listed on the Dependencies tab as Additional Software Requirements.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Install / Configure Additional Required Software Steps**

### Step 1: Validate all software restored from backup tapes

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | N/A |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com the Backup and Recovery Support team should have installed all parts of the Circuit Manager application and additional software which includes:  1. ColdFusion 9  2. SunOne  3. Perl  4 Java  5. Xerces  6. Oracle  7. Informix  8. Sybase  9. Connect::Direct (ndm) |
| Verification: | If all steps itemized in the Backup and Recovery Support Section Prerequisites Steps have been completed, all should be OK. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | All components should work if backup tapes are completed restored to new environment. |
| Attachments: |  |

## Install Application

This section should include steps to install the application.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Install Application Steps**

### Step 1: Validate that Circuit Manager application source code is installed

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | N/A |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com the Backup and Recovery Support team should have installed all parts of the Circuit Manager application should be installed.  This will include file systems ~euclid and ~www as well as /usr/local/opt/cmapp/sunone/docs/cfusion with subdirectories "aesa" and "asi" being the required code for GUI for AESA and normal Circuit Manager. |
| Verification: | If all steps itemized in the Backup and Recovery Support Section Prerequisites Steps have been completed, all should be OK. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | All components should work if backup tapes are completed restored to new environment. |
| Attachments: |  |

## Start Application

This section should include steps to start the application and associated processes.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Start Application Steps**

### Step 1: Automatic application restart

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Disaster Event Only |
| Action: | If all files and subdirectories have been installed from the lates backup tapes, simply reboot the recovery server gracefully to restart the processes for the two Circuit Manager ApplicationID user accounts:  euclid and www. |
| Verification: | Upon successful reboot, check for ApplicationID euclid and ApplicationID www processes.  To switch to ApplicationID users:  1. login with normal uuid  2. sudo su - euclid OR www  3. enter RSA SecurID passcode or password  I. Check for normal crontab commands as user euclid:  1. crontab -l  /tmp/cron.prod.euclid  2. diff ~euclid/bin/cron/cron.production /tmp/cron.prod.euclid  3. Verify that there are no differences  4. rm /tmp/cron.prod.euclid  II. check for JMS commands as user euclid:  1. inter command should yields similar results:  </appl\_atm [131]> [euclid@fsprd128](mailto:euclid@fsprd128): inter  JMS Interface Netstats for user:  [euclid] --> JmsCmToNetP:       \*.euclid1            \*.\*                0      0 49152      0 LISTEN JmsNetPToCm:       \*.euclid2            \*.\*                0      0 49152      0 LISTEN JmsNetPToCm2:       \*.euclid3            \*.\*                0      0 49152      0 LISTEN JmsCmToAtas:       \*.euclid4            \*.\*                0      0 49152      0 LISTEN  Ports in /etc/services for user:  [euclid] --> euclid1     2010/tcp euclid2     2020/tcp euclid3     2025/tcp euclid4     2030/tcp  JMS Interface Processes for user: [euclid] --> euclid    9196  0.0  0.4157992109376 ?        S 02:05:00  1:01 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsCmToAtas start prod 1 euclid    9219  0.0  0.4153512104832 ?        S 02:05:00  1:04 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsCmToNetP start prod 1 euclid    9244  0.0  0.314531296744 ?        S 02:05:00  0:55 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsNetPToCm start prod 1 euclid    9256  0.0  0.314532880272 ?        S 02:05:01  0:55 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsNetPToCm start prod 2 </appl\_atm [132]> [euclid@fsprd128](mailto:euclid@fsprd128):  2. jl -- This is the Java log command, which should yield similar results:  [euclid@fsprd128](mailto:euclid@fsprd128): jl User: [euclid].  JMS log dir: [/appl\_atm/logs/jms] total 120682 -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsNetPToCm2.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToNetP.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToAtas.err drwxrwxr-x   3 euclid   dev         1024 Mar 28  2013 archive -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm2.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToNetP.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToAtas.dbg -rw-rw-r--   1 euclid   dev        64085 Nov 11 12:28 JmsNetPToCm.err -rw-r--r--   1 euclid   dev        20259 Nov 19 02:05 cmjavad.log -rw-rw-r--   1 euclid   dev      2655730 Nov 19 02:05 patrol.log -rw-rw-r--   1 euclid   dev      24828033 Nov 19 03:00 JmsCmToNetP.log -rw-rw-r--   1 euclid   dev      11924085 Nov 19 03:00 JmsNetPToCm.log -rw-rw-r--   1 euclid   dev      12444409 Nov 19 03:00 JmsNetPToCm2.log -rw-rw-r--   1 euclid   dev      9799229 Nov 19 03:00 JmsCmToAtas.log </appl\_atm/logs/jms [134]> [euclid@fsprd128](mailto:euclid@fsprd128): date Tue Nov 19 15:10:30 PST 2013  3. Be sure there are no recent errors recorded in any JMS log file.  If there are recent JMS errors, contact Middleware Support:  [midwest@att.com](mailto:midwest@att.com)  III. Check for normal crontab commands as user www:  1. crontab -l  /tmp/cron.prod.www  2. diff ~www/cron/crontab.www.fspcmdb1 /tmp/cron.prod.www  3. Verify that there are no differences  4. rm /tmp/cron.prod.www  IV. as user www check for SunOne commands:  fsprd128:adslp:/appl\_www> ps -fu www | grep -i suno | grep -v grep      www 10695 10694   0 00:03:27 ?           0:59 webservd -d /usr/local/opt/cmapp/sunone/admin-server/config -r /usr/local/opt/c      www 18136 12182   0 00:04:37 ?           0:01 /usr/local/opt/cmapp/sunone/lib/Cgistub -f /tmp/https-fspcmdb1.ffdc.sbc.com-483      www 10755 10695   0 00:03:28 ?           2:22 webservd -d /usr/local/opt/cmapp/sunone/admin-server/config -r /usr/local/opt/c      www 12182 12181   0 00:03:43 ?           5:05 webservd -d /usr/local/opt/cmapp/sunone/https-fspcmdb1.ffdc.sbc.com/config -r /      www 10694     1   0 00:03:27 ?           0:00 webservd-wdog -d /usr/local/opt/cmapp/sunone/admin-server/config -r /usr/local/ fsprd128:adslp:/appl\_www>  Vi. as user www check for ColdFusion commands:  fsprd128:adslp:/appl\_www> ps -fu www | grep -i coldf | grep -v grep      www 13405 13403   0 00:03:52 ?          96:30 /usr/local/opt/cmapp/coldfusion9/runtime/bin/coldfusion9 -jar jrun.jar -start c      www 13403     1   0 00:03:52 ?           0:00 /usr/local/opt/cmapp/coldfusion9/runtime/bin/coldfusion9 -jar jrun.jar -autores fsprd128:adslp:/appl\_www> |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Be sure euclid and www users have correct latest cron commands, that euclid has correct JMS, that www has correct SunOne and ColdFusion commands.  See Verification above and also notes for ColdFusion and Sunone Backup and Restore section of this ARM.  NOTE: During an exercise the SunOne and ColdFusion servers are not available and the cron jobs for ApplicationIDs euclid and www are not started. So, this step is truly only possible during an actual disaster recovery.   During an exercise, visual inspections of application and additional source files and folders is all that can be done.  See the individual Prerequiste steps for details. |
| Attachments: |  |

