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| **CNR # SNOW-TEST** | **CXT Release 51.1** |  | **Deploy to:** | **QA-8Q** |

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| **Environment** (describe the environment in which the implementation will occur (HW/SW/Database, server, special data): | | | | | | | | | |
| GBCXT08Q | | | | | | | | | |
| **Back out Procedure** (Describe the process for backing out to previous production environment if needed) | | | | | | | | | |
| **Follow this BOIP again, with the following changes:**  10. use “archive” in case we need to send logs to vendor (Prod Only)  **13. Use SNOW-44414 and file:**  **13-19. Use SNOW-44414** | | | | | | | | | |
| **Special instructions for concurrency of steps:** All steps are sequential unless otherwise noted | | | | | | | | | |
| **Installation Steps/Instructions** | | | | | | | | | |
| **Step** | **Concurrency** | **Responsible Group** | **Server** | **Database** | **Schema** | | **Instruction-Task** | **Expected results** | **Comments** |
|  |  | **Env Mgmt** | **ENV**  **8Q** | **n/a** | **n/a** | **Inform APM to stop monitoring CXT alerts** | | **email sent** | **MON 6/7/21**  **Start time 12:00pm** |
|  |  | **Env Mgmt** | **ENV**  **8Q** | **n/a** | **n/a** | [**Run HC on ENV being installed. Resolve existing issues (if any found).**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Run_CXT_HealthCheck_From_EMT_GUI.docx) | | **HC Passed** | **MON 6/7/21** |
|  |  | **~~Env mgmt~~** | **~~ENV~~** | **~~n/a~~** | **~~n/a~~** | **~~[Update RM spreadhsheet the change effort had begin (PROD MW Only)](https://share.antheminc.com/teams/Ent_Rel_Mgmt/Lists/Status%20Master%20Input/Domain%20Input.aspx" \l "InplviewHash0b448eda-9ab8-457f-b685-dd97ac58b04c=ShowInGrid%3DTrue)~~** | | **~~Spreadsheet Updated~~** | **~~MON 6/7/21~~** |
|  |  | **~~Env mgmt~~** | **~~ReportingServer~~** | **~~n/a~~** | **~~n/a~~** | **~~[Run Reporting Server Pre-Checks](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/ClaimsXten%20Reporting%20Server%20Pre_Check.docx)~~** | | **~~Check successful~~** | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~TPIC (cxtTpicFac<env>):~~**  ~~8Q~~ | **~~n/a~~** | **~~n/a~~** | **~~[Suspend all nodes from TPIC load balancer](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx)~~** | | **~~all nodes inactive~~** | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~TPPUI (cxtTppuiFac<env>):~~**  **~~8Q~~** | **~~n/a~~** | **~~n/a~~** | **~~[Suspend all nodes from TPPUI load balancer](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx)~~** | | **~~all nodes inactive~~** | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~UIAPP (cxtUIAPPFac<env>):~~**  ~~8Q~~ | **~~n/a~~** | **~~n/a~~** | **~~[Suspend all nodes from UIAPP load balancer](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx)~~** | | **~~all nodes inactive~~** | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~C3 (cxtC3Fac<env>):~~**  ~~8Q~~ | **~~n/a~~** | **~~n/a~~** | **~~[Suspend all nodes from C3 load balancer](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx)~~** | | **~~all nodes inactive~~** | **~~MON 6/7/21~~** |
|  |  | **Env Mgmt** | **UIApp and TPIC ONLY** | **n/a** | **n/a** | [**Stop UIAPP and TPIC CXT services in environment(s) using EMT GUI**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Stop_ClaimsXten_Services_AUTOMATED.docx) | | **services stopped** | **MON 6/7/21** |
|  |  | **Env Mgmt** | **UIApp and TPIC (archive for 1P, delete for all others)** | **n/a** | **n/a** | [**Archive or Delete the existing CXT logs**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Archive_Or_Delete_CXT_Logs_MASTER.docx) | | **Files archived or deleted** | **MON 6/7/21** |
