

System Maintenance and Technical Document (SMTD)

|  |  |
| --- | --- |
| Application Suite | RSDB-Aqua |
| Version | 1.8 |



Document Details

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| --- | --- | --- |
| Prepared by/Date | Reviewed by/Date | Approved by/Date |
| Jyoti Ranjan Mishra  20-Sept-2018 | Sourisangshu Bhaumik  20-Sept-2018 |  |

Revision History

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version | Date of Revision | Description of Change | Reason for Change | Affected Sections | Approved By |
| Draft | 17/Jan/2010 | Not applicable | Not applicable | Not applicable |  |
| 1.0 | 13/Feb/2010 | Added new interfaces | New Interfaces have been added to System | 5.1 and 9.1 |  |
| 1.1 | 27/July/2010 | Updated discontinued loa and SAP contact details. | Updated discontinued loa and SAP contact details. |  |  |
| 1.2 | *14 Dec 2010* | * Updated Application Access Procedure (Access Information) * Updated LOA * Updated Scheduled Jobs List   Updated Contact Details | Updated discontinued loa and SAP contact details. |  |  |
| 1.3 | 27/Jun/2011 | Added manual monitoring of daily VCMG rejects file  Added VCMG contact details as a part of RSDB 5.2  updated VCMG job details  Added VCMG interface | RSDB 5.2 | Appendix A  Appendix B  section 9.6  section 5.1 and 9.1 |  |
| 1.4 | 14/Oct/2014 | Changes For RSDB 6.0 and 6.1  MF exit changes & Hughes data flow change in the below sections  Lights On Activities | OM 2.0 contractual obligation | Section 9.4.2  Section 5.1, 9.1, 9.2  Appendix A |  |
| 1.5 | 11/13/2015 | Updated contact Information | Updated Primary contact | Appendix B |  |
|  |  | commander project | commander project 6.3 | 2.8Release History |  |
| 1.6 | 01/31/2017 | Update Application Manager’s Name | Change of Application Manager | 4.0 Access Information |  |
| 1.7 | 05/03/2017 | Update server names due to EOSL migration | Update server names due to EOSL migration | 6.0.Application Environment |  |
| 1.8 | 20\09\2018 | Updated the new releases happened ,architecture and interface change,software and tools used in application | Updated the new releases happened ,architecture and interface change,software and tools used in application | 5.1.Interface details  9.2. Architecture |  |
| 1.9 | 10/12/2018 | Updated the PCI Hosting related Details-the new server names and IP’s | Updated the PCI Hosting related Details-the new server names and IP’s | 6.Application env  9.2 System / Sub-system Architecture  Appendix A – Lights On Activities |  |

Affected Groups

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**Terminology and Acronyms**

|  |  |
| --- | --- |
| **Terminology/ Acronym** | **Definition** |
| RSDB | Retail Site Database |
| FEP | Front End Processor |
| POS | Point of Sale |
|  |  |

# Scope and Purpose

This document is intended to capture the information of the application as acquired during the training and parallel perform phases. This is an evolving document and will be updated through the training and parallel perform phases. The sections in this document indicate the type of information that would be typically required to carry out the support/development/test activities during the steady state. The scope of this document is to point to the relevant documents available with BP that would be used by Wipro to support the steady state activities. In cases where there are no documents pertaining to the information required in the section, the Wipro engineers will include a brief description based on their learning.

# Application Overview

BP will implement a global standard for electronic payment systems that fits within the Global Site System (GSS) framework and Retail Site Architecture (RSA). This will support BP’s drive towards a consistent customer and consumer offer and reduction in the total cost of ownership (TCO) of its retail site technology.

Separating the cards processing from the POS application is a key component and success factor for the Global Site System Program as it will increase speed of deployment, minimize the impact of specific country integration as well as reduce on-going operating costs. The core system will be applicable at a global level; however, some elements (FEP interface) may need to be regional solutions due to local requirements.

The core EPS system will be the BP point of presence at all sites and will allow BP to more quickly implement new offers to the consumer with regards to its EPS systems which include payment and loyalty.

RSDB Aqua is not to address the full architecture, infrastructure and tools required for remote central/enterprise administration and support of BP’s full suite of retail site systems (e.g. POS, B.O., EPS, NCTT, etc.).

Application / System in Production Since

2004

# Business Processes

Business Functionality

The main function of RSDB Aqua is to manage EPS device connected to the BP retail network. It is used for the table and software updates performed on EPS. Functionality within RSDB Aqua includes the following:

* Table downloads through Push or Triggers to an EPS device – site must be a GSS site.
* Software downloads through Push or Triggers to an EPS device – site must be a GSS site.
* Diagnostic information retrieval from an EPS devices – site must be a GSS site.
* Distribution of Price Notes to EPS devices.

**Users of RSDB Aqua**

* **BSC [earlier known as Elite Group]**  – This is the helpdesk group which uses the system for all the activities. These include
  + Addition/modification of sites
  + Uploading/updates to table and software for EPS
  + Defining site to TANDEM
  + Retrieving diagnostic log files for an EPS to report to VERIFONE

* **Barb Stavrakis (Data Management of the Tables)**
  + Setting of general parameters for EPS (Table updates)

Attached is document on the RSDB Aqua Functionality.