### Step 2: Restore ~euclid/patrol scripts and Patrol processes

|  |  |
| --- | --- |
| Executed By: | Backup and Recovery Support |
| Execute: | Disaster Event Only |
| Action: | From the latest backup tapes from fsprd127 or fsprd128.ffdc.sbc.com install ~euclid file system, and especially ~euclid/patrol. |
| Verification: | </appl\_atm/patrol [167]> [euclid@fsprd128](mailto:euclid@fsprd128): ls -ltr total 34 -rwxr-xr-x   1 euclid   dev         2921 Dec 12  2012 wfadi\_err.ksh -rwxr-xr-x   1 euclid   dev         1684 Dec 12  2012 log\_monitor\_lib.ksh -rwxr-xr-x   1 euclid   dev          989 Dec 12  2012 chk\_nfs.sh -rwxr-xr-x   1 euclid   dev         1297 Dec 12  2012 JmsNetPToCm.ksh -rwxr-xr-x   1 euclid   dev         1297 Dec 12  2012 JmsCmToNetP.ksh -rwxr-xr-x   1 euclid   dev         1297 Dec 12  2012 JmsCmToAtas.ksh drwxrwxr-x   2 euclid   dev         1024 Jan 17  2013 backup -rwxr-xr-x   1 euclid   dev         1419 Jan 17  2013 JmsNetPToCm2.ksh -rwxr-xr-x   1 euclid   dev         1103 Jan 17  2013 fatal\_errors.ksh </appl\_atm/patrol [168]> [euclid@fsprd128](mailto:euclid@fsprd128): ps -fu patrol      UID   PID  PPID   C    STIME TTY         TIME CMD   patrol 14725     1   0   Nov 10 ?          17:21 /usr/adm/best1\_7.5.10/bgs/bin/bgsagent -b /usr/adm/best1\_7.5.10 -a 6767 -d 6768   patrol  5247     1   0   Nov 10 ?         458:45 PatrolAgent   patrol 13253  5247   0   Nov 17 ?           2:47 /usr/local/opt/oracle/product/11.1.0.7/bin/sqlplus -s   patrol 13239  5247   0   Nov 17 ?           3:00 /usr/local/opt/oracle/product/11.1.0.7/bin/sqlplus -s   patrol 17194  5247   0   Nov 17 ?           0:40 /usr/localcw/opt/patrol/3.9/Solaris210-sun4-64/../pmg/SOLARIS/pmgreader   patrol 12851  5247   0   Nov 17 ?           0:00 /usr/localcw/opt/patrol/3.9/Solaris210-sun4-64/bin/pukremotexec.xpc   patrol 17201  5247   0   Nov 17 ?           0:01 /usr/localcw/opt/patrol/3.9/Solaris210-sun4-64/../pmg/SOLARIS/pmgreader pipe   patrol 13250  5247   0   Nov 17 ?           2:52 /usr/local/opt/oracle/product/11.1.0.7/bin/sqlplus -s   patrol 15753 14725   0 00:00:00 ?           7:09 bgscollect -I noInstance -B /usr/adm/best1\_7.5.10   patrol 15754 14725   0 00:00:00 ?           0:04 bgsioconfigcollect -I noInstance -B /usr/adm/best1\_7.5.10 </appl\_atm/patrol [169]> [euclid@fsprd128](mailto:euclid@fsprd128): |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | If the patrol processes shown above in the Verification section ps command are not running, contact Ted Matsuoka.  See the Contacts section of this ARM.  NOTE: During an exercise the local ~eucld/patrol files can be validated by visual inspection.  However, no Patrol processes will be running during an exercise. |
| Attachments: |  |

