|  |  |  |  |  |
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| **C****NR # SNOW-TEMP** | **CXT Release R#** |  | **Deploy to:** | **PROD-1P** |

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| **Environment** (describe the environment in which the implementation will occur (HW/SW/Database, server, special data): | | | | | | | | | |
| App Servers: VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004,VA22PWvCXT005, VA22PWvCXT006, VA22PWvCXT300,  VA22PWvCXT001, VA22PWvCXT002 | | | | | | | | | |
| **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**  **1P** | **n/a** | **n/a** | **Inform APM to stop monitoring CXT alerts** | | **email sent** | **DAY MM/DD/YY Starting at HH:MM** |
|  |  | **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** | **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" \l "InplviewHash0b448eda-9ab8-457f-b685-dd97ac58b04c=ShowInGrid%3DTrue)** | | **Spreadsheet Updated** | **DAY MM/dd/yy** |
|  |  | **Env mgmt** | **ReportingServer:**  **va22pwVcxt300** | **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>):**  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** | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **Env Mgmt** | **UIApp and TPIC ONLY**  VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004, | **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 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** | **DAY MM/dd/yy** |
|  |  | **Env Mgmt** | **All servers except reporting:**  VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004,  VA22PWvCXT005, VA22PWvCXT006,  VA22PWvCXT001, VA22PWvCXT002 | **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:** VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007, VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004,VA22PWvCXT005, VA22PWvCXT006, VA22PWvCXT300,  VA22PWvCXT001, VA22PWvCXT002 | **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:** VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004,VA22PWvCXT005, VA22PWvCXT006, VA22PWvCXT300,  VA22PWvCXT001, VA22PWvCXT002 | **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:** VA22PWPCXT003 | **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:** VA22PWPCXT003 | **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:** VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004 | **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** | **UIApp Master (Do this all environments EXCEPT the first two DEV environments 3-D and 7-D):**  VA22PWPCXT003 | **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:**  VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004,  VA22PWvCXT005, VA22PWvCXT006,  VA22PWvCXT001, VA22PWvCXT002 | **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:** VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004 | **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:**  VA22PWvCXT005, VA22PWvCXT006, VA22PWvCXT001, VA22PWvCXT002 | **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**  VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, | **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** | **1P** | **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** | **1P** | **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** | **1P** | **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)** | | file installed | **DAY MM/dd/yy** |
|  |  | **Env Mgmt** | **UIApp and TPIC ONLY**  VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004, | **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)**  **Performed as part of Step 24** | | services start | **DAY MM/dd/yy** |
|  |  | **Env Mgmt** | **All servers:** VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004,VA22PWvCXT005, VA22PWvCXT006, VA22PWvCXT300,  VA22PWvCXT001, VA22PWvCXT002 | **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)**  **Performed as part of Step 24** | | IIS restarted | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **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** | **DAY MM/dd/yy** |
|  |  | **Env Mgmt** | **UIAPP and TPIC servers**  VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010, VA22PWvCXT003, VA22PWvCXT004 | **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):** VA22PWvCXT005, VA22PWvCXT006 | **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):** VA22PWPCXT001, VA22PWPCXT002, VA22PWPCXT003, VA22PWPCXT004, VA22PWPCXT005, VA22PWPCXT006, VA22PWPCXT007,  VA22PWPCXT008, VA22PWPCXT009, VA22PWPCXT010 | **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: 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 | **DAY MM/dd/yy** |
|  |  | **Env Mgmt** | **C3 servers (C3 VIP, if applicable):** VA22PWvCXT001, VA22PWvCXT002 | **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:** |