[RSDB AQUA functionality](file:///E:\Forms\AllItems.aspx%3fRootFolder=\DCT\GO\teams\LegacyASM\APPDOCS\Marketing\Retail\EoR%20-%20Settlement\RSDB%20-%20Aqua\Support%20Documents&View=%7bEBA3C9B6-FE46-4AE6-A)

# Application Access Procedure

Access Information

|  |  |
| --- | --- |
| **Type of Access required** | Administrative Account to instances ( *Production, QA, Development*) of Web application  Service Account information for servers and database for *Production, QA, Development*  Administrative account for Visual Source Safe on Development web server |
| **Access given by** | Visual source safe – AQUA support team  Web Application – AQUA support team |
| **Access Approver** | To Add/Change/Delete RSDB AQUA production and pilot access and RSDB QA/ Legacy RSDB access --- Hal Roskin ([hal.roskin@bp.com](mailto:hal.roskin@bp.com) ) and Jaimini Jayswal ([Jaimini.Jayswal@bp.com](mailto:Jaimini.Jayswal@bp.com) ) in Hal’s absence  Srinivas Vallala  [Srinivas.vallala@bp.com] |
| **Mention the different applications that are referred during the maintenance? Do these applications require some access user id and password?**  **Mention the user id.** | NA |

# Initial Status of the Application under Maintenance

## Modules/Interfaces/Data structures

Interfaces

All the interfaces are listed below:

RSDB Aqua

FD

Verifone

ISE

EPS



Site Information

Softwares, Tables, Updates, Price Notes

Software

Settlement /RFCO/ChargebackbackFiles



SAP

Chargeback database (CBDB)

Site Information



VCMG

1. **FD:** Three reports and one file are generated by this interface.

* Settlement Report
* RFCO Report
* Chargeback Report
* Buypasshost file

The Settlement system (located on the mainframe) used to create both the Settlement and RFCO report master files, on a daily basis, and used to ensure their availability to RSDB, via FTP. These files now created by FD. It is worth noting that each of these report master files will contain report information for all sites, not just a single site. Attached is a document on the interface.

1. **ISE:** RSDB used to receive EOR and WOR feeds from SCDB. These files are now generated by MDM. Attached is a document on the interface.
2. **SAP:** RSDB receives loyalty settlement report and commission marketer file from SAP.
3. **Verifone:** This is not an interface but mentioned here as RSDB receives Softwares and EPS updates by Verifone. Verifone sends us the Softwares and EPS updates through mail which are then placed in a directory from where the RSDB Web Services picks them and delivers to the EPS devices.
4. **CBDB:** Chargeback Database(CBDB) pulls site information for all sites from RSDB Aqua.
5. **VCMG:** RSDB AQUA sends site file daily to VCMG

List of Jobs : [RSDB\_AQUA\_Job \_Details document](file:///E:\Users\TE252782\sharanya\SMTD%202014\RSDB_AQUA_Job%20_Details.xls).

Interface Information

|  |  |
| --- | --- |
| **Does this application import/export data from/to other applications?**  ***If ‘Yes’, please list all those applications and the process involved.*** | **Import**   * FD * ISE * SAP   **Export**   * CBDB * VCMG * FD   Refer to the Interface documents |
| **Name of the Applications giving input** | * FD * ISE |
| **Name of the Applications receiving output** | CBDB |
| **Any Other information** | NA |

## Documents

List the documents supplied by the customer for carrying out the maintenance activity e.g. design documents, build procedures, installation manual etc,.

## Standards and Guidelines

List the programming standards, guidelines, product standards etc,. which are applicable to support the application. These could be supplied by the Customer or decided by Wipro with <CLIENT>'s consent.

# Application Environment

|  |  |  |
| --- | --- | --- |
| **Development Environment** |  | **Test Environment** |
| **Item Name** **Development**  **Web Server BP1XILAP1373**  **IP Addresses**  [149.178.128.17]  **Database Server RAMXILLS265**  **IP Addresses** [149.178.135.31]  Folder Details C:\RSDBWeb\RSDB2Phase2 |  | **Item Name** **Quality**  **Web Server BP1XILII168**  **IP Addresses**  [149.178.128.15]  **Database Server RAMXILLS265**  **IP Addresses** [149.178.135.31]  Folder Details I:\rsdbweb\rsdb2p1 |
| **Staging Environment (optional)** |  | **Production Environment** |
| Identify the Application Staging Environment (h/w, s/w), if applicable, before deloying the application for production. |  | **Item Name** **Production**  **Web Server BP1XILAP1374**  **IP Address**  [149.178.128.18]  **New PROD Web Server BP1XILII123**  **IP Address** [149.196.96.132]  **New PROD Passive Server BP1XILII124**  **IP Address** [149.196.96.135]  **DR Web Server BP1XTXAP3034**  **IP Address** [149.181.195.254]    **Payload server** **BP1XILAP1375**  **IP Address** [149.178.128.19]  **DR Payload server BP1XTXAP3035**  **IP Address** [149.181.195.251]  **Database Server RAMXILLS283**  **IP Address** [149.178.135.33]  **DR DataBase server RAMXTXLS529**  **IP Address** [149.181.199.254]  **New Pilot server BP1XILAP1082**  **IP Address** [149.196.96.134]  **New Pilot Passive Server BP1XILAP1083**  **IP Address** [149.196.96.135]  **Pilot Database server RAMXILLS284**  **IP Address** [149.178.135.32]  Folder Details I:\rsdbweb\rsdb2tt |
|  |  |  |