## Establish and Validate Connectivity

This section should include steps to establish and/or validate connectivity at the recovery or alternate site. **Include DNS changes here, if applicable.**

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Establish and Validate Connectivity Steps**

### Step 1: Validate Oracle connectivity

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Always |
| Action: | Perform these commands as the user euclid.  1.  oset ucldp    # set Unix environment for the production Oracle DB instance  2. ~/tools/decrypt.pl euclid.db    # show plaintext user name and password  3. /usr/local/opt/oracle/product/11.1.0.7/bin/sqlplus |
| Verification: | 1  </appl\_atm/env [144]> [euclid@fsprd128](mailto:euclid@fsprd128): oset uclp  Database ucldp set in fsprd128  2. ~/tools/decrypt.pl euclid.db     # results not shown for security reasons.  3. /usr/local/opt/oracle/product/11.1.0.7/bin/sqlplus  SQL\*Plus: Release 11.1.0.7.0 - Production on Wed Nov 20 15:33:56 2013  Copyright (c) 1982, 2008, Oracle.  All rights reserved.  Enter user-name: euclid Enter password: \*\*\*\*\*\*\*\*\*\*  Connected to: Oracle Database 11g Enterprise Edition Release 11.1.0.7.0 - 64bit Production With the Partitioning, OLAP, Data Mining and Real Application Testing options  SQL>   The Oracle Connection is GOOD. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | A simple query or set of queries may be run if desired:  select count(\*) from atm\_circuit;    COUNT(\*) ----------     141136  SQL> select count(\*) from frel\_circuit;    COUNT(\*) ----------     257340  SQL> |
| Attachments: |  |

### Step 2: Validate EMS/NMS, JMS and ASI Tirks connections

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | N/A |
| Action: | See "Validate Availability of Incoming Interfaces" and for details on validating the EMS/NMS, JMS and ASI Tirks Connect::Direct (ndm) input interfaces. |
| Verification: | See "Validate Availability of Incoming Interfaces" and for details on validating the EMS/NMS, JMS and ASI Tirks Connect::Direct (ndm) input interfaces. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: |  |
| Attachments: |  |

### Step 3: Validate ColdFusion Connections

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | Two kinds of ColdFusion connection must be tested:  1. GUI Connections:  A. The main CM GUI, <http://cm.asi.sbc.com/>  B. AESA GUI, <http://cm.asi.sbc.com/cfusion/aesa/AESA/Main.cfm>  2. ColdFusion Administrator: <http://cm.asi.sbc.com/CFIDE/administrator/index.cfm> |
| Verification: | Each url above will connect normally and not generate errors or time out messages.  It is not necessary to actually log into any of these systems to establish connectivity. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The main user GUI will also test connection to the AT&T Global Login system.  The user testing the connection must be registered in Webphone and have a user\_profile entry in production CM DB instance ucldp.  NOTE: During an exercise ColdFusion is not available.  In that case all that can be done is a visual inspection of the expected ColdFusion 9 application file system, the ColdFusion archive files and the aesa and asi Circuit Manager ColdFusion application code.  See various steps in the Prerequisite section for details. |
| Attachments: |  |

## Validate Application Availability

This section should include steps to validate that the application is available, accessible.

*This section is required.*

**Validate Application Availability Steps**

### Step 1: Establish CM availabiltiy

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | 1. Check for www and euclid cron jobs as discussed in the prerequistie section.  2. Use a web browser to check for CM GUI ability as discussed in Establish and Validate Connectivity Step 3 |
| Verification: | 1. Check for www and euclid cron jobs as discussed in the prerequistie section.  2. Use a web browser to check for CM GUI ability as discussed in Establish and Validate Connectivity Step 3 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | 1. Check for www and euclid cron jobs as discussed in the prerequistie section.  2. Use a web browser to check for CM GUI ability as discussed in Establish and Validate Connectivity Step 3  NOTE: During an exercise SunOne, ColdFusion, cron jobs are not running.   Therefore, Circuit Manager will never be "available" during an exercise.  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details. |
| Attachments: |  |

## Validate Availability of Incoming Interfaces

This section should include steps to validate that interfaces between this application and its upstream (input) application dependencies, identified on the Dependencies tab, are available and functional.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Validate Availability of Incoming Interfaces Steps**