|  |  | **~~Env Mgmt~~** | ~~All Servers:~~ | **~~n/a~~** | **~~n/a~~** | **~~[Backup Config files](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Backup_and_Replace_Config_Files_AUTOMATED.docx)~~** | | ~~Files backed up~~ | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | ~~All Servers:~~ | **~~n/a~~** | **~~n/a~~** | **~~[UNinstall Custom Release](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Custom_Release_UNinstallation_AUTOMATED.docx)~~** | | ~~Custom application removed~~ | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | ~~All Servers:~~ | **~~n/a~~** | **~~n/a~~** | |  | | --- | | **~~[Install Custom Release](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Custom_Release_AUTOMATED.docx)~~**  ` | | | ~~Custom Application installed~~ | **~~MON 6/7/21~~** |
|  |  | **Env Mgmt** | **UIAPP MASTER:** | **n/a** | **n/a** | [**Import Edit Clarifications**](file:///\\agpcorp\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\Docs%20%20(Internal)\CXT_Installation_Guide-Import_Edit_Clarifications_AUTOMATED.docx) | | **file installed** | **MON 6/7/21** |
|  | **Concurrent w/ previous step** | **Env Mgmt** | **UIApp and TPIC ONLY** | **n/a** | **n/a** | [**Install new dictionary file**](file:///\\agpcorp\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\Docs%20%20(Internal)\CXT_Installation_Guide-Dictionary-dat_AUTOMATED.docx) | | **file installed** | **MON 6/7/21** |
|  |  | **~~ENV~~** | **~~Env Mgmt~~** | **~~n/a~~** | **~~n/q~~** | **~~Export custom [rules](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Managing_Custom_Rules-Export_AUTOMATED.docx) (7D)~~** ~~(If not already done)~~  **~~NOT UNTIL R50.1~~** | | **~~rules exported~~** | **~~MON 6/7/21~~** |
|  | **~~EDIT CLARIFICATIONS MUST BE COMPLETE!!!!~~** | **~~Env Mgmt~~** | **~~UIApp Master (Do this all environments EXCEPT the first two DEV environments 3-D and 7-D):~~**  **~~08Q~~** | **~~n/a~~** | **~~n/a~~** | **~~[Import custom rules](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Managing_Custom_Rules-Import_AUTOMATED.docx)~~**  **~~NOT UNTIL R50.1~~** | | **~~rules imported~~** | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~All servers:~~** | **~~n/a~~** | **~~n/a~~** | **~~[Replace Config Files](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Backup_and_Replace_Config_Files_AUTOMATED.docx)~~** | | ~~files replaced~~ | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~TPIC and UIApp servers: VA22DwVcxt002, VA22DwVcxt003~~** | **~~n/a~~** | **~~n/a~~** | **~~[Edit Nthost config files](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Install_and_Configure_NTHost.exe.Config_AUTOMATED.docx)~~** | | ~~files edited~~ | **~~MON 6/7/21~~** |
|  |  | **~~Env Mgmt~~** | **~~UIAPP Only:~~** | **~~n/a~~** | **~~n/a~~** | **~~[Edit Web.Config Files](file:///\\\\agpcorp\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\Docs%20%20(Internal)\\CXT_Installation_Guide-Install_and_Configure_Web.Config_AUTOMATED.docx)~~** | | ~~files edited~~ | **~~MON 6/7/21~~** |
|  |  |  | **TPIC Servers** | **n/a** | **n/a** | [**Install most current metadata files**](file:///\\agpcorp\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\Docs%20%20(Internal)\CXT_Installation_Guide-TPIC_Metadata_XML_AUTOMATED.docx) | | files installed | **MON 6/7/21** |
|  |  | **~~Env Mgmt~~** | **~~TPIC, TPPUI, and UIApp servers:~~** |  |  | **~~[Set LDAP manager password](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Change_LDAP_Manager_Account_and_Password_For_ClaimsXten_AUTOMATED.docx)~~** | | ~~password ser~~ | **~~MON 6/7/21~~** |
