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**Sales Connect Database Maintenance Production**

**SERVERS**

**APACHE SERVERS:**

g01aciapp001.ahe.pok.ibm.com

g01aciapp002.ahe.pok.ibm.com

g01aciapp003.ahe.pok.ibm.com

g01aciapp004.ahe.pok.ibm.com

g01aciapp008.ahe.pok.ibm.com

g01aciapp009.ahe.pok.ibm.com

g01aciapp010.ahe.pok.ibm.com

g01aciapp012.ahe.pok.ibm.com

g01aciapp013.ahe.pok.ibm.com

g01aciapp014.ahe.pok.ibm.com

g01aciapp015.ahe.pok.ibm.com

g01aciapp016.ahe.pok.ibm.com

g01aciapp017.ahe.pok.ibm.com

g01acihttp015.ahe.pok.ibm.com

**Database Servers:**

g01acirdb025.ahe.pok.ibm.com

g01acirdb024.ahe.pok.ibm.com

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19. **Prerequisites for runstats**

Before starting the database maintenance, the runstats on ACCOUNT\_USERS table must be ran on Friday 7:00 pm EST.

**Runstats through Script:**

* Login to the server **g01aciapas013.ahe.pok.ibm.com**
* Switch to apache: **su - apache**
* Navigate to the path: **cd /gsa/a01gsa-p1/01/sctgsa/scripts/Accountusers\_runstat**
* Run the Script: **nohup ./Runstats\_HADR.ksh PROD &**
* Check the recent logs for any errors:

**cd /gsa/a01gsa-p1/01/sctgsa/scripts/Accountusers\_runstat/Runstats\_mainlog/**

**ls -lrt | tail**

**Runstats Manually (Currently not used):**

* Before the start of runstats the reports must be pointed to the Primary server, this is done by updating the '[reports'][db\_host\_name'] parameter value to '9.57.57.250' in Config\_override.php file on the salesconnect directory on the server g01aciapas013.

**$sugar\_config['db']['reports']['db\_host\_name']='9.57.57.250'**

This should be synced in all the servers by running the below sync config\_override script.

**'sync\_user\_config\_override.sh'**

* Login to Primary database server (**g01acirdb025.ahe.pok.ibm.com**) as **a1insctp** and run the runstats on account\_users using the below command.

**Db2 Connect to the SALECONN**

**nohup db2 "runstats on table SCTID.ACCOUNTS\_USERS with distribution and detailed indexes all allow write access tablesample bernoulli(10) indexsample bernoulli(10) util\_impact\_priority 100" &**

* Once the runstats gets completed, the '[reports'][db\_host\_name'] parameter value must be reverted back to '9.57.57.251' and this should be synced in all the servers using the sync config\_override script.

**$sugar\_config['db']['reports']['db\_host\_name']='9.57.57.251'**

**'sync\_user\_config\_override.sh'**

1. **CastIron:**

The castIron process must be stopped before starting the maintenance. Please check with Alok for the same.

1. **Stopping apache:**

Apache should be stopped on all the servers (Please check the apache server list in page 2). The apache can be stopped using a script as well as manually.

**USING SCRIPT:**

* Login to the server **g01aciapas013.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Change to ScAdminsScripts directory: **cd /var/www/htdocs/ScAdminScripts**
* Use the script **./apacheControl.ksh**, **PROD** and then **STOP APACHE ALL**

**Note: Ensure that Apache is stopped on all servers.**

1. Wait for the completion of the script and check the log file for errors.
2. The script send out an email on the task id and individual id's with the log file after completion of execution.

**MANUALLY:**

* Login to the each apache servers
* Switch to root user: sudo su -
* run the command: /etc/rc.d/init.d/httpd status to check the status of apache
* run the command: /etc/rc.d/init.d/httpd stop to stop apache on a server
* run the command: ps -ef | grep httpd | grep -v grep to verify the same

1. **Apology Page**

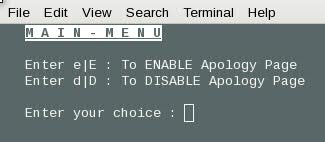
The apology page should be enabled during the maintenance window so that a message is displayed to the users that the server is down for maintenance.