### Step 1: Validate EMS (NMS) Shadow DB connections

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Always |
| Action: | As user euclid, execute this script:    /appl\_atm/tools/ems\_conn\_test.pl |
| Verification: | </appl\_atm [128]> [euclid@fsprd127](mailto:euclid@fsprd127): ~euclid/tools/ems\_conn\_test.pl  EMS Connection Report 2014-10-29 12:32:02  Connection Good         /appl\_atm/bin/AIT\_CV1.psw       2014-10-29 12:32:03 Connection Good         /appl\_atm/bin/PB\_CV1.psw        2014-10-29 12:32:04 Connection Good         /appl\_atm/bin/PB\_CV2.psw        2014-10-29 12:32:04 Connection Good         /appl\_atm/bin/PB\_NB1.psw        2014-10-29 12:32:04 Connection Good         /appl\_atm/bin/SWBT\_NB1.psw      2014-10-29 12:32:05 Connection Good         /appl\_atm/bin/SWBT\_NB2.psw      2014-10-29 12:32:06  See results in log file, here: /appl\_atm/logs/ems\_conn\_test.2014-10-29\_12:32:02.logSee results in log file, here: /appl\_atm/logs/ems\_conn\_test.2013-11-20\_10:06:24.log |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | This perl script will test that  1. Perl is properly installed  2. The sybase and informix external DB connection configuration files are correct  3. The ~euclid/bin/\*psw files and symbolic links are correct.  During an exercise where testing is locked inside a special firewall, this script may not work.  Validate the items manually in that case by visual inspection. |
| Attachments: |  |

### Step 2: Validate ASI TIRKS Connect::Direct (ndm) feed to Circuit Manager

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | 1. cd ~tirks # this should take you to /usr/local/opt/files/tirks  2. ls -l \* # see the expected results in Verification section  below  3. grep tirks /etc/tirks # see resuls in Verification section  below |
| Verification: | </appl\_atm [128]> [euclid@fsprd128](mailto:euclid@fsprd128): cd ~tirks </usr/local/opt/files/tirks [129]> [euclid@fsprd128](mailto:euclid@fsprd128): ls -l total 93274 -rw-r--r--   1 tirks    dev      3299950 Nov 19 22:07 TIRKS.step02.cxrout -rw-r--r--   1 tirks    dev        29295 Nov 19 22:07 TIRKS.step02.cxroutm -rw-rw-r--   1 euclid   dev        41952 Jun 26  2009 TIRKS.step03.cxroutm -rw-r--r--   1 tirks    dev      36419347 Nov 19 22:08 TIRKS.step04.eqpout -rw-r--r--   1 tirks    dev      1101360 Nov 19 22:07 TIRKS.step10.cktout -rw-r--r--   1 tirks    dev      6862689 Nov 19 22:09 TIRKS.step12.cprout  grep tirks /etc/passwd tirks:x:9167:400:tirks:/usr/local/opt/files/tirks:/usr/localcw/bin/nologin </usr/local/opt/files/tirks [131]> [euclid@fsprd128](mailto:euclid@fsprd128): |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | 1. If the tirks user does not exist in /etc/passwd have a Unix SA restore this Connect::Direct (ndm) user account.  Connect::Direct will NOT function without a fixed password for the tirks user.  This is not negotiable.  See NCTA 19244 Connect:Direct - cdpmgr running as root, and 9894 Circuit Manager requires tirks fixed password for ASI TIRKS   |  |  | | --- | --- | |  |  |   2. For ASI TIIRKS side validation Contact  ***Mark E. Mc Coy***  (mm1786)    **262 784-8592 / 262 938-4076 TZSS BCA / TZSS Data Dev (TIRKS Software Solutions)**    Mark has written concering the CM files in ~tirks  The files appear to be for TIRKS-ASI data from our TZSS job **TZNDP11L**.        BC00 ds  BROWSE- TZSSLC.PROD.CNTLCARD(TZNDP11Y) - 02 Line 0000    Command ===>    \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* Top of Data \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*    fspcmdb1.ffdc.sbc.com    tirks        prompt    PUT 'TZSSLC.TZNDP02.INTRFACE.CM.CXROUT'  TIRKS.step02.cxrout    PUT 'TZSSLC.TZNDP02.INTRFACE.CM.CXROUTM' TIRKS.step02.cxroutm    PUT 'TZSSLC.TZNDP04.INTRFACE.CM.CKTOUT'  TIRKS.step10.cktout    PUT 'TZSSLC.TZNDP09.INTRFACE.CM.EQPOUT'  TIRKS.step04.eqpout    PUT 'TZSSLC.TZNDP10.INTRFACE.CM.CPROUT'  TIRKS.step12.cprout    quit    \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* Bottom of Data \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*     NOTE:  During an exercise it is not possible for ASI TIRKS to direct files to the exercise server.   During exercises merely look for the presence of the latest files send by ASI TIRKS to the production server as of the last backup. |
| Attachments: |  |

