



## JJCO 002

### Activación y Desactivación de Servicios

<b>SERVICIO:</b>	Servicios de Hosting de SAP – JJC Contratistas Generales S.A.
<b>CLIENTE:</b>	JJC Contratistas Generales S.A.
<b>TIPO DOCUMENTO:</b>	Procedimiento de Operación
<b>NOMBRE:</b>	Activación y Desactivación de Servicios
<b>CÓDIGO:</b>	JJCO 002
<b>VERSIÓN</b>	v.1.2
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## 1. Historia del Documento

### 1.1. Ubicación del Documento

El documento original se encuentra en la siguiente ubicación física dentro del Centro de Cómputo de IBM Perú: Procedimientos del CCS en el servidor d24adb02.

### 1.2 Historia de Revisiones

Fecha	Autor del cambio	Motivo del Cambio	Resumen de Cambios
23/08/2011	Marco Machado Westphalen	Creación del Documento	
04/10/2011	Marco Machado Westphalen	Actualización del Documento	. Se añade la desactivación y activación del servidor DEV/QAS y SOL.
29/02/2012	Christhian Chancafe	Actualización del Documento	Independizar bajada de servicio de DEV y QAS

### 1.3 Aprobaciones

Este documento ha sido aprobado por las siguientes personas:

Rol de aprobador	Nombre	Fecha	Firma
Gerente Proyecto JJC	Fernando Boza		
Gerente Proyecto IBM	Francisco Quispe		

### 1.4 Distribución

Este documento ha sido distribuido a las siguientes personas:

Cargo
Gerente de Proyecto JJC
Gerente de Proyecto IBM
Coordinador Operaciones IBM
Operador del Centro de Cómputo de IBM

## 2. Objetivo

Documentar entre IBM y Toyota del Perú, el procedimiento de operación para la activación y desactivación de servicios en los servidores contratados por Toyota durante el transcurso del Servicio de Hosting de SAP.

## 3. Alcance

Operación de los servidores incluidos en el servicio contratado por Toyota:

Nº	SERVIDOR	IP	Plataforma
1	JJCLMERPPRD	10.27.1.11	AIX
2	JJCSIDEVQAS	10.27.1.10	AIX
3	JJCLMSMP	10.27.1.12	AIX

#### **4. Roles**

- Operador del Centro de Cómputo de IBM.
- Especialistas del team de SAP de IBM.
- Especialistas del team pSeries de IBM.

#### **5. Frecuencia**

En caso sea requerido por el cliente o sea necesario alguna labor de mantenimiento ó algún backup, toda desactivación ó activación del sistema por parte de IBM será coordinada con el CLIENTE.

#### **6. Escalamiento**

- Para problemas de inicio de sesión, escalar con el especialista pSeries de turno.
- Para problemas de permisos sobre los scripts de Activación y Desactivación de servicios, escalar con el especialista pSeries de turno.
- Para problemas de Activación y Desactivación de servicios SAP, escalar con el especialista de SAP de turno.

## 7. Descripción

### 7.1.- Desactivación de Servicios

- **Antes de realizar la desactivación de servicios en cualquiera de los servidores; se debe verificar que no haya ningún backup por SAP en ejecución.**
- **Se deberá enviar un mensaje por SAP informando la indisponibilidad de servicios 10 minutos antes de ejecutar la desactivación de servicios.**