Once after the completion of maintenance and after starting the apache server, the apology page should be disabled.

* 1. **Enabling/Disabling apology page for SC4IBM**

The following steps must be followed to enable the apology page on the server g01aciapas008.ahe.pok.ibm.com:

* Login to the server **g01aciapas008.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Change to **/var/www/htdocs directory**
* Run the Script: **./apology.ksh**



* Enter ‘e|E’ to enable apology page.
* Enter ‘d|D’ to disable the apology page
* Once the apology page has been enabled, verify the same using the web link <https://w3-150.ibm.com/sales/salesconnect/>
  1. **Enabling Apology page for SC4BP**

The apology page on SC4BP is to display message to the BP users. Following steps must be performed to enable apology page for SC4BP on the server g01aciapas014.ahe.pok.ibm.com.

* Login to server **g01aciapas014.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Switch to the path htdocs: **cd /var/www/htdocs**
* Run the command:

**ln -sf /gsa/a01gsa/projects/s/sctgsa/maint/sc4bp\_maint sales**

* Then start the apache on the server **g01aciapas014.ahe.pok.ibm.com** as **root**.

**/etc/rc.d/init.d/httpd start**

**3.3 Disable apology page on SC4BP**

* Login to the server **g01aciapas014.ahe.pok.ibm.com**
* Switch to root user **sudo su -**
* Run the command:

**ln -sf /sc/sales /var/www/htdocs/sales**

* To verify the status of the apology page on SC4BP, use the link below:  
  <https://www-154.ibm.com/sales/salesconnect/>

1. **Disabling Cron Jobs**

The cron jobs on the server g01aciapas012 and g01aciapas013 must be disabled so that no recurring jobs will be running during the maintenance window.

A specific patterns must be used in order to comment the jobs. Eg: #main#, #deploy#

* To comment a job use the command: **:%s/^/#maint#/g**
* To uncomment a job use the command: **:%s/^#maint#//g**

**Note: Disable all the jobs except the below on g01aciapas012 and g01aciapas013.**

############################################################################

# WARNING: DO NOT comment out the cron job for **sctgsaid\_gce.s**

# This script is to maintain apache access to GSA cell ############################################################################

00,10,20,30,40,50 \* \* \* \* /home/apache/sctgsaid\_gce.sh /home/apache/sctgsaid\_gce.dat >

/dev/null 2>&1

############################################################################

1. **Database Backup**

It is always recommended to take online backup of the saleconn db during the maintenance window. Before taking the backup it must be verified for enough space available in the backup directory. If the space is not available, make sure that the existing backups are available in TSM and then remove them. To check if the backup exists in TSM use the below command.

**dsmc q ba /db/a1insctp/db2backup/backup\_image**

**Steps to perform online db backup:**

* Login to the server **g01acirdb025.ahe.pok.ibm.com**
* Switch to root user **sudo su -**
* Switch to the instance a1insctp **su – a1insctp**
* To run the backup manually, run the below command

**db2 "backup db saleconn online to /db/a1insctp/db2backup with 8 buffers buffer 8192 compress"**

* To run the backup using the script, run the below command:

**nohup /db/dbawork/dbtools/udb\_db\_backup.cmd -d saleconn -b 1 -c "online to /db/a1insctp/db2backup compress" -e I >/dev/null &**

* To verify the backup status, with a new session run the command:

**db2 list utilities show detail**

**Offline backup:**

**Note: Offline backup is required only if someone requests or else proceed with step 6.**

Before proceeding with the offline backup, the qcapture and the HADR must be stopped.