### Step 3: Validate NetProvision JMS interface

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | As user euclid, execute the "inter" alias to see a report of all JMS processes.  Look specifically for the daemon processes named "JmsNetPToCm" in the final section of the inter output labeled "JMS Interface Processes for user: [euclid]".  There should be two.  As the user euclid, execute the "jl" (JMS logs) alias command to see if there are any recent \*err files for the JmsNetPToCm" daemons.  See expected outputs in Verification Section below. |
| Verification: | </usr/local/opt/files/tirks [131]> [euclid@fsprd128](mailto:euclid@fsprd128): alias inter inter='~/bin/jms/JmsShow.ksh' </usr/local/opt/files/tirks [132]> [euclid@fsprd128](mailto:euclid@fsprd128): inter  JMS Interface Netstats for user:  [euclid] --> JmsCmToNetP:       \*.euclid1            \*.\*                0      0 49152      0 LISTEN JmsNetPToCm:       \*.euclid2            \*.\*                0      0 49152      0 LISTEN JmsNetPToCm2:       \*.euclid3            \*.\*                0      0 49152      0 LISTEN JmsCmToAtas:       \*.euclid4            \*.\*                0      0 49152      0 LISTEN  Ports in /etc/services for user:  [euclid] --> euclid1     2010/tcp euclid2     2020/tcp euclid3     2025/tcp euclid4     2030/tcp  JMS Interface Processes for user: [euclid] --> euclid   10998  0.0  0.4194536116688 ?        S 02:05:01  1:04 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsCmToNetP start prod 1 euclid   10885  0.0  0.4157984108888 ?        S 02:05:00  0:58 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsCmToAtas start prod 1 euclid   11045  0.0  0.314531280056 ?        S 02:05:01  0:51 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsNetPToCm start prod 1 euclid   11080  0.0  0.3178168100264 ?        S 02:05:01  0:53 /usr/local/opt/j2se/bin/java -cp jmsCm.jar JmsNetPToCm start prod 2 </usr/local/opt/files/tirks [133]> [euclid@fsprd128](mailto:euclid@fsprd128):    </usr/local/opt/files/tirks [133]> [euclid@fsprd128](mailto:euclid@fsprd128): alias jl jl='. ~/bin/jms/JmsLogs.ksh' </usr/local/opt/files/tirks [134]> [euclid@fsprd128](mailto:euclid@fsprd128): jl User: [euclid].  JMS log dir: [/appl\_atm/logs/jms] total 120692 -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsNetPToCm2.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToNetP.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToAtas.err drwxrwxr-x   3 euclid   dev         1024 Mar 28  2013 archive -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm2.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToNetP.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToAtas.dbg -rw-rw-r--   1 euclid   dev        64085 Nov 11 12:28 JmsNetPToCm.err -rw-r--r--   1 euclid   dev        20351 Nov 20 02:05 cmjavad.log -rw-rw-r--   1 euclid   dev      2656248 Nov 20 02:05 patrol.log -rw-rw-r--   1 euclid   dev      11924733 Nov 20 03:00 JmsNetPToCm.log -rw-rw-r--   1 euclid   dev      24828951 Nov 20 03:05 JmsCmToNetP.log -rw-rw-r--   1 euclid   dev      12445359 Nov 20 03:06 JmsNetPToCm2.log -rw-rw-r--   1 euclid   dev      9800915 Nov 20 03:10 JmsCmToAtas.log </appl\_atm/logs/jms [135]> [euclid@fsprd128](mailto:euclid@fsprd128): date Wed Nov 20 14:56:34 PST 2013 |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Circuit Manager and NetProvision send and receive XML files using JMS.  There are two listeners called "JmsNetPToCm" which make XML messages from NetProvision available to CM.  There is one sender from CM to NetP, naned "JmsCmToNetP".  There is one Publish and Subscribe sender from CM to ATAS.  See the Start Application Section, Step 1, Verification block for more JMS details.    NOTE: During an exercise SunOne, ColdFusion, cron jobs, including JMS,  are not running.   Therefore, Circuit Manager will never be "available" during an exercise and no JMS traffic will be handled  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details.  In the case of JMS, the JMS logs should be present in the state they were in on the last production backup tape.  They can be inspected visually, but they will not be updated during an exercise, as they should be after a successful disaster recovery. |
| Attachments: |  |

## Validate Data

This section should include steps to validate that all required application data is present and accessible as required.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Validate Data Steps**

### Step 1: Vallidate ~euclid/data

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Always |
| Action: | cd ~euclid/data |
| Verification: | Use ls, head, tail, grep and other Unix commands to examine the various data files to see if they are being updated by current processing. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Also examine ~euclid/logs |
| Attachments: |  |

### Step 2: Validate Circuit Manager data within the main GUI

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | Log into <http://cm.asi.sbc.com/cfusion/asi/cm/Main.cfm>  Execute some data lookups, for instance **[ATM](http://cm.asi.sbc.com/cfusion/asi/ATM/Main.cfm)** --> [Circuit Configuration](http://cm.asi.sbc.com/cfusion/asi/ATM/CktMain.cfm).  Search by ASI Circuit ID or Customer Name or other fields |
| Verification: | Compare results to expectations.  Consult with CM client manager at CMATM1. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | If CM test is available test and prod data can be compared.  NOTE: During an exercise SunOne, ColdFusion, cron jobs are not running.   Therefore, Circuit Manager will never be "available" during an exercise.  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details. |
| Attachments: |  |

## Validate All Data is Synchronized

This section should include steps to validate that data between this application and its upstream (input) application dependencies, identified on the Dependencies tab, is synchronized to an identified point in time before the disaster.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Validate all Data is Synchronized Steps**