# Affected Systems/Applications

*.*

|  |  |  |
| --- | --- | --- |
| **Affected System / Application** | **Responsibility**  **(Wipro/<CLIENT>/Other)** | **Contact Details** |
| DJP |  |  |
| VCMG |  |  |
| CBDB |  |  |
| Settlement |  |  |

# User Interfaces

Below is the user guide which gives details on the screens which the user interacts.

[RSDB\_Aqua\_User\_Guide.doc](file:///E:\Users\TE252782\sharanya\SMTD%202014\RSDB_Aqua_User_Guide.doc)

# Application Design

## Relation to External Systems

Interfaces

RSDB Aqua

FD

Verifone

ISE

EPS



Site Information

Softwares, Tables, Updates, Price Notes

Software

Settlement /RFCO/ChargebackbackFiles



SAP

Chargeback database (CBDB)

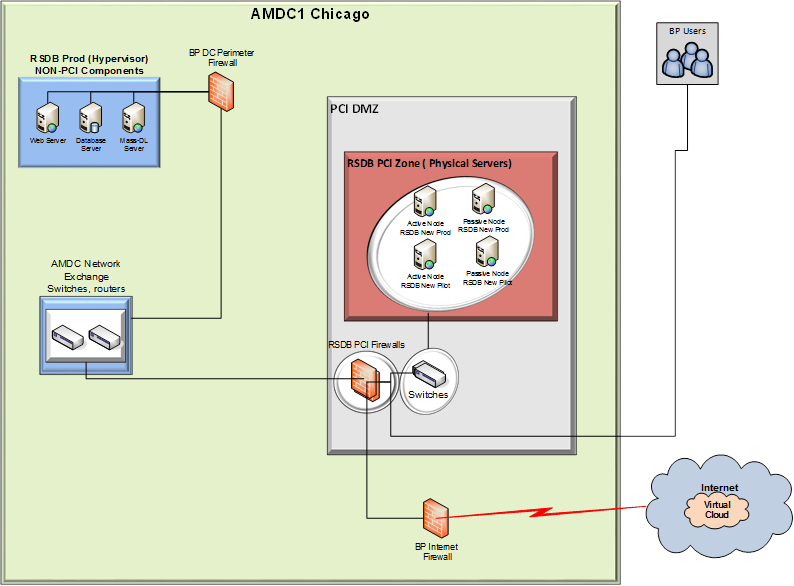
Site Information



VCMG

## System / Sub-system Architecture

Payload Server BP1XILAP1375 is used to send triggers and for the Settlement, RFCO, Chargeback and loyalty settlement reports delivery process.



## Inter-module Relationships

Interfaces, dependencies & relationships among modules should be explained. Data Flow Diagrams may be used here.

## Application Modules

### Module Name and Description

General Information

|  |  |
| --- | --- |
| **Application Name** | RSDB Aqua |
| **Application Area** | Downstream Retail |
| **Application Bundle** | East of Rockies Settlement |
| **Application Metal Level(Current SLA)** | Silver |
| **Participants from SAIC** | Valar Kanthichander  Jeffrey J Sowinski  William P Collins  Nagendra P Pasupula |
| **Participants from Satyam** | Himanshu Panwar, Murli Chillara, Saurabh Goel |
| **KT held on date** | 4/2/07-4/27/07 |

|  |  |  |
| --- | --- | --- |
| **Number of Screens** |  | |
| **Number of Online Programs** |  | |
| **Lines of Code** | Batch |  |
| Online |  |
| **Number of VSAM files / flat files** |  | |
| **Database Information** | No. of Tables | 133 |
| No. of Views | None |
| No. of Stored Procedures | 7 |
| No. of Triggers | 4 |
| Volume of data |  |
| Increase rate of data vol. |  |
| **Number of Batch Programs** |  | |
| **Number of Jobs by periodicity** | Daily | 7 |
| Weekly | 1 |
| Monthly | None |
| Quarterly | None |
| Yearly | None |
| Please specify if any others |  |
| **Number of Reports by periodicity** | Daily |  |
| Weekly | None |
| Monthly | None |
| Quarterly | None |
| Yearly | None |
| Please specify if any others |  |
| **Number of Adhoc reports** |  | |
| **Any complexities in print format of reports?** |  | |
| **Distribution of reports** | Location wise |  |
| Electronic distribution |  |

