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| **CNR # SNOW-TEMP** | **CXT Release R#** |  | **Deploy to:** | **BACKFLUSH** |

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| **Environment** (describe the environment in which the implementation will occur (HW/SW/Database, server, special data): | | | | | | | | |
| App Servers: all servers in backflush | | | | | | | | |
| **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 **Backout\_CNR and file:**  **[\\va01pstodfs003.corp.agp.ads\apps\Local\EMT\COTS\McKesson\ClaimsXten\v6.0\McKesson-supplied-updates\GBD\_6.0\_Release\_49\_62516\_Custom\_Build\_03312021\CHC.TPP.GBD\_CXT.6.0.1.TPSVC-62516.1.msi](\\\\va01pstodfs003.corp.agp.ads\\apps\\Local\\EMT\\COTS\\McKesson\\ClaimsXten\\v6.0\\McKesson-supplied-updates\\GBD_6.0_Release_49_62516_Custom_Build_03312021\\CHC.TPP.GBD_CXT.6.0.1.TPSVC-62516.1.msi)**  **14-20 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 DEPLOY Deploy** | **ENV** | **n/a** | **n/a** | **Inform APM to stop monitoring CXT alerts** | **email sent** | **DAY MM/DD/YY Starting at HH:MM** |
|  |  | **ENV MGMT DEPLOY Deploy** | **ENV** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **ENV** | **n/a** | **n/a** | **[Update RM spreadsheet the change effort has begun (PROD MW Only)](https://collaborate.wellpoint.com/sites/Ent_Rel_Mgmt/Rel_Plan/Rel_Inv/Lists/Status%20Master/Release%20List.aspx)** | **Spreadsheet Updated** | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | (REPORTING) | **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)** | **All nodes inactive** | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **TPIC (cxtTpicFac<env>):** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **TPPUI (cxtTppuiFac<env>):** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **UIAPP (cxtUIAPPFac<env>):** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **C3 (cxtC3Fac<env>):** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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** | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **ENV**  **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **UIApp Master (Do this in 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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **ENV**  **except Reporting** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **UIAPP and TPIC servers:** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **TPIC, TPPUI & C3:** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **TPIC:** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 set | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 M/DD/YY** |
|  |  | **ENV MGMT DEPLOY Deploy** | **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 M/DD/YY** |
|  |  | **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 | **DAY M/DD/YY** |
|  |  | **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 | **DAY M/DD/YY** |
|  |  | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **FACETS:** | **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 M/DD/YY** |
|  |  | **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 | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | REPORTING SERVER: | **n/a** | **n/a** | |  |  | | --- | --- | | |  | | --- | | **[VALIDATE Reporting server is functional](https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How_To_Validate_ClaimsXten_Reporting_Server.docx)** | | | SERVICES FUNCTIONAL | **DAY M/DD/YY** |
|  |  | **ENV MGMT** |  |  |  | Perform App Compares using the templates in [\\VA33DWVFCT318.DEVAD.WELLPOINT.COM\d$\Scripts\CXT\_COMPARE\_TEST\Launchers\](file:///\\\\VA33DWVFCT318.DEVAD.WELLPOINT.COM\\d$\\Scripts\\CXT_COMPARE_TEST\\Launchers\\%20) (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 M/DD/YY** |
|  |  | **Code Editing** | **Environment** | **n/a** | **n/a** | **Validate Environment** | Environment functional | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | Send Broadcast when work is complete | Broadcast sent | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | Inform Claims Team that they can release CLMU | Phonecall made | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | Close deployment and validation tasks in SNOW | Tasks closed | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | Close SNOW CHG | CNR closed | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | Email APM, asking them to resume monitoring CXT\* alerts | Email sent | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | |  |  | | --- | --- | | |  | | --- | | [Status Master Input Link](https://collaborate.wellpoint.com/sites/Ent_Rel_Mgmt/Rel_Plan/Rel_Inv/Lists/Status%20Master/Release%20List.aspx) | | |  | **DAY M/DD/YY** |
|  |  | **ENV MGMT** | **n/a** | **n/a** | **n/a** | Perform the Ready-For-Business email the day after implementation to PROD: https://share.antheminc.com/teams/AppEnvrMgmt/trizettosupport/Shared%20Documents/ClaimsXten/Procedures/How-to%20Docs/How\_To\_Send\_Ready\_For\_Business\_Validation\_After\_McKesson\_Outage.docx?Web=1 |  | **DAY M/DD/YY** |

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| **Comments:** |