1. **Steps to stop qcapture** **on g01acirdb025 server:**

* Login to the server **g01acirdb025.ahe.pok.ibm.com**
* Switch to root user **sudo su -**
* Switch to dpsiwcp user **su - dpsiwcp**
* **$cd ~/dpropout**
* **$asnccmd capture\_server=SALECONN capture\_schema=ASN pwdfile=asnpwd.aut stop**
* To verify if the qcapture is stopped, run the command: **ps -ef | grep asncap**

**Note: If the qcapture is not stopped, kill the process.**

* Disable the start\_capture job in crontab using the below command:

**crontab -l |grep -i "/home/dpsiwcp/scripts/start\_capture"**

**#00 07 \* \* 0 /home/dpsiwcp/scripts/start\_capture1>>/home/dpsiwcp/torun/**

**start\_capture.out 2>&1**

1. **Steps to Stop HADR:**

The HADR must be first stopped on the primary db **g01acirb025.ahe.pok.ibm.com**

* **db2 force applications all**
* **db2 deactivate db saleconn**
* **db2 stop hadr on db saleconn**

Then the HADR must be stopped on the secondary db **g01acirdb024.ahe.pok.ibm.com**

* **db2 deactivate db saleconn**
* **db2 stop hadr on db saleconn**

To ensure if HADR is stopped, run the command: **db2pd -d saleconn -hadr**

1. **Taking offline backup:**

* **db2 list applications**
* **db2 force application all**
* **db2 connect to saleconn**
* **db2 "QUIESCE DATABASE immediate force connections"**
* **db2 connect reset**
* **db2 deactivate database saleconn**
* **db2 "backup db saleconn to /db/a1insctp/db2backup with 8 buffers buffer 8192 compress"**

To check the backup status, run the command: **db2 list utilities show detail**

**Note: Once the offline backup finishes, then unquiesce the database.**

* **db2 connect to saleconn**
* **db2 unquiesce db**
* **db2 connect reset**
* **db2 activate database saleconn**
* **db2 list active databases**

After the completion of offline backup, the qcapture and HADR must be started. To start the qcapture and HADR, please confirm with **Alok.**

**Starting HADR:**

1. Start the HADR on standby (g01acirdb024) first :

* **db2 deactivate db saleconn**
* **db2 start hadr on db saleconn as standby**

1. Then start HADR on primary (g01acirdb025) :

* **db2 deactivate db saleconn**
* **db2 start hadr on db saleconn as primary**

It must be ensured that the HADR is started and it is in the peer state using the command.

**db2pd -d saleconn -hadr**

**Starting qcapture on the server g01acirdb025:**

* Login to the server **g01acirdb025.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Switch to dpsiwcp user: **su - dpsiwcp**
* **$cd ~/dpropout**

Starting the capture program:

**nohup asncap capture\_server=SALECONN capture\_schema=ASN pwdfile=asnpwd.aut &**

To ensure that the qcapture is started, run the command: **ps -ef | grep asncap**

**Note: Verify the sync time, it should be current time, it may take some for sync**

**db2 "select \* from asn.ibmsnap\_prune\_set"**

To enable the start\_capture job in crontab, run the below command:

**crontab -l |grep -i "/home/dpsiwcp/scripts/start\_capture"**

**00 07 \* \* 0 /home/dpsiwcp/scripts/start\_capture1>>/home/dpsiwcp/torun/**

**start\_capture.out 2>&1**

1. **Hard Deletes (RTC-36756):**

Follow the below procedure to run the RTC – 36756 jobs:

* Login to the server **g01aciapas013.ahe.pok.ibm.com**
* Switch to the root user: **sudo su -**
* Switch to apache user: **su - apache**
* **cd /var/www/htdocs/sales/salesconnect/batch/RTC\_36756**
* **nohup ./rtc\_36756\_master.ksh &**