### Design Details

Application Information

|  |  |
| --- | --- |
| **Type of Application** | Web Based |
| **Software – Operating System** | Windows 2012 Server |
| **Software – Languages** | Visual Basic 6.0,  ASP dotNet framework 3.5 SP1  Structured Query Language,  Java script,  Hyper Text Markup Language,  Windows 2003 batch programming,  Visual Basic Scripting,  Active Server Pages.NET,  XML,  Visual Studio as the IDE  Crystal Reports 10  Oracle Enterprise Manager |
| **Software – Database** | Oracle 11.2.0.3 |
| **Hardware** | Windows 2012 Server |
| **Application Tools** | Visual Studio as the IDE  Crystal Reports 10  Oracle Enterprise Manager  SOAP toolkit |

Third Party Tools

|  |  |
| --- | --- |
| **Tools used for Development** | Visual Studio 2017 |
| **Tools used for Testing** | NA |
| **Tools used for Maintenance** | Visual Basic Editor as IDE  Remedy for call monitoring  Windows 2012 job Scheduler  Visual source Safe for Configuration Management  Event Log viewer to check out any problems on the server  Visual Studio 2017 |
| **Tools used for connectivity** | Remote Desktop Version 5.2 |
| **User Manuals Available for the tools** | NA |
| **These third part tools are supported by Vendor tools** | NA |

PDS Details for Production

|  |  |
| --- | --- |
| **JCL** | NA |
| **Cobol** | NA |
| **Procedure** | NA |
| **Parm card** | NA |
| **Control Card** | NA |
| **Bind Card** | NA |
| **DB2 table qualifier** | NA |
| **Any Other information** | NA |

PDS Details for Development

|  |  |
| --- | --- |
| **JCL** | NA |
| **Cobol** | NA |
| **Procedure** | NA |
| **Parm card** | NA |
| **Control Card** | NA |
| **Bind Card** | NA |
| **DB2 table qualifier** | NA |
| **Any Other information** | NA |

Screen Details

Refer to Tactical\_Toolkit\_Functional\_Design\_Ver\_2.9.doc for screen details.

### Global Data Structure References

The Global Data structures and/or functions referred and modified by this module should be stated. This may be a subset of the entire set of global structures/functions defined for the application.

### Module Specific Data Structures

The data structures defined & used within the module should be stated.

## Database Details

Include the details pertaining to the database(s) in the application. This would typically include database design related details like ER Diagrams, Data Dictionary, etc., and database access information like, the different users, etc. In addition to this, if there are any specific activities that are carried out for the database administration, then details of such activities are also captured.

## Batch Job Details

(This section gives the details of Batch jobs which are scheduled in the scheduler)

### Daily Batch jobs

(This gives the daily batch flow diagram and the critical jobs and their primary purpose, predecessor and successor, restart information)

### Weekly Batch jobs

(This gives the weekly batch flow diagram and the critical jobs and their primary purpose, predecessor and successor, restart information)

### Monthly Batch jobs

(This gives the monthly batch flow diagram and the critical jobs and their primary purpose, predecessor and successor, restart information)

### Quarterly Batch jobs

All the active job details are included in the following [document](file:///E:\Users\TE252782\sharanya\SMTD%202014\RSDB_AQUA_Job%20_Details.xls).

# Global Data Structures and Shared Data Functions

The details of Global Data Structures used by all modules should be specified. All macros / prototypes / functions common to a set of applicatiions should be described.

# Critical Functions

Functions that are critical to the functioning of modules should be identified. Additionally, functions that require extra focus while testing should be identified.Functions and modules that require 100% code reviews should be identified

## Testing Strategies

Detail the testing strategies that are currently being used for the different types of testing

## Test Data

Specify the initial status of test data supplied by the Customer, version no. and where it is located.

# SLAs & Service Patch Deployment

## Configuration Management

(This lists the libraries used by the application in various regions including development, QV and production regions to store the programs, jobs and reports)

## Service Level Agreements (SLAs)

(This lists the application owners, SLAs, when does the system have to be up (application availability requirement), batches processed, how tight is the window now etc)

## Maintenance and Service Patch Deployment Process

(This outlines How/when/why patches will be deployed and who will be involved)

## Emergency fix Management

(This captures the current process followed when there is any emergency fix situation in production environment)

# Reusable components

# Limitations

Describe the limitations of this design like performance, scalability, portability, platform specific dependencies, memory constraintsetc.

# Business continuity & Disaster recovery plan

(This section outlines information on the 'vital records’ (documents needed for the continuation of operations in the event of an outage to the application) produced or needed by the application)

## Disaster Recovery Process

(This sub-section outlines the disaster recovery process currently followed for application. The Disaster recovery solutions followed and the recovery strategies used)

## Vital Records

(This sub-section lists all the vital records produced and needed by the application)

# References

# BCP development toolkit

# References

Provide a list of documents that have been referenced for preparing the ARM.

# Application History

## Typical Problems

Issue: One of the frequent issues reported to AQUA support team is about settlement reports.

Brief back ground: Site may not be able to see latest settlement report on POS system or site may be having issues with EPS device because of which EPS may not receive settlement report.