**NOTA: Validación de backups**

#### 7.1.1.- Producción JJCLMERPPRD 10.27.1.11

1. Ingresar al servidor que se desea desactivar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando.
  - **sudo /usr/local/bin/opdesactiva\_prd.sh**
3. Se mostrará la siguiente pantalla que desactiva el SAP y el Listener.

```
Checking PRD Database
-----
Database is running

Stopping the SAP instance DVEBMGS30
-----
Shutdown-Log is written to /home/prdadm/stopsap_DVEBMGS30.log
Instance on host tdperpdev stopped
Waiting for cleanup of resources.....
Running /usr/sap/PRD/SYS/exe/run/stopdb
Trying to stop PRD database ...
Log file: /home/prdadm/stopdb.log
PRD database stopped
/usr/sap/PRD/SYS/exe/run/stopdb completed successfully

Checking PRD Database
-----
Database is not available via R3trans

Setting Stop Flag :
22:44:41 18.07.2010 LOG: ==== Stop Flag was set by saposcol (kill_collector()).

22:44:41 18.07.2010 LOG: ==== The collection process will stop as soon as possible

*****
can't kill process 811008.
kill: No such process
ERROR:No reaction from collecting process 811008.
Please kill collecting process.

LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:46:13

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=ETD.WORLD))
The command completed successfully
```

### 7.1.2.- Desarrollo JJCSIDEVQAS 10.27.1.10

1. Ingresar al servidor que se desea desactivar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando.
  - **sudo /usr/local/bin/opdesactiva\_dev.sh**
3. Se mostrará la siguiente pantalla que desactiva el SAP y el Listener.

```

Checking PRD Database
-----
Database is running

Stopping the SAP instance DVEBMGS30
-----
Shutdown-Log is written to /home/prdadm/stopsap_DVEBMGS30.log
Instance on host tdperpdev stopped
Waiting for cleanup of resources.....
Running /usr/sap/PRD/SYS/exe/run/stopdb
Trying to stop PRD database ...
Log file: /home/prdadm/stopdb.log
PRD database stopped
/usr/sap/PRD/SYS/exe/run/stopdb completed successfully

Checking PRD Database
-----
Database is not available via R3trans

Setting Stop Flag :
22:44:41 18.07.2010 LOG: ==== Stop Flag was set by saposcol (kill_collector()).

22:44:41 18.07.2010 LOG: ==== The collection process will stop as soon as possible

*****
can't kill process 811008.
kill: No such process
ERROR:No reaction from collecting process 811008.
Please kill collecting process.

LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:46:13

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=ETD.WORLD))
The command completed successfully
    
```

### 7.1.3.- Calidad JJCSIDEVQAS 10.27.1.10

1. Ingresar al servidor que se desea desactivar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando.
  - **sudo /usr/local/bin/opdesactiva\_gas.sh**
3. Se mostrará la siguiente pantalla que desactiva el SAP y el Listener.

Checking PRD Database

-----  
Database is running

Stopping the SAP instance DVEBMGS30

-----  
Shutdown-Log is written to /home/prdadm/stopsap\_DVEBMGS30.log  
Instance on host tdperpdev stopped  
Waiting for cleanup of resources.....  
Running /usr/sap/PRD/SYS/exe/run/stopdb  
Trying to stop PRD database ...  
Log file: /home/prdadm/stopdb.log  
PRD database stopped  
/usr/sap/PRD/SYS/exe/run/stopdb completed successfully

Checking PRD Database

-----  
Database is not available via R3trans

Setting Stop Flag :

22:44:41 18.07.2010 LOG: ==== Stop Flag was set by saposcol (kill\_collector()).

22:44:41 18.07.2010 LOG: ==== The collection process will stop as soon as possible

\*\*\*\*\*

can't kill process 811008.

kill: No such process

ERROR:No reaction from collecting process 811008.

Please kill collecting process.

LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:46:13

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=ETD.WORLD))