**Note : During the run, verify the log for errors**

**tail -f logs/rtc\_36756\_main.log**

1. **Reorgs and Runstats (DB Maintenance)**

**Note: While the reorgs are running, perform cache cleanup and take filesystem backup.**

* Login to the server **g01acirdb025.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Switch to a1insctp user: **su - a1insctp**
* **cd /db/dbawork/dbtools/rr**
* **nohup db2 -tvf optimizer\_table\_runstats1.sql -l logs/optimizer\_table\_runstats1.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **ksh**
* **nohup db2 -tvf optimizer\_table\_runstats2.sql -l logs/optimizer\_table\_runstats2.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **ksh**
* **nohup db2 -tvf optimizer\_table\_runstats3.sql -l logs/optimizer\_table\_runstats3.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **ksh**
* **nohup db2 -tvf optimizer\_table\_runstats4.sql -l logs/optimizer\_table\_runstats4.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **chmod 644 logs/\***
* **cd /db/dbawork/dbtools/rr**
* **nohup db2 -tvf nonoptimizer\_table\_runstats1.sql -l logs/nonoptimizer\_table\_runstats1.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **ksh**
* **nohup db2 -tvf nonoptimizer\_table\_runstats2.sql -l logs/nonoptimizer\_table\_runstats2.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **ksh**
* **nohup db2 -tvf nonoptimizer\_table\_runstats3.sql -l logs/nonoptimizer\_table\_runstats3.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **ksh**
* **nohup db2 -tvf newtables\_runstats.sql -l logs/newtables\_runstats.sql.$(date +"%Y%m%d-%H-%M").log > /dev/null 2>&1 &**
* **chmod 644 logs/\***
* **/db/dbawork/dbtools/rr# ./reorgchk.ksh online**
* **a1insctp@g01cxcp20058:/db/dbawork/dbtools/rr# ./reorgchk.ksh online**

Database Connection Information

Database server = DB2/AIX64 10.5.5

SQL authorization ID = A1INSCTP

Local database alias = SALECONN

Reorg Check done ... output to reorgchk\_tables.out and reorgchk\_indexes.out

Generated following scripts ...

generated reorg\_tables.sql

generated reorg\_indexes.sql

generated runstats.sql

Next steps ....

Please verify the generated scripts than run them as follow :

* **db2 -tvf reorg\_tables.sql -l log/reorg\_tables.<<YYYYMMDD>> .log**
* **db2 -tvf reorg\_indexes.sql -l log/reorg\_indexes.<<YYYYMMDD>> .log**
* After running the reorg scripts, please verify the reorg status using following command:

**db2pd -d saleconn -reorgs**

* After verifying the reorg status as [Done], do the runstats using following command:

**db2 -tvf runstats.sql -l log/runstats.<<YYYYMMDD>> .log**

1. **Enable and Disable Manager Forecasting Message (Optimizer)**

**Steps to Enable Manager Forecasting Message:**

* Login to the server **g01aciapas013.ahe.pok.ibm.com as apache**
* **cdsc**
* **cp -p config\_override.php config\_override.php.PREVIOUS**
* **php CO\_optimzer\_maint\_on.php**
* **diff config\_override.php config\_override.php.PREVIOUS**
* **/sccode/scripts/sync\_config\_override.sh**

**Steps to Disable Manager Forecasting Message:**

* Login to the server **g01aciapas013.ahe.pok.ibm.com as apache**
* **cdsc**
* **cp -p config\_override.php config\_override.php.PREVIOUS**
* **php CO\_optimzer\_maint\_off.php**
* **diff config\_override.php config\_override.php.PREVIOUS**
* **/sccode/scripts/sync\_config\_override.sh**

1. **Cache backup and cleanup**

**Note 1: Before starting, verify if apache is stopped on all the servers (except where apology page is enabled).**

**Note 2: Mostly we don't perform this step unless asked by Alok.**

**Backup cache directory (G01aciapas012):**

* Login to the server **g01aciapas012.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Switch to apache user: **su - apache**
* **cd /sccode/backup**
* **cdsc or cd /var/www/htdocs/sales/salesconnect**
* **nohup tar -chf /sccode/backup/cache.tar cache &**

**Cleanup cache (G01aciapas013) (While backup running):**

* Login to the server **g01aciapas013.ahe.pok.ibm.com**
* Switch to root user: **sudo su**
* Switch to apache user: **su - apache**
* **touch /tmp/clean\_cache.sh\_yyyymmdd.out**
* **chmod 644 /tmp/clean\_cache.sh\_yyyymmdd.out**
* **nohup /sccode/scripts/clean\_cache.sh > /tmp/clean\_cache.sh\_yyyymmdd.out 2>&1**

1. **Filesystem Backup**

The Filesystem backup on the server g01aciapas013 must be performed while the backup is running and it has be started once after the completion of cleanup cache