|  |  | **Env Mgmt** | **UIApp and TPIC ONLY** | **n/a** | **n/a** | [**Start UIAPP and TPIC CXT services in environment(s) using EMT GUI**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Start_ClaimsXten_Services_AUTOMATED.docx) | | services start | **MON 6/7/21** |
|  |  | **Env Mgmt** | **All servers:** | **n/a** | **n/a** | [**Perform IIS reset**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Restart_IIS_for_ClaimsXten_iisreset_AUTOMATED.docx) | | IIS restarted | **MON 6/7/21** |
|  |  | **Env Mgmt** | **TPIC (cxtTpicFac<env>):**  8Q | **n/a** | **n/a** | [**Activate all nodes from TPIC load balancer**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx) | | **all nodes active** | **MON 6/7/21** |
|  |  | **Env Mgmt** | **TPPUI (cxtTppuiFac<env>):**  8Q | **n/a** | **n/a** | [**Activate all nodes from TPPUI load balancer**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx) | | **all nodes active** | **MON 6/7/21** |
|  |  | **Env Mgmt** | **UIAPP (cxtUIAPPFac<env>)**  **8Q** | **n/a** | **n/a** | [**Activate all nodes from UIAPP load balancer**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx) | | **all nodes active** | **MON 6/7/21** |
|  |  | **Env Mgmt** | **C3 (cxtC3Fac<env>):**  8Q | **n/a** | **n/a** | [**Activate all nodes from C3 load balancer**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/Global/Procedures/Script%20Readmes/README%20-%20Manage%20Load%20Balancer%20Script.docx) | | **all nodes active** | **MON 6/7/21** |
|  |  | **Env Mgmt** | **UIAPP and TPIC servers** | **n/a** | **n/a** | [**Validate UIApp and TPIC services using EMT GUI**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Validate_ClaimsXten_UIApp_Server_AUTOMATED.docx) | | URLs validate successfully | **MON 6/7/21** |
|  |  | **Env Mgmt** | **TPPUI servers (TPPUI VIP, if applicable):** | **n/a** | **n/a** | [**Validate TPPUI Server**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Validate_ClaimsXten_TPPUI_Server.docx) | | Able to log into TPPUI | **MON 6/7/21** |
|  |  | **Env Mgmt** | T**PIC servers (TPIC VIP if applicable): :** | **n/a** | **n/a** | [**VALIDATE TPIC Adjudication is functional**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Validate_ClaimsXten_TPIC_Server_AUTOMATED.docx) **(steps 1-10)** | | Clean healthcheck | **MON 6/7/21** |
|  |  | **Env Mgmt** | **FACETS: 8Q** | **n/a** | **n/a** | [**VALIDATE Claims Adjudication (F3) is functional**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Validate_ClaimsXten_TPIC_Server_AUTOMATED.docx) **(step 11 only)** | | F3 of claims successful and claims show up in TPPUI | **MON 6/7/21** |
|  |  | **Env Mgmt** | **C3 servers (C3 VIP, if applicable):** 8Q | **n/a** | **n/a** | [**VALIDATE C3 Services are functional**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Validate_ClaimsXten_C3_Server.docx) | | services functional | **MON 6/7/21** |
|  |  |  |  |  |  | Perform App Compares:  1) TPIC: Master to current\_env\_upgrading  2) UIAPP: Master to current\_env\_upgrading  3) TPPUI: Master to current\_env\_upgrading  4) C3: Master to current\_env\_upgrading  5) Reporting: Master to current\_env\_upgrading  6) TPIC: current\_env\_upgrading to itself 7) UIAPP: current\_env\_upgrading to itself 8) TPPUI: current\_env\_upgrading to itself 9) C3: current\_env\_upgrading to itself  \*\*\*  3D master for 7D 7D master for 8Q 8Q master for everything else | | no discrepancies | **MON 6/7/21** |
|  |  | **Code Editing** | **Environment** | **n/a** | **n/a** | **Validate Environment** | | Environment functional | **MON 6/7/21** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Send email to Walter/Team when work is complete** | | email sent | **MON 6/7/21** |

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| **Comments:** |