Action to be taken: AQUA support team would query data base to find out details around the problem and update user accordingly.

## Release History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Author** | **Date** | **Reason for Change** |
| 1.4 | Al Bruno | December 2005 | Initial Version – supports Viper 3.01b and RSDB 3.2 |
| 1.5 | Al Bruno | 27 March 2006 | Changes for Viper 3.02 and RSDB 4.0  The following changes were made;   * Updated Section 6.1.2 to include new Viper Diagnostic functionality * Updated Section 6.1.3 to include new Viper Diagnostic functionality * Removed FEP Maintenance functionality. FEP Maintenance data no longer needs to change for each site. |
| 1.6  1.7 | Valar Kanthichander | 12 September 2006 | Changes for Viper 3.04 and RSDB 4.1a  The following changes were made:  The following changes were made;   * Added Section 2.2 to differentiate Push and Trigger functionality. * Updated Section 3.5 to include new access levels * Updated Section 4.1 to include Site Update functionality * Updated 5.2 Device Maintenance – No Site data to include the new Primary POS options. * Added 5.3 Device Maintenance for LinxSimple Sites * Updated Section 6 to include new Diagnostics features * Updated Section 7.2 to include Trigger Table Update functionality. * Updated Section 8.3 to include Pre-Auth Receipt Updates to Default By Criteria functionality * Updated Section 9 to include Trigger Software Update functionality. * Updated Section 10 to include EPS Updated Table Update functionality. * Added Section 11 to include EPS Trigger Payload functionality * Updated Table to include EPS Trigger Payload functionality.   Updated all screen shots to reflect the new Menu. |
| 1.8 | Valar Kanthichander | 15 March 2007 | Changes for Viper 3.04b and RSDB 4.2  The following changes were made:   * Modified Section 2.1 to include scope additions * Modified Section 5.2 to include Maintaining Multiple Viper versions functionality * Modified Section 5.3 to include Real-Time trigger status * Modified Section 7.2, 9, 10, 11 to include Viper version details * Modified Section 8.3 to include EoR Vs WoR changes * Added Section 12 to include Mass Download functionality * Added Section 13 to include Reporting features * Modified Section 14 to reflect 4.2 version updates |
| 1.9 | Valar Kanthichander | 17 April 2007 | Changes for Viper 3.05 and RSDB 4.3  The following changes were made:   * Modified Section 5.2 and 5.3 to include Active S/W version functionality * Modified Section 6.2.3 to include new column added in Recent Transactions Diagnostics page. * Modified Section 7.1 to include Gold Disk Version in Release Selection Screen. * Modified Section 8.2 to prevent users from updating Offline Floor Limit for WoR Sites. * Modified Section 12 for Mass Download specific changes. * Updated Table 1 to include a new Administrator Functions menu option. |
| 2.0 | Aparna Kasinadhuni | 1 Mar 2010 | Changes for Viper 3.06 and RSDB 4.4  Following changes were made:   * Modified Section 5.3 to include Assigned EPS Software Version changes * Modified Section 6.3 to include Gold disk version changes to support MX model POPs * Modified Sections 6.1.5 and 7.1 to include PoP Model changes to support MX model PoPs * Modified Section 9 to include PoP Model changes to support MX model PoPs for EPS Updates * Modified Section 11.1 to include PoP Model changes to support MX model PoPs for EPS Updates * Added section 7.2.1 to reflect MX POP models on administration functions screen * Modified section 3.5 |
| 2.1 | Aparna Kasinadhuni | 1 Mar 2010 | Changes for RSDB 4.5  Following changes were made:   * Modified Section 4.2 to include addition of “Deferred Settlement”,” High Velocity” and “Excessive Chargeback Indicators” and “Customer Cancel Date” fields * Added Section 4.3 to “Maintain Site Indicators” functionality * Modified Sections 5.2, 5.3 and 5.4 to include “FEP Update” button functionality * Added Section 12.6 to include “Mass Update to FEP” functionality * Added Section 13.4 to include “Mass Update to FEP report” functionality * Added Section 13.5 to include “Indicator Status Report |
| 2.3 | Aparna Kasinadhuni | 1 Mar 2010 | Changes for Viper 3.07a and RSDB 4.6  Following changes were made   * Modified sections 5.2 and 5.3 to include changes/additions/removal to POS types * Modified Section 6.3 to include “New release from defaults with overrides” button functionality * Modified Section 8 to reflect change in software download logic * Modified Section 10 to reflect change in Payload process logic |
| 2.4 | Aparna Kasinadhuni | 1 Mar 2010 | Changes for RSDB 4.7.  Following changes were made.   * Modified sections 11 to reflect download notification functionality |
| 2.5 | Aparna Kasinadhuni | 10 May 2010 | Changes for RSDB 5.0  Following changes were made.   * Modified section 3.1 to include newly added data field (SAP Company code) in the header on all screens * Modified sections 6.3,6.4,8 and 10 to include Sites Exclude functionality * Modified section 6.4 to reflect newly added buttons to table release screen * Added section 7.3 to introduce FID screen * Modified section 7.4 to reflect new logic behind the operation of Defaults by Criteria screen * Added section 7.5 to introduce changes done to FEP screen * Added section 7.6 to introduce changes done to Masking Table screen * Added section 7.7 to introduce changes done to NACS Config screen * Added section 7.8 to introduce changes done to Action code screen * Added section 7.9 to introduce changes done to Card Handling routine screen * Added section 7.10 to introduce changes done to Prompt screen * Added section 7.11 to introduce changes done to Card screen * Added section 12.6 to newly added Indicator Status Report * Added section 13 to introduce Fraud Bin Maintenance functionality * Added the FID screen to the section 11 in mass download screen details(11.5) |
| 2.6 | Jai Choukse | 04 Jan. 11 | Changes for RSDB 5.2   * Modified section 6.4 to add details for new VCMG Action Code table. * Modified Section 7.4 for WoR sites in DbyC screen. * Modified 7.5 to add new FEP entry VCMG. * Modified section 7.8 to include new VCMG Action Code table. * Added section 13.7 to include new Diagnostics Reports. * Modified Sections 8, 9 and 10 to added details for Hardware Version check. |
| 2.7 | Jai Choukse | 11 May 2011 | Changes for RSDB 5.3   * Modified section 11.5 for updating FID values in Site specific table in Mass Download. * Modified section 4.3 for functionality of modifying Excessive chargeback indicator for multiple site using excel sheet. * Modified section 7.4 for addition of new field in DbyC screen * Modified section 7.3 for 11 new FIDs added in FID table. |
| 2.8 | Arun Eswar | 15 Oct 2014 | Changes For RSDB 6.0 and 6.1  Section 9.4.2 - Design Details  MF exit changes & Hughes data flow change in the below sections  5.1. Modules/Interfaces/Data structures  9.1 Relation to External Systems  9.2 System / Sub-system Architecture  Appendix A – Lights On Activities |
| 2.9 | Sharath Molagavalli  Mohamadrafik Bagwan, Sana | 13 Nov 2015 | Changes for commander project 6.3  POP Report Change,  New field Override commander Base &  New MD Report change |