### Step 1: Validate EMS/NMS data is synchronized

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | 1. Discover the times that ASI-sync.sh runs from cron via "crontab -l | grep ASI-sync.sh | grep -v "#" | grep -v grep"  2. Look at the files in the run folders per each run\_id |
| Verification: | 1.  In the following output, the run\_id values are the 2nd argument to ASI-sync.sh: 1,2,3,4,5,7 and 8  </appl\_atm/env [148]> [euclid@fsprd128](mailto:euclid@fsprd128): crontab -l | grep ASI-sync.sh | grep -v "#" | grep -v grep 0 7,13,19 \* \* \* /appl\_atm/bin/ASI-sync.sh 20000 1 >> /appl\_atm/logs/crontab.log 2>&1 0 6,12,18 \* \* \* /appl\_atm/bin/ASI-sync.sh 20000 2 >> /appl\_atm/logs/crontab.log 2>&1 0 11,16,21 \* \* \* /appl\_atm/bin/ASI-sync.sh 5000 3 >> /appl\_atm/logs/crontab.log 2>&1 0 9,15 \* \* \* /appl\_atm/bin/ASI-sync.sh 1000 4 >> /appl\_atm/logs/crontab.log 2>&1 15 9,15 \* \* \* /appl\_atm/bin/ASI-sync.sh 1000 5 >> /appl\_atm/logs/crontab.log 2>&1 15 8,14,20 \* \* \* /appl\_atm/bin/ASI-sync.sh 10000 7 >> /appl\_atm/logs/crontab.log 2>&1 0 8,14,20 \* \* \* /appl\_atm/bin/ASI-sync.sh 5000 8 >> /appl\_atm/logs/crontab.log 2>&1    2. The run\_id numbers are used to name the run folders in this output:  </appl\_atm/env [149]> [euclid@fsprd128](mailto:euclid@fsprd128): cd ~/data/ASI-syncATM/ </appl\_atm/data/ASI-syncATM [150]> [euclid@fsprd128](mailto:euclid@fsprd128): ls -ltr total 32 drwxrwxr-x   3 euclid   dev         1024 Jun  3  2006 run6 drwxrwxr-x   3 euclid   dev         1024 Nov 22  2006 run9 drwxrwxr-x   3 euclid   dev         2048 Nov 20 12:41 run2 drwxrwxr-x   4 euclid   dev         2048 Nov 20 13:44 run1 drwxrwxr-x   3 euclid   dev         2048 Nov 20 14:04 run8 drwxrwxr-x   3 euclid   dev         2048 Nov 20 14:16 run7 drwxrwxr-x   3 euclid   dev         2048 Nov 20 15:00 run4 drwxrwxr-x   3 euclid   dev         2048 Nov 20 15:15 run5 drwxrwxr-x   3 euclid   dev         2048 Nov 20 16:00 run3 </appl\_atm/data/ASI-syncATM [151]> [euclid@fsprd128](mailto:euclid@fsprd128): |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Look into each run folder and examine the logs and errors.  NOTE: During an exercise SunOne, ColdFusion, cron jobs are not running.   Therefore, Circuit Manager will never be "available" during an exercise.  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details. |
| Attachments: |  |