* Login to the server **g01aciapas013.ahe.pok.ibm.com as apache user**
* **find /gpfs1/backup -type f -mtime +14 -exec rm {} \;**
* **nohup /sccode/scripts/full\_salesconnect\_backup.sh Salesconnect\_fs\_`date +'%Y%m%d'` &**
* **fsbackup will be resides on /gpfs1/backup**

1. **Recycle Redis**

We need to login as root on g01aciapas012, g0aciapas008 and g01acipas014 and run the below commands:

* /etc/rc.d/init.d/redis stop
* /etc/rc.d/init.d/redis start

1. **Rebind**

**Note: Make sure Reorgs and Runstats are completed before starting rebind**

* Login to the server **g01acirdb025.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Switch to a1insctp user: **su - a1insctp**
* **cd /db/dbawork/dbtools/**
* **dbrebind.ksh saleconn**

**Note: Ensure that all the packages are binded using the following query.**

**$ db2 "select substr(PKGNAME,1,25) PKGNAME, VALIDATE, VALID from syscat.packages"**

**Note: If any packages are not binded then rebind them manually.**

1. **Rebuild client hierarchy**

**Note: No need to backup the tables before and after running the Rebuild Client**

**Hierarchy script**

* Login to the server **g01aciapas013.ahe.pok.ibm.com**
* Switch to root user: **sudo su -**
* Switch to apache user: **su - apache**
* **find /sccode/backup/rebuild\_client\_hierarchy -mtime +7 -exec rm {} \;**

**Run the script**

* **cdsc**
* **php /var/www/htdocs/sales/salesconnect/custom/cli/cli.php task=RebuildClientHierarchy**

1. **RTC\_39884 Prune Soft Deleted relationships**

* Login to the server **g01aciapas013.ahe.pok.ibm.com as apache**
* **cd /var/www/htdocs/sales/salesconnect/batch/RTC\_39884**
* **rm nohup.out**
* **nohup ./rtc\_39884\_master.ksh &**

1. **Prod Elastic Search recycle**

The apache must be stopped on the servers before stopping the Elastic search and the Elastic search servers must be started before starting the apache servers.

* Login to each servers one by one as root & perform Step 2 & Step 3

**g01aciapp015.ahe.pok.ibm.com**

**g01aciapp016.ahe.pok.ibm.com**

**g01aciapas005.ahe.pok.ibm.com**

**g01acihttp015.ahe.pok.ibm.com**

* **Run /etc/rc.d/init.d/elasticsearch stop**
* **Wait for the stop message**
* **/etc/rc.d/init.d/elasticsearch start**
* **Wait for the start message**

**Note: It is recommend to wait for at least 5mins between each recycle.**

1. **Removing GSA links and recreating them**

###########################################################################

# BEFORE UCD Deploy: (NOTE: STEP 0 is not usually needed, see NOTE below.

###########################################################################

cd /gpfs1/sales/salesconnect/upload\_SAVE

rm -rf upgrades\_OLD

mv upgrades upgrades\_OLD

cp -pr ../upload/upgrades ./

cd /gpfs1/sales/salesconnect

mv upload upload\_CLEAN

mv upload\_SAVE upload

###########################################################################

# STEP 0: create the upload\_CLEAN directory with a current copy of upload/upgrades dir

# NOTE: If the upload\_CLEAN/upgrades dir already exists due to running this process previously,

# then DO NOT run this step, just skip to the compare in STEP 1 below.

cd /gpfs1/sales/salesconnect/

mkdir upload\_CLEAN

cp -pr upload/upgrades upload/import upload\_CLEAN

###########################################################################

# STEP 1: compare upload\_CLEAN/upgrades with upload/upgrades to ensure content is the same

cd /gpfs1/sales/salesconnect/

dircmp -s upload\_CLEAN/upgrades upload/upgrades

# IF the dircmp commands produces NO output,then the upgrades dir in upload\_CLEAN is already same as upgrades dir in upload dir (which is expected to be the case), and you can do STEP 2:

# IF there is a difference, then remove the upload\_CLEAN dir (rm -rf upload\_CLEAN) and run STEP 0 to create a new one

###########################################################################

# STEP 2: rename the upload dir to upload\_SAVE, and rename upload\_CLEAN to upload

mv upload upload\_SAVE

mv upload\_CLEAN upload

###########################################################################

# STEP 3: remove links to GSA directories

cd /var/www/htdocs/sales/salesconnect

rm olh batch/v10bulk/gsa

this is post UCD steps to restore them back

###########################################################################

# AFTER UCD Deploy Completes, and BEFORE propagating code changes from apas013 to other apache servers

###########################################################################

###########################################################################

# STEP 1: remove the previous upload\_SAVE/upgrades\_OLD dir

cd /gpfs1/sales/salesconnect/upload\_SAVE

rm -rf upgrades\_OLD

###########################################################################

# STEP 2: rename the upload\_SAVE/upgrades dir to upload\_SAVE/upgrades old (this is just a safety step in case the old dir needs to be checked)

mv upgrades upgrades\_OLD

###########################################################################

# STEP 3: copy the new upload/upgrades dir to upload\_SAVE

cp -pr ../upload/upgrades ./

###########################################################################

# STEP 4: rename upload to upload\_CLEAN (upload\_CLEAN will be used again for next UCD deploy), and rename upload\_SAVE to upload

cd /gpfs1/sales/salesconnect

mv upload upload\_CLEAN

mv upload\_SAVE upload

###########################################################################

# STEP 5:

cd /var/www/htdocs/sales/salesconnect

ln -s /gsa/a01gsa/projects/s/sctgsa/olh olh

ln -s /gsa/a01gsa/projects/s/sctgsa/v10bulk batch/v10bulk/gsa

###########################################################################

1. **Code Propagation**

--on apas013 as apache

**cd /sccode/scripts**

--run create\_change tar

**./create\_change\_tars.sh <release\_name>**

Example : /sccode/scripts/create\_change\_tars.sh r3507

--Now extract code to all apache servers

**cd /sccode/scripts**

**./propagate\_to\_sc4ibm.sh <release\_name>**

--On http015 as apache

**cd /gpfs1/scripts/**

**./extract\_non-batch\_only.sh <release\_name>**

Example : /gpfs1/scripts/extract\_non-batch\_only.sh r3507

--The UCD for BP configuration need to be completed

**https://b01aciwas049.ahe.pok.ibm.com:8443/#application/9c88ee2e-253a-4cb9-9ecc-36f0e8ea5fcc class="system"**

**--> then click on application --- > click on SalesConnect\_3.0 --- > Click on play button --- > Select configure bussiness partner -- > Select recent Snapshot file --- > Submit**

**--> once the above process completed successfully .. we need to run Create non batch tars in Http015 server.**

--on http015 as apache

**cd /sccode/scripts**

**./create\_non\_batch\_tars.sh <releasename&sc4bp>**

Example :/create\_non\_batch\_tars.sh r3507sc4bp

--Next promote code to all SC4BP servers

**for i in 014 015 016 017; do ssh g01aciapas$i /gpfs1/scripts/extract\_change\_tars.sh r3507sc4bp; done**

1. **Checking job queue for FTSConsumer**

After any sugar UCD and/or manual scripts completed (and best time would be right after system comes up for users) run the following to check job\_queue for FTSConsumer:

* On apas013 connect to db as sctid, then

**db2 "select name,status from job\_queue where name like 'FTSConsumer%' "**

NAME STATUS

--------------------------------------------------------------------------------------------------------------------------

FTSConsumer Accounts queued

FTSConsumer Calls queued

FTSConsumer Contacts running

FTSConsumer ContactsEU queued

FTSConsumer Emails queued

FTSConsumer Leads queued

FTSConsumer LeadsEU queued

FTSConsumer Meetings queued

FTSConsumer Notes queued

FTSConsumer Opportunities queued

FTSConsumer Tasks queued

FTSConsumer Users queued

12 record(s) selected.

* If any are set to 'done' instead or 'queued' or 'running' then do the following:

**db2 "update job\_queue set status = 'queued' where name like 'FTSConsumer%' and status = 'done'"**

**Note: After the db maintenance, start apache on g01apas013 and continue with changes if there are any scheduled.**