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| 3.1 | Jyoti Ranjan Mishra | September 2018 | * 1. RELEASE ENHANCEMENTS   CCDM Outlet Code and Corporation fields are shown in View Existing Site screen    Enabled the fields "Enable Card Programs", "Enable Codes Programs" , "Hybrid Loyalty" in DbyC screen for ALABAMA Sites    Release creation logic is changed to not set default value of false to NATIONAL\_LOYALTY\_CD, ALTERNATIVE\_ID\_CD, HYBRID\_LOYALTY\_CD for ALABAMA Sites |
| 3.2 | Jyoti Ranjan Mishra | September 2018 | * 1. RELEASE - APRIL 2016 - PRICE TIER CHANGES   Price Tier field added to Card Screen    Release Creation logic has been changed to include the new Card Table field Price\_Tier    Card Table XML generation logic has been modified to include PriceTier element |
| 3.3 | Jyoti Ranjan Mishra | September 2018 | 7.0 RELEASE - JULY 2017 - VIPER-8  New Tables AID, AID Rules, ICC Config, Admin Message have been added    New DByC Screen is added    Viper-5 Screens are seperated    New Table Release Menu Item has been added to include only Release Creation, Sending tables & for DByC    New default table 9999997 is added to support Viper-8 tables |

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| 3.4 | Jyoti Ranjan Mishra | September 2018 | 7.1 RELEASE - JULY 2017 - MOBILE CHANGES  Mobile Acceptance Screen has been added under Device Menu    View Existing Site Screen shows the Mobile Acceptance fields    Adhoc Device report shows Mobile Acceptance fields |
| 3.5 | Jyoti Ranjan Mishra | September 2018 | 7.2 RELEASE - DECEMBER 2017 - ENHANCEMENTS  New Fields Channel of Trade 2, Sales Group, Customer Group have been added to View Existing Site screen    Removed Diesel Indicator and Unattended fields from View Existing Site Screen    Channel of Trade, Channel of Trade 2, Customer Group4,Sales Group and Customer Group Fields are newly grouped together as Channel Of Trade in View Existing Site Screen    Mobile Pre-Auth Limit default changed to 100  New DByC Screen is added    Viper-5 Screens are seperated    New Table Release Menu Item has been added to include only Release Creation, Sending tables & for DByC    New default table 9999997 is added to support Viper-8 tables |

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| 3.6 | Jyoti Ranjan Mishra | September 2018 | 7.3 RELEASE - MARCH 2018 - PCI-Phase I changes  Application upgraded to .NET 4.7 from 3.5    Application is configured with https    Failure message on login page has been modified as per PCI compliance    Staged Viper8 Screen changes to disable new release/new release from defaults in Release Selection screens |
| 3.7 | Jyoti Ranjan Mishra | September 2018 | 7.3.1 RELEASE - APRIL 2018 - PCI Phase 2 Release 1  Introduced Application level Audit for all screens    Removed insecure Oracle configuration, Implemented strong passwords for schema users    Configured Webservices with HTTPS |

