

Approved by: Tullos Steward, NETC-ITSS Client Services Manager

Date: 04 Sep 2009

**Subject: Standard Operating Procedure (SOP) for Bottom of Hour Status Checks**

**Purpose.** To standardize procedures for Bottom of Hour Status Checks

**Background.** Bottom of Hour Status Checks include: checking Navy Knowledge Online and ATL Backups. This is a responsibility of Saufley Field Computer Operations personnel to check these systems at the bottom of each hour and record, report any errors to appropriate Points of Contact.

**Procedures for checking status of NKO, FASTDATA, CeTARS, & ATL sites:**

Note: Bottom of Hour Status Checks are completed on **Legacy** machines within the operations console.

- ☐ Launch Internet Explorer.
- ☐ Click on "Favorites" in Internet Explorer and select "Welcome to the Pensacola Operations Website" bookmark.
- ☐ Once redirected to Pensacola Operations Website, select link in left frame that displays "Web Checks".
- ☐ On right side: FASTDATA and CeTARS are displayed.
- ☐ Once operational status is confirmed of these sites, record status on website worksheets and initial appropriate block as completed.

**Procedures for checking ATL backup status:**

Note: Access to Veritas Net Backup activity monitor is available on 1 Legacy workstation at Saufley Computer Operations console located in room 116. The hostname is: Pene2196 (Click on Net Backup Admin Console)

- ☐ Using Legacy Desktop Computer - Log into Veritas Netbackup program by clicking on "Start". Scroll to programs, scroll mouse to Veritas Net Backup, click on NetBackup-Java Version 6.5
  - Monday thru Friday from 1500 – 0600 the following day with top **and** bottom of hour checks completed after 1900.

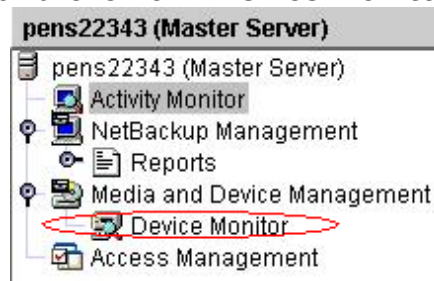
- Saturdays – from 0600 thru 0600 the following day with top **and** bottom checks throughout all shifts.
- Sundays – from 0600 thru 0600 the following day at **top of hour only**.

Note: Watch kilobytes column (in center of ATL screen) to ensure data transfer is occurring.

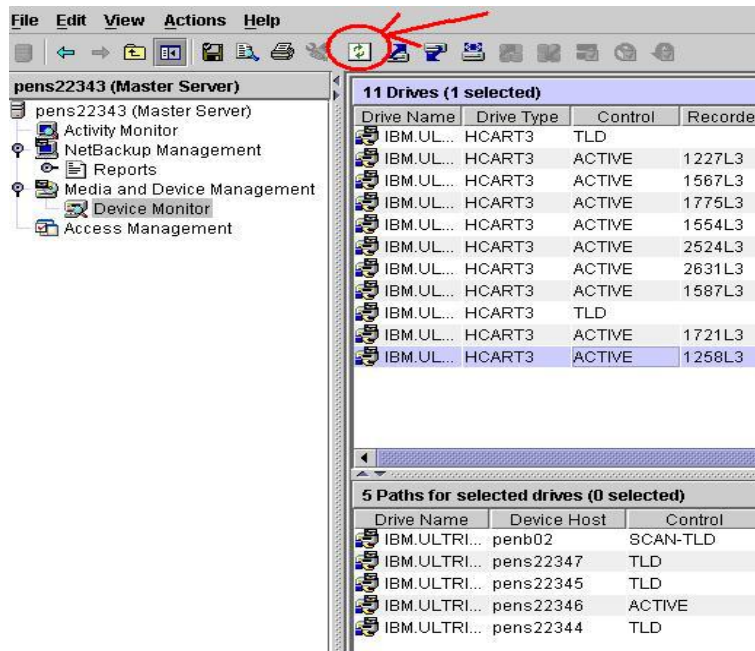
- Top right frame on ATL backup screen displays total number of jobs, in parentheses, a view of number of jobs currently queued and number of jobs currently active. Record number of jobs queued and number active into appropriate spaces on “ATL Daily Status Check” worksheet.

7837 Jobs (32 Queued 93 Active 0 Waiting for Retry 0 Suspended 3 Incomplete 7709 Done - 0 selected)						
△ Status	Client	Type	Files	KB per ...	Kilobytes	Start

- On left frame, locate and click on “Device Monitor.”



- View will be of drive status screen. Click refresh button at top of status screen.

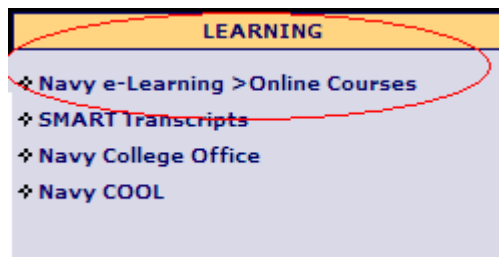


- Verify 11 drives show “Active” or “TLD”. When drives show Active or TLD, record an “OK” in appropriate space on ATL Status checks worksheet. See below procedures if drives show any other status:
  - If a drive shows “DOWN” – record server Host name and Up drive by Right clicking drive and selecting “up drive”.
  - If a drive shows “PEND-TLD” – record server host name, bring down drive by right clicking drive and selecting “Down drive”. Wait 2 minutes, and then right click “up drive”.
  - If a drive goes “Mixed” – record server host name, then right click drive selecting “up drive”.
  - If a drive goes AVR – record server host name and notify N631 POC’s (Nancy Lockwood or Don Payne).
  - If a drive downs, pend-tld, or mixed, take action listed above. After 3 minutes check drive again. Perform above actions 4 times.
  - After 4 attempts to reset drive and problem continues, down drive and leave drive down. Record entry in supervisor log **\*notating which host\***. If 2 or more drives are in a down state after following procedures, contact POC’s Nancy Lockwood or Don Payne.

## Procedures for Navy Knowledge Online:

Note: Complete following steps on both NMCI and Legacy workstations. NKO Status checks are performed at both top and bottom of each hour throughout all shifts.

- ☐ Launch Internet Explorer. Clear address bar and type in: <https://www.nko.navy.mil>, press enter on keyboard.
- ☐ NKO home page window will open, press OK on DOD Notice and Consent Banner.
- ☐ Login to Navy Knowledge Online (NKO) with your username and password. Alternatively, CAC card can be used to login.
- ☐ When logged into NKO, locate Instant Messaging at top right corner of page. Click "Instant Messaging," then click on NKO IM on next page. When IM has successfully launched, close it and return to NKO home page.
- ☐ Test for NKO monitoring is to establish link from NKO to Navy e-Learning courses. Click link "Navy e-Learning >Online Courses" under yellow learning tab. A new window should open and automatically log into Navy e-Learning.



- ☐ This concludes status checks of NKO. If NKO systems are functioning as designated, record an "OK" on Bottom of Hour NKO Status Check worksheet and initials in appropriate box. If you returned any errors, notify appropriate POC's.

Note: At completion of all status checks, ensure an appropriate Supervisors Log entry is documented.