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| **C****NR #**  **SNOW-TEMP** | **CXT Release R#** |  | **Deploy to:** | **DR** |

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| **Environment** (describe the environment in which the implementation will occur (HW/SW/Database, server, special data): | | | | | | | | | |
| App Servers: VA33PWVCXT001, VA33PWVCXT002, VA33PWVCXT003, VA33PWVCXT004, VA33PWVCXT005 | | | | | | | | | |
| **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  **13.** use **Backout\_CNR** and file:  [\\va01pstodfs003.corp.agp.ads\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\McKesson-supplied-updates\ GBD\_6.0\_Release\_39\_44535\_Custom\_Build\_05272020\CHC.TPP.GBD\_CXT.6.0.1.TPSVC-44535.2.msi](\\\\va01pstodfs003.corp.agp.ads\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\McKesson-supplied-updates\\GBD_6.0_Release_21_23560_Custom_Build_11262018\\GBD_6.0_Release_21_23560_Custom_Build_11262018\\McKesson.TPP.GBD_CXT.TPSVC-23560.6.0.17.1.msi)  14 – 16,18 use **Backout\_CNR** | | | | | | | | | |
| **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**  **DR** | **n/a** | **n/a** | **Inform APM to stop monitoring CXT alerts** | | **email sent** | **DAY MM/DD/YY Starting at HH:MM** |
|  |  | **Env Mgmt** | **ENV**  **DR** | **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** | **DAY MM/DD/YY** |
|  |  | **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#InplviewHash0b448eda-9ab8-457f-b685-dd97ac58b04c=ShowInGrid%3DTrue) | | **Spreadsheet Updated** | **DAY MM/DD/YY** |
|  |  | **Env mgmt** | **ReportingServer:**  VA33PWVCXT005 | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPIC (cxtTpicFac<env>): n/a** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPUI (cxtTppuiFac<env>):**  **n/a** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIAPP (cxtUIAPPFac<env>):**  **n/a** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **C3 (cxtC3Fac<env>):**  **n/a** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIApp and TPIC ONLY**  VA33PWVCXT001,  VA33PWVCXT002 | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIApp and TPIC (archive for , 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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **All servers except reporting:**  VA33PWVCXT001, VA33PWVCXT002, VA33PWVCXT003, VA33PWVCXT004, | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **All servers:**  VA33PWVCXT001, VA33PWVCXT002, VA33PWVCXT003, VA33PWVCXT004, VA33PWVCXT005 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **All servers:**  VA33PWVCXT001, VA33PWVCXT002, VA33PWVCXT003, VA33PWVCXT004, VA33PWVCXT005 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIApp Master:**  **intentionally blank because step not performed in DR** | **n/a** | **n/a** | [**Install Rules Flat File**](file:///\\va01pstodfs003.corp.agp.ads\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\Docs%20%20(Internal)\CXT_Installation_Guide-RF_Apply_AUTOMATED.docx) | | **Rules Installed** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIApp Master:**  **intentionally blank because step not performed in DR** | **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** | **DAY MM/DD/YY** |
|  | **Concurrent w/ previous step** | **Env Mgmt** | **TPIC and UIApp servers:**  VA33PWVCXT001, VA33PWVCXT002, | **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** | **DAY MM/DD/YY** |
|  | **EDIT CLARIFICATIONS MUST BE COMPLETE!!!!** | **Env Mgmt** | **intentionally blank because step not performed in DR** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **All servers except reporting:**  VA33PWVCXT001, VA33PWVCXT002, VA33PWVCXT003, VA33PWVCXT004, | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPIC and UIApp servers:**  VA33PWVCXT001,  VA33PWVCXT002 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPPUI and c3 servers:**  VA33PWVCXT003, VA33PWVCXT004, | **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 | **DAY MM/DD/YY** |
|  |  |  | **TPIC Servers**  VA33PWVCXT002 | **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 | **DAY MM/DD/YY** |
|  |  | **~~Env Mgmt~~** | **~~n/a~~** | **~~n/a~~** | **~~n/a~~** | **~~Change C3 service account password in AD, and update Cyberark password safe with new password~~** | | ~~services stopped~~ | **DAY MM/DD/YY** |
|  |  | **~~Env Mgmt~~** | **~~n/a~~** | **~~n/a~~** | **~~n/a~~** | **~~Change TPIC service account password in AD, and update Cyberark password safe with new password~~** | | ~~Files archived or deleted~~ | **DAY MM/DD/YY** |
|  | **Concurrent w/ previous step** | **Env Mgmt** | **DR/DR** | **n/a** | **n/a** | [**Follow the overarching document to change the LDAP manager password for the entire tier**](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Change_LDAP_Manager_Password_For_ClaimsXten_In_Active_Directory_OVERARCHING.docx?Web=1)  **PERFORMED AS PART OF 1P PROCESS EX FOR STARTING SERVICES/IIS RESET** | | file installed | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIApp and TPIC ONLY**  VA33PWVCXT001,  VA33PWVCXT002 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **All servers:**  VA33PWVCXT001, VA33PWVCXT002, VA33PWVCXT003, VA33PWVCXT004, VA33PWVCXT005 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPIC (cxtTpicFac<env>):** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPPUI (cxtTppuiFac<env>):** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIAPP (cxtUIAPPFac<env>):** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **C3 (cxtC3Fac<env>):** | **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** | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **UIAPP and TPIC servers:**  VA33PWVCXT001,  VA33PWVCXT002 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **TPPUI servers (TPPUI VIP, if applicable):**  VA33PWVCXT003 | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | T**PIC servers (TPIC VIP if applicable): :**  NOT PERFORMED IN DR | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **FACETS:** NOT PERFORMED IN DR | **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 | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **C3 servers (C3 VIP, if applicable):** VA33PWVCXT004 | **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 | **DAY MM/DD/YY** |
|  |  |  |  |  |  | Perform App Compares using the templates in \\va01dfacapp971\d$\Scripts\CXT\_COMPARE\_TEST\Launchers (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 | **DAY MM/DD/YY** |
|  |  | **Code Editing** | **Environment** | **n/a** | **n/a** | **Validate Environment** | | Environment functional | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Send Broadcast when work is complete** | | broadcast sent | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Inform Claims Team that they can release CLMU** | | phonecall made | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Close deployment and validation tasks in SNOW** | | tasks closed | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Close SNOW CHG** | | CNR closed | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Email APM, asking them to resume monitoring CXT\* alerts** | | all nodes inactive | **DAY MM/DD/YY** |
|  |  | **Env Mgmt** | **n/a** | **n/a** | **n/a** | **Update RM spreadsheet that change is complete** | | Spreadsheet updated | **DAY MM/DD/YY** |
|  |  | **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 | **DAY MM/DD/YY** |

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| **Comments:** |