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| 3.8 | Jyoti Ranjan Mishra | September 2018 | 7.3.2 RELEASE - JULY 2018 - PCI Phase 2 Release 2  PCI Fixes of Addition of Security Headers,Verbose Error Message,Disable HTTP Trace have been implemented    Active Directory Authentication has been implemented    New Field Brand has been added to View Existing Site screen    New column - Brand has been added to Adhoc Device report    New Security Function - Update Default tables has been added to Security Function Maintenance screen    New Security Group - Admin+GD has been added to Security Group Maintenance screen |

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| 3.9 | Jyoti Ranjan Mishra | September 2018 | 7.3.3 RELEASE - AUGUST 2018 - PCI Phase 2 Release 3  New columns- Brand and COT2 have been added to RSDB\_CRM\_Extract file    New column - Brand has been addded to FD\_Site File along with brand description    Brand description is being displayed under the Default Value section for the FID Name 'COMPANYNAME' in the FID Maintenance screen    RSDB Application migration to new servers has been implemented: New Pilot(BP1XILAP1082),Pilot DR(BP1XILAP1083),New PROD(BP1XILII123), New PROD DR(BP1XILII124)    Removed server dependencies from web.config and pulling the server details from WebConfig.XML has been implemented    Email triggering has been implemented in BP.RSDB.WebServices whenever any issue arises    Implementation of BP Retailer Fee Change to process Credit and Debit(Fee) at the California sites by enabling PNWFEECR FID and disabling EOR, PNW2TIER & PNWFEE FID |

# 19. Learning

[RSDBAQUA\_Knowledge Base.doc](file:///E:\Users\TE252782\sharanya\SMTD%202014\RSDBAQUA_Knowledge%20Base.doc)