### Step 2: Validate that JMS data is synchronized

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | 1. Use the "jt" alias to view JMS Traffic Report  2. Use the "jl" alias to view the JMS logs  3. Use tail and grep on log files to see messages Sent or Received. |
| Verification: | 1. jt can take an optional argument to display more than one day's traffic.  Without an argument it shows today's traffic only.  </appl\_atm/data/ASI-syncATM [151]> [euclid@fsprd128](mailto:euclid@fsprd128): alias jt jt='~/bin/jms/JmsTraffic.pl' </appl\_atm/data/ASI-syncATM [152]> [euclid@fsprd128](mailto:euclid@fsprd128): jt  JMS INTERFACE TRAFFIC REPORT FOR APPLICATION: EUCLID  DATE               TO NETP      FROM NETP         TO ATAS ================ =========      =========       ========= Wed Nov 20 2013:         3              3               5  Server:         fsprd128 Prepared on:    Wed Nov 20 16:28:12 PST 2013 Prepared by:    JmsTraffic.pl  </appl\_atm/data/ASI-syncATM [153]> [euclid@fsprd128](mailto:euclid@fsprd128): jt -3  JMS INTERFACE TRAFFIC REPORT FOR APPLICATION: EUCLID  DATE               TO NETP      FROM NETP         TO ATAS ================ =========      =========       ========= Wed Nov 20 2013:         3              3               5 Tue Nov 19 2013:         0              0               0 Mon Nov 18 2013:         2              2               2  Server:         fsprd128 Prepared on:    Wed Nov 20 16:28:21 PST 2013 Prepared by:    JmsTraffic.pl  </appl\_atm/data/ASI-syncATM [154]> [euclid@fsprd128](mailto:euclid@fsprd128):    2 jl will show time shorted files  </appl\_atm/data/ASI-syncATM [154]> [euclid@fsprd128](mailto:euclid@fsprd128): jl User: [euclid].  JMS log dir: [/appl\_atm/logs/jms] total 120692 -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsNetPToCm2.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToNetP.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToAtas.err drwxrwxr-x   3 euclid   dev         1024 Mar 28  2013 archive -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm2.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToNetP.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToAtas.dbg -rw-rw-r--   1 euclid   dev        64085 Nov 11 12:28 JmsNetPToCm.err -rw-r--r--   1 euclid   dev        20351 Nov 20 02:05 cmjavad.log -rw-rw-r--   1 euclid   dev      2656248 Nov 20 02:05 patrol.log -rw-rw-r--   1 euclid   dev      11924733 Nov 20 03:00 JmsNetPToCm.log -rw-rw-r--   1 euclid   dev      24828951 Nov 20 03:05 JmsCmToNetP.log -rw-rw-r--   1 euclid   dev      12445359 Nov 20 03:06 JmsNetPToCm2.log -rw-rw-r--   1 euclid   dev      9800915 Nov 20 03:10 JmsCmToAtas.log    3. Example of finding the last messages Sent:  </appl\_atm/logs/jms [157]> [euclid@fsprd128](mailto:euclid@fsprd128): tail JmsCmToNetP.log | grep "Sent"     Wed Nov 20 03:00:06 PST 2013: JmsCmToNetP: Message Sent.  CorrelationId: CM791378-0-364593  cmSeq: 364593 Wed Nov 20 03:00:06 PST 2013: JmsCmToNetP: Message Sent.  CorrelationId: CM791792-0-364589  cmSeq: 364589 Wed Nov 20 03:05:53 PST 2013: JmsCmToNetP: Message Sent.  CorrelationId: CM791792-1016816-364594  cmSeq: 364594    </appl\_atm/data/ASI-syncATM [154]> [euclid@fsprd128](mailto:euclid@fsprd128): jl User: [euclid].  JMS log dir: [/appl\_atm/logs/jms] total 120692 -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsNetPToCm2.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToNetP.err -rw-rw-r--   1 euclid   dev            0 Mar 28  2013 JmsCmToAtas.err drwxrwxr-x   3 euclid   dev         1024 Mar 28  2013 archive -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm2.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsNetPToCm.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToNetP.dbg -rw-r--r--   1 euclid   dev            0 Mar 29  2013 JmsCmToAtas.dbg -rw-rw-r--   1 euclid   dev        64085 Nov 11 12:28 JmsNetPToCm.err -rw-r--r--   1 euclid   dev        20351 Nov 20 02:05 cmjavad.log -rw-rw-r--   1 euclid   dev      2656248 Nov 20 02:05 patrol.log -rw-rw-r--   1 euclid   dev      11924733 Nov 20 03:00 JmsNetPToCm.log -rw-rw-r--   1 euclid   dev      24828951 Nov 20 03:05 JmsCmToNetP.log -rw-rw-r--   1 euclid   dev      12445359 Nov 20 03:06 JmsNetPToCm2.log -rw-rw-r--   1 euclid   dev      9800915 Nov 20 03:10 JmsCmToAtas.log |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | Middleware Support may need to be contacted if JMS does not work.  [midwest@att.com](mailto:midwest@att.com)  NOTE: During an exercise SunOne, ColdFusion, cron jobs, including JMS,  are not running.   Therefore, Circuit Manager will never be "available" during an exercise.  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details. |
| Attachments: |  |

## Process Backlog

This section should include steps to process the input datasets, queues, and other work from interfacing applications that has accumulated since the time of disaster.

|  |  |
| --- | --- |
| *Is this section applicable to the recovery and validation of this application during a disaster event or DR exercise?* | *Yes, steps are required.* |

**Process Backlog Steps**

### Step 1: Deal with data backlog in JMS

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | Simply make sure that JMS is running. |
| Verification: | See other sections for details on JMS validation. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | The Middleware broker servers will have stored messages sent before production crash but not received during the downtime.  NOTE: During an exercise SunOne, ColdFusion, cron jobs, including JMS,  are not running.   Therefore, Circuit Manager will never be "available" during an exercise.  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details. |
| Attachments: |  |

### Step 2: Handle data backlog from EMS/NMS DB servers.

|  |  |
| --- | --- |
| Executed By: | Application Support |
| Execute: | Disaster Event Only |
| Action: | Merely validate that the ASI-sync.sh processes are running in cron and that EMS connections are being made.  1. crontab -l | grep ASI-sync.sh | grep -v "#" | grep -v grep  2. ~euclid/tools/ems\_conn\_test.pl |
| Verification: | See other sections for examples of output for 1 and 2 above. |
| If Unsuccessful: | Required as of 9/8/2016 |
| Notes: | If EMS/NMS connections are being made and ASI TIRKS data is fresh, CM will handle data backlogs automatically.  NOTE: During an exercise SunOne, ColdFusion, cron jobs, including JMS,  are not running.   Therefore, Circuit Manager will never be "available" during an exercise.  In that case only visual inspection of various files and folders and connection to Oracle can be performed.  See Prerequisite Steps for details. |
| Attachments: |  |

# Review & Certification

**The history of recovery manual submission, DRPT team review and acceptance, and author certification.**

## ARM Submission

This ARM has been accepted and its status is Active. All reviews are now the responsibility of the ARM Author, or maintenance delegate.

