**Adobe**® **Experience Manager**® **Managed Services**

**Change Request Form**

**Change Request for HCF**

**Date: Thursday 14/12/2017**

**Background on issue:** AEM BAU Release

**Summary of change activities:**

* [AEMWEB-415](https://jira.hcf.com.au/browse/AEMWEB-415) Google search to replace with Sajari

**Risk:**

Medium

**Approvals:**

*(Check to indicate approval, save file before exit)*

*Customer's CSE (Mark Smith)*

*NOC Leadership (James Dickey)*

*Product Manager (Pierre T)*

*Product Engineer (Jayan K or Joe L as designate)*

*Director of Managed Services (Mitch N or Anthony L as delegate)*

Deployment + Testing time = 3 hours in total;

Backout time = ½ hour for each instances running.

**Files necessary for this deployment are available on UAT Author server (52.62.53.170). The links are as below:**

**Commons Package (UAT Author server):** [hcf-commons-app-5.29.zip](http://52.62.53.170:4502/crx/packmgr/index.jsp#/etc/packages/HCF%20Package/hcf-commons-app-5.26.zip)

**Digital Package (UAT Author server):** [hcf-digital-app-5.29.zip](http://52.62.53.170:4502/crx/packmgr/index.jsp#/etc/packages/HCF%20Package/hcf-digital-app-5.26.zip)

**Deployment Plan (Please proceed with the tasks in order of their occurrence):**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Tasks in Order** | **Owner** | **Time** |
| 1 | Take a snapshot of each **<server>** instance before proceeding  (Author, Dispatcher 1, Dispatcher 2, Publish 1 and Publish 2) | Adobe | 10:00am |
| 2 | **Follow steps 2.a-2.c where <server> is the Author instance** | Adobe | 10:15am |
| 2.a | Install the zip package **hcf-commons-app-5.29.zip** manually on Prod **<server>** by following instructions at [this link](https://docs.adobe.com/docs/en/aem/6-1/administer/content/package-manager.html#Installing Packages). | Adobe |  |
| 2.b | Install the zip package **hcf-digital-app-5.29.zip** manually and individuallyon Prod **<server**> by following instructions at [this link](https://docs.adobe.com/docs/en/aem/6-1/administer/content/package-manager.html#Installing Packages). | Adobe |  |
| 2.c | Navigate to the Prod **<server>**’s system console and verify the update in the HCF’s bundle version to be 5.29.0  Bundles:    Navigate to Prod **<server>’s** system/console/slinglog and ensure the ROOT logger is set to WARN  *(See troubleshooting guide if not applied)* | Adobe |  |
| 3 | Notify HCF (Amandeep Saluja [–asaluja@hcf.com.au](mailto:–asaluja@hcf.com.au) / 0468548660) immediately (via reply-all) that testing on Author can begin. | Adobe | 10:35am |
| 4 | HCF to test Author Server | HCF | 10:35am |
| 5 | HCF to notify Adobe (via reply-all) that testing on Author has passed.  Wait for this confirmation before proceeding. | HCF | 10:45am |
| 6 | Disconnect Dispatcher 1 / Publish 1 from Load Balancer | Adobe | 10:45am |
| 7 | Repeat steps 2.a, 2.b, 2.c where <server> is the **Publish 1** instance. | Adobe | 11:00am |
| 8 | Clear dispatcher **cache only for design directory**.  Steps:   1. Navigate to the page below using admin login   <https://author-prod-hcf.adobecqms.net/etc/acs-commons/dispatcher-flush/dispatcher-clear-cache---design.html>   1. Click on the red button "Flush Paths on Dispatchers" on the page to clear the cached files in    1. **/etc/designs/hcf-digital**    2. **/etc/designs/hcf-commons**   You should see a success message as below.   1. Logout from the admin account. |  |  |
| 9 | Notify HCF (Amandeep Saluja [–asaluja@hcf.com.au](mailto:–asaluja@hcf.com.au) / 0468548660) immediately (via reply-all) that testing on Publish 1 can begin. | Adobe | 11:20 am |
| 10 | HCF QA to perform PVT & Regression testing on Dispatcher 1 / Publish 1 (via http://dispatcher1.prod.aem.hcf.com.au) | HCF | 11:20 am |
| 11 | HCF to notify Adobe (via reply-all) that testing on Dispatcher 1 / Publish 1 (via http://dispatcher1.prod.aem.hcf.con.au) has passed. | HCF | 11:45 am |
| 12 | Reconnect Dispatcher 1 / Publisher 1 to Load Balancer and Disconnect Dispatcher 2 / Publish 2 from Load Balancer | Adobe | 11:45 am |
| 13 | Repeat steps 2.a, 2.b, 2.c where <server> is the **Publish 2** instance. | Adobe | 11:45am |
| 14 | Repeat step 8 to clear dispatcher cache | Adobe |  |
| 15 | Notify HCF immediately (via reply-all) that testing of the site using dispatcher2 can begin. | Adobe |  |
| 16 | HCF QA to perform PVT & Regression testing on Dispatcher 2 / Publish 2 (<http://dispatcher>2.prod.aem.hcf.com.au) | HCF |  |
| 17 | HCF to notify Adobe (via reply-all) that testing on Dispatcher 2 / Publish 2 (via <http://dispatcher>2.prod.aem.hcf.con.au) has passed. | HCF |  |
| 18 | Reconnect Dispatcher 2 / Publisher 2 to Load Balancer | Adobe |  |
| 19 | HCF End User Services Team to perform an Akamai cache purge for website and notification by Amandeep Saluja [–asaluja@hcf.com.au](mailto:–asaluja@hcf.com.au) / 0468548660 | HCF | 12:15pm |
| 20 | HCF (QA) Verification testing (PVT) and Regression testing. | HCF | 12:30pm |
| 21 | HCF to notify Adobe of testing results. | HCF | 1:00pm |
|  | FINISH |  | 1:00pm |

**Troubleshooting and fixing:**

The bundles inside the packages get deployed automatically, however we have seen in past that these do not update sometimes. It is worthwhile to execute these steps in case of such occurrences.

If the bundles are not updated to version 5.29, install it manually using system console UI. The bundles are embedded in the packages.

Follow these steps:

1. Unzip the package **hcf-commons-app-5.29.zip** downloaded above
2. Look for the jar hcf-commons-core-5.29.jar inside hcf-commons-app-5.29/jcr\_root/apps/hcf-commons/install
3. Manually install the jar using http://<author>:<port>/system/console/bundles
4. Unzip the package **hcf-digital-app-5.29.zip** downloaded above
5. Look for the jar hcf-digital-core-5.29.jar inside hcf-digital-app-5.29/jcr\_root/apps/hcf-digital /install
6. Manually install the jar using http://<author>:<port>/system/console/bundles

The Logging level is not set to WARN

1. Go to http://<author>:<port>/system/console/configmgr/org.apache.sling.commons.log.logmanager
2. Manually set the logging level to WARN

**Backout Plan:**

|  |  |  |
| --- | --- | --- |
|  | **Task** | **Owner** |
| Option 1 | Restore the packages in the following order   1. Restore the package hcf-digital-app-5.29 to hcf-digital-app-5.28 2. Restore the package hcf-common-app-5.29 to hcf-common-app-5.28 3. Clear the dispatcher cache (see step 8) 4. Reverse the change from step 9 | Adobe |
| Option 2 | Restore the snapshots taken for each instances on **15/11** | Adobe |