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| **CNR # SNOW-TEST** | **CXT Release 56.1** |  | **Deploy to:** | **PROD-1P** |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Environment** (describe the environment in which the implementation will occur (HW/SW/Database, server, special data): | | | | | | | | | |
|  | | | | | | | | | |
| **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)  **12. and file:**  **\\va01pstodfs003.corp.agp.ads\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\McKesson-supplied-updates\GBD\_6.0\_Release\_14\_13688\_Custom\_Build\_01312018\GBD\_6.0\_Release\_14\_13688\_Custom\_Build\_01312018**  **13-19.** | | | | | | | | | |
| **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**  **1P** | **n/a** | **n/a** | **Inform APM to stop monitoring CXT alerts** | | **email sent** | **12/28/2021 00:00:00 Starting at 18:30** |
|  |  | **Env Mgmt** | **ENV**  **1P** | **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** | **12/28/2021 00:00:00** |
|  |  | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **TPIC (cxtTpicFac<env>):**  cxtTPICfac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **TPPUI (cxtTppuiFac<env>):**  cxtTPPUIPfac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **UIAPP (cxtUIAPPFac<env>):**  cxtUIAPPfac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **C3 (cxtC3Fac<env>):**  cxtC3fac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **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** | **12/28/2021 00:00:00** |
|  |  | **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** | **12/28/2021 00:00:00** |
|  |  | **~~Env Mgmt~~** | **~~All servers except reporting~~** | **~~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~~ | **~~12/28/2021 00:00:00~~** |
|  |  | **~~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~~ | **~~12/28/2021 00:00:00~~** |
|  |  | **~~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~~ | **~~12/28/2021 00:00:00~~** |
|  |  | **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)** | | **Edits installed** | **12/28/2021 00:00:00** |
|  | **Concurrent w/ previous step** | **Env Mgmt** | **TPIC and UIApp servers** | **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** | **12/28/2021 00:00:00** |
|  | **~~EDIT CLARIFICATIONS MUST BE COMPLETE!!!!~~** | **~~Env Mgmt~~** | **~~UIApp Master (Do this all environments EXCEPT the first two DEV environments 3-D and 7-D):~~** | **~~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)~~** | | **~~rules imported~~** | **~~12/28/2021 00:00:00~~** |
|  |  | **~~Env Mgmt~~** | **~~All servers except~~** | **~~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~~ | **~~12/28/2021 00:00:00~~** |
|  |  | **~~Env Mgmt~~** | **~~TPIC and UIApp~~** | **~~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~~ | **~~12/28/2021 00:00:00~~** |
|  |  | **~~Env Mgmt~~** | **~~TPPUI and c3 servers~~** | **~~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~~ | **~~12/28/2021 00:00:00~~** |
|  |  |  | **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 | **12/28/2021 00:00:00** |
|  | **~~Concurrent w/ previous step~~** | **~~Env Mgmt~~** | **~~1P~~** | **~~n/a~~** | **~~n/a~~** | **~~[Set LDAP manager password – STEP 2 ONLY](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)~~** | | ~~file installed~~ | **~~12/28/2021 00:00:00~~** |
|  |  | **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 | **12/28/2021 00:00:00** |
|  |  | **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 | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **TPIC (cxtTpicFac<env>):**  cxtTPICfac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **TPPUI (cxtTppuiFac<env>):**  cxtTPPUIPfac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **UIAPP (cxtUIAPPFac<env>):**  cxtUIAPPfac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **C3 (cxtC3Fac<env>):**  cxtC3fac1P | **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** | **12/28/2021 00:00:00** |
|  |  | **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 | **12/28/2021 00:00:00** |
|  |  | **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 | **12/28/2021 00:00:00** |
|  |  | **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 | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **FACETS: 1P** | **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 | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **C3 servers (C3 VIP, if applicable)** | **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 | **12/28/2021 00:00:00** |
|  |  |  |  |  |  | Perform App Compares using the templates in (run as admin, provide master and target environments when prompted):  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 | **12/28/2021 00:00:00** |
|  |  | **Code Editing** | **Environment** | **n/a** | **n/a** | **Validate Environment** | | Environment functional | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Send Broadcast when work is complete** | | broadcast sent | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Inform Claims Team that they can release CLMU** | | phonecall made | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Close deployment and validation tasks in SNOW** | | tasks closed | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Close SNOW CHG** | | CNR closed | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Email APM, asking them to resume monitoring CXT\* alerts** | | all nodes inactive | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Update RM spreadsheet that change is complete** | | Spreadsheet updated | **12/28/2021 00:00:00** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Perform the Ready-For-Business email the day after implementation to PROD: https://share.wellpoint.com/teams/ITEnvironmentMgmt/Facets/Shared%20Documents/How-To%20Documents/McKesson/How\_To\_Send\_Ready\_For\_Business\_Validation\_After\_McKesson\_Outage.docx** | | Email sent |  |

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| **Comments:** |