A full review must be completed and certified on or before the Next Review Date that appears on the General tab. To certify that a full recovery manual review has been completed, access the Author Certification tab.

|  |  |
| --- | --- |
| Submission Type: | New ARM |
| Submission Status: | Submit for Review |
| Submitter Comments: | This ARM was begun by Susan Simms who has subsequently retired.  I have changed most sections of the Recovery & Validation tab from Execute=Disaster Event Only to Always.  In those cases left as Disaster Event Only, I have added "NOTE: During an exercise ..." notes in the Notes area of each item still marked Disaster Only. |
| Submission Date: | 11/21/2013 |

## Review & Acceptance

DRPT team reviewers complete the review, and 'Accept' the ARM if all required information has been included.

Recovery manual acceptance indicates that the document meets minimum content standards at the time of DRPT team review. The reviewers are not subject matter experts and cannot attest to the effectiveness or efficiency of the information contained. The document author, as the designated subject matter expert, certifies completeness and viability as part of DRPT submission.

New ARMs for priority 4 & 5 applications submitted on or after 1/1/2016 are not reviewed by the DRPT Team. ARM acceptance is system managed.

| Accepted Date | AutoAccept | Existing Archived ARM | Midrange ARM ID |
| --- | --- | --- | --- |
| 11/22/2013 |  | No | 2255726 |

**Review Log**

| Review Date | Reviewer | Comments |
| --- | --- | --- |
| 11/22/2013 | ZEMBA, VLADISLAV | ARM accepted. |
| 11/21/2013 | ZEMBA, VLADISLAV | The only change needed prior to approval is:  **Recovery & Validation**  **Steps for most sections of the Recovery & Validation tab are specified as Execute = Disaster Event Only.**  Consideration needs to be given to Disaster Recovery Exercises with additional steps added for Execute=Exercise Only or existing steps updated to specify **Execute=Always (Both Event & Exercise) as applicable**. If the steps are the same as during Disaster Event – we suggest to use “Always” option for the Execute field. |

|  |  |
| --- | --- |
| Reviewer Comments:  (Prior to Review Log) |  |

## Author Certification

This section allows the ARM Author to attest to the completeness and accuracy of the Midrange Application Recovery Manual. This is a required component of the ARM review process.

To remain compliant, before the Next Review Date that appears on the General tab, add an ARM certification to record the completion of the ARM review and maintenance.

**Midrange ARM Certification**

I certify that I am a subject matter expert assigned by my organization to create and maintain this document. Furthermore, I certify that this recovery manual accurately and completely documents everything required to successfully recover the subject functionality, including as applicable:

* Midrange Recovery Type Implemented (RT-I)
* Personnel resource contacts (internal and external to AT&T)
* Application interface dependencies
* Production computing platforms
* Production databases
* Vital records backups
* Network requirements
* Configuration requirements
* Procedures for recovering the functionality
* Procedures for validating the recovered functionality

This certification includes Application interface dependencies and Production computing platforms; please ensure the MOTS Interfaces and Backup and Recovery sections are certified in conjunction with this ARM.

| Certification Date | Certification Submitter | Certification | Comments |
| --- | --- | --- | --- |
| 10/16/2018 | PRICE, RODNEY S | Review & Updates Complete | I removed contact from "Backup and Recovery" Role.  This was authorized by Heath Messenger,  hm2725, in Q:  Heath(12:05:37 PM): we dont list individual people as contacts anymore, similar to the SA of the future model   Rodney(12:06:07 PM): so I can delete the contact from my ARM?   Heath(12:07:51 PM): I think yes, you can delete - in a real emergency the first point of contact is and would be the EBRT as our tier 1 organization, which would likely escalate quickly, as most actual disasters do.... |
| 11/20/2017 | PRICE, RODNEY S | Review & Updates Complete | I added notes to Perl recovery section:   /user/local/perl is a symbolic link that points to /usr/local/opt/cmapp/cm58. After restoring cm58 set the symbolic link. |
| 10/13/2017 | PRICE, RODNEY S | Review & Updates Complete | I added notes on ColdFusion and SunOne software. |
| 11/22/2016 | PRICE, RODNEY S | Review & Updates Complete | I added commentary about Connect::Direct (ndm) and made small annual corrections based on the 2016 Fairfield MIT DR exercise here and there. |
| 5/31/2016 | PRICE, RODNEY S | Review & Updates Complete | I rewrote the entire Contacts section to reflect current support team members and remove no longer active members. |
| 9/8/2015 | PRICE, RODNEY S | Review & Updates Complete | I removed all contacts who are no longer in Webphone.  I added a new EMS support contact, Silviu Tugui, to replace Tom Pola and updatede his trouble ticket URL for Support of Informix Based EMS DB servers.  I removed old Tech Mahindra Application Support Team members and replaced them with new support primary and secondary contacts. |
| 10/29/2014 | PRICE, RODNEY S | Review & Updates Complete | I have added a new contact for [Techm\_SQM\_Cluster\_RFMC@intl.att.com](mailto:Techm_SQM_Cluster_RFMC@intl.att.com), the new Tech Mahindra PAS team.  I have also revised the display of the output of the ems\_conn\_test.pl script because SNET is no longer a part of AT&T.  Therefore that EMS server connection status script does not mention SNET as it used to.  All other matters remain as per 2013. |