# Appendix A – Lights On Activities

Lights-On Activities

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| **Name of the Lights On** | **1.RSDB-EPOS Fee harmonization**  Fee Harmonization file generated at 1st business day of every month to be sent to SAP.  Please refer to check list for the procedure  [Check list](https://wss2.bp.com/DCT/GO/teams/LegacyASM/APPDOCS/Marketing/Retail/EoR%20-%20Settlement/RSDB%20-%20Aqua/Support%20Documents/CheckList_Fee_Harmonization_LOA.xls)  **2. Monitoring Settlement report job**  - **Automated**  This needs to be done daily between 4:30 PM IST and 6 PM IST  Part1) Monitoring settlement report loading job  This is to ensure settlement report master file is loaded in RSDB AQUA data base.    Step 1) Run the query below at 4:35 PM IST and number of rows returned should be greater than 28000.  If result is as expected, go to Part 2. If not, go to step 2  select \* from generic\_mail  where mail\_type = 'SETTLEMENT' and trunc(load\_dt) > sysdate-1 and send\_dt is null and process\_dt is null  Step 2) If the number of rows returned is zer0, then need to pull TASY8805 file from FD server (we should be receiving attached alert)    In case of any issues while pulling file from FD server, raise a ticket with FD and notify users. If not, proceed to step 3  Step 3) Upon receiving file successfully, run EPS\_Settlement\_Report\_Mstr\_Load\_Fd.bat job from Scheduled tasks on RAMXILLS283 server.  Step 4) Redo Step 1.  Part2) Monitoring settlement report loading job  Step 5) Check if working directory and log file with today’s date are created on BP1XILAP1375 server at  C:\Program Files\RSDB2\GenericMail\logs  C:\Program Files\RSDB2\GenericMail\logs  If yes, continue with the next step. If not, go to step 7  Step 6) In log file, check if all the threads are processing.  There should not be any message like   1. No records to process 2. Could not find the file C:\temp\xxx.dll   If above mentioned messages are observed, support team should be notified immediately.  Otherwise, go to step **8**  Step 7) Run Generic mail settlement report job on BP1XILAP1375 server. Once it starts running, perform step 8  Step 8) Run the query below at regular intervals for 4-5 times and the count should be decreasing every time query is run.  select \* from generic\_mail  where mail\_type = 'SETTLEMENT' and trunc(load\_dt) > sysdate-1 and send\_dt is null and process\_dt is null  This step has to be performed till the number of rows returned becomes **Zero.**  **3. RSDB Daily Lights on**  - **Discontinued**  This activity has to be performed **Daily after 9:30 PM IST.**  In the RSDB daily Lights-On Activity we check the Log files creation date and time created by batch job run. Below is the procedure.  1) Log onto RSDB production server RAMXILLS283 through RDP or map to [\\RAMXILLS283\apps](file:///\\bp1xildb066\apps) using citrix or lab machine or development / QA server.  2) Check the below log files date and time:    I:\apps\rsdb\prd2\log\**sapcustftp.log :**(should be one day behind at 11:00 pm)  C:\Program Files\RSDB2\MDM Load Process\Log Files\ MDMExtractmmddyyyy.log : (run date should be current date and timestamp of the log as well)  I:\apps\notification\sql\log\ **NF\_RSDBupdate.log :** (run date should be current date)  I:\apps\capfraudextract\sql\**command.sql :** (file should be one day behind at  9:45pm)  Below need **NOT** be monitored  I:\apps\rsdb\prd2\log\**settlrptsftp.log :** (run date should be current date - **Discontinued**)  I:\apps\site\_file\_app\log\get\_br\_data.log **:** (run date should be current date- **Discontinued**)  I:\apps\site\_file\_app\log\get\_epics.log **:** (run date should be current date- **Discontinued**)  Job that generates get\_epics.log has been disabled. In its place, MDMSiteMasterExtract job is being monitored. This job is configured on RSDB Web server (BP1XILAP1374)  I:\apps\site\_file\_app\log\get\_sm\_data.log **:** (run date should be current date – **Discontinued**)  I:\apps\site\_file\_app\log\epos\_dt.log **:** (run date should be current date- **Discontinued**)  I:\apps\site\_file\_app\log\paper\_dt.log **:** (run date should be current date - **Discontinued**)  I:\apps\site\_file\_app\export\log\get\_epos.log **:** (run date should be current date - **Discontinued**)  I:\apps\notificationfile\ftp\log\ "check both files"  **GetblueNF.log :** (run date should be current date) **(Discontinued)**  GetGreenNF.log **: (Discontinued)**  I:\apps\notification\sql\log\ "check last two files"  **Bluenf.log**  Greennf.log- (**Discontinued)**  I:\apps\capfraudextract\ftp\log\fraudbinftp.log **:** (file should be one day behind at  9:45pm- **Discontinued**)  4) **Connectors Lights on:**  Check   1. if connectors are up and running 2. Price Notify File watcher service on BP1XILII168 server is started 3. BP RSDB mass download service on BP1XILII123 server is started   Below is how connectors are monitored  1. Login to the new production Web server BP1XILII123 using the Remote Desktop Connection as BP1XILII123 \console using admin account as User id)  2. Go to Task Manager 🡪 Users. Check if the service account is logged in or not. If it is not logged in, log it in using the service account user id.  3. Go to Windows Task Manager 🡪 Users tab. Check if the service account is logged in. If it is not logged in, log it in using the service account user id.  4. Go to Task Manager 🡪 Processes. Check if the following six connectors are running:   1. **deviceBlueRequestor.exe - (Front end screen)**   **(runs in BP1XILAP1374).**   1. **MassFEPUpdateConnector.exe (Front end screen)**   Below need not be monitored   1. cmndGreenRequestor.exe **(Discontinued)** 2. cmndBlueRequestor.exe **(Discontinued)** 3. deviceGreenRequestor.exe**(Discontinued)** 4. TdlGreenUpd.exe **(Discontinued)** 5. CnfgBlueUpd.exe **(Discontinued)**   **5. AQUA Pilot and Production user account cleanup**  This activity has to be performed on the first week of every quarter.   1. Extract the list of registered users for Pilot and Production to Joseph Fumo, Jaimini Jayswal, Roskin, Hal, Susan Chan and Nancy Ray. 2. Change the access as mentioned by them. 3. Confirm the changes once done.   **6. Credit file generation**  Credit File generated on 15th business day of every month.    **The LOA has been discontinued from Feb 15th’08**  7. Transfer of Price Note Acknowledgement to PROS.    **The Loa 4 has been discontinued**  8. Sending Report to Seibel System    **The LOA for sending report to Seibel system has been discontinued.**  9.ARCO Site id updation.    **LOA to update ARCO site ids has been discontinued.**  10. Sending PoP model report  At present most of the sites have omni 7000. These will be replaced by MX PoPs in due course. In this regard, it is required to send Pop model report to business every week on Friday  This has been discontinued as this process is automated.  11.Sending scheduled mass downloads report    **LOA has been discontinued as fonrt have these report.**   1. **Check for the rejects in the daily VCMG rejects file**   VCMG will generate this reject report daily as they are kicking out the header and trailer from site file sent by RSDB AQUA. As long as those are the two records which we can see in the report, RSDB AQUA support team do not have to reach out to VCMG.  F the report has any other records apart from the abover mentioned two records, RSDB AQUA support team has to contact VCMG and analyze why the sites are rejected |
| **Short Description of Lights-On** | 1. Fee Harmonization contains the fees for all the sites. |
| **Frequency** | Once every month. |
| **Server Details** | RAMXILLS283 |
| **Contact Person (in case of lights on failure)** | Gusfvcrsdb-scdb@bp.com |
| **Any Other information** |  |

# Appendix B – Contact Details

Contact Information

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| **Primary Contact DBA team** | Kalyan Kosaraju  [kalyan.kosaraju@bp.com](mailto:kalyan.kosaraju@bp.com) |
| **Secondary Contact DBA team** | Dba\_ora\_offshore@bp.com |
| **Primary Contact Support team** | [Upasan.Kesireddy@bp.com](mailto:Upasan.Kesireddy@bp.com) |
| **Secondary Contact Support team** | Gusfvcrsdb-scdb@bp.com |
| **Contact Information regarding the other vendors using the application** |  |