The command completed successfully

#### 7.1.4.- Solman JJCLMSMP 10.27.1.12

4. Ingresar al servidor que se desea desactivar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
5. Luego, ejecutar el siguiente comando.
  - **sudo /usr/local/bin/opdesactiva\_sol.sh**
6. Se mostrará la siguiente pantalla que desactiva el SAP y el Listener.

```

Checking PRD Database
-----
Database is running

Stopping the SAP instance DVEBMGS30
-----
Shutdown-Log is written to /home/prdadm/stopsap_DVEBMGS30.log
Instance on host tdperpdev stopped
Waiting for cleanup of resources.....
Running /usr/sap/PRD/SYS/exe/run/stopdb
Trying to stop PRD database ...
Log file: /home/prdadm/stopdb.log
PRD database stopped
/usr/sap/PRD/SYS/exe/run/stopdb completed successfully

Checking PRD Database
-----
Database is not available via R3trans

Setting Stop Flag :
22:44:41 18.07.2010 LOG: ==== Stop Flag was set by saposcol (kill_collector()).

22:44:41 18.07.2010 LOG: ==== The collection process will stop as soon as possible

*****
can't kill process 811008.
kill: No such process
ERROR:No reaction from collecting process 811008.
Please kill collecting process.

LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:46:13

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=ETD.WORLD))
The command completed successfully
    
```



## 7.2.- Activación de Servicios

### 7.2.1.- Producción JJCLMERPPRD 10.27.1.11

1. Ingresar al servidor que se desea activar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando:
  - **sudo /usr/local/bin/opactiva\_prd.sh**
3. Se mostrará la siguiente pantalla que activa el Listener y el SAP.

```
LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:39:42

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Starting /oracle/PRD/102_64/bin/tnslsnr: please wait...

TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production      jjclmerpprd
System parameter file is /oracle/PRD/102_64/network/admin/listener.ora
Log messages written to /oracle/PRD/102_64/network/log/listener.log
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))

Connecting to (ADDRESS=(PROTOCOL=PRD) (KEY=PRD.WORLD))
STATUS of the LISTENER
-----
Alias                     LISTENER
Version                   TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production
Start Date                18-JUL-2010 22:39:42
Uptime                    0 days 0 hr. 0 min. 1 sec
Trace Level               off
Security                  ON: Local OS Authentication
SNMP                      ON
Listener Parameter File   /oracle/PRD/102_64/network/admin/listener.ora
Listener Log File         /oracle/PRD/102_64/network/log/listener.log
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))
Services Summary...
Service "PRD" has 1 instance(s).
  Instance "PRD", status UNKNOWN, has 1 handler(s) for this service...
The command completed successfully

-

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=PRD.WORLD))
The command completed successfully
```

```

Checking PRD Database
-----
Database is not available via R3trans
Running /usr/sap/PRD/SYS/exe/run/startdb
Trying to start PRD database ...
Log file: /home/prdadm/startdb.log
ETD database started
/usr/sap/PRD/SYS/exe/run/startdb completed successfully

Starting Startup Agent sapstartsrv
-----
Instance Service on host 'jjclmerpprd' started

Starting SAP Instance DVEBMGS30
-----
Startup-Log is written to /home/etdadm/startsap_DVEBMGS00.log
Instance on host 'jjclmerpprd' started

Starting SAP-Collector Daemon
-----
*****
* This is Saposcol Version COLL 20.95 701 - AIX v11.65 5L-64 bit 090119
* Usage:  saposcol -l: Start OS Collector
*          saposcol -k: Stop  OS Collector
*          saposcol -d: OS Collector Dialog Mode
*          saposcol -s: OS Collector Status
* The OS Collector (PID 811008) is already running .....
*****
saposcol already running

```

### 7.2.2.- Desarrollo JJCSIDEVQAS 10.27.1.10

1. Ingresar al servidor que se desea activar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando:
  - **sudo /usr/local/bin/opactiva\_dev.sh**
3. Se mostrará la siguiente pantalla que activa el Listener y el SAP.

LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:39:42

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Starting /oracle/PRD/102\_64/bin/tnslsnr: please wait...

TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production jjclmerpprd  
 System parameter file is /oracle/PRD/102\_64/network/admin/listener.ora  
 Log messages written to /oracle/PRD/102\_64/network/log/listener.log  
 Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))  
 Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))  
 Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))

Connecting to (ADDRESS=(PROTOCOL=PRD) (KEY=PRD.WORLD))  
 STATUS of the LISTENER

```

-----
Alias                LISTENER
Version              TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production
Start Date           18-JUL-2010 22:39:42
Uptime                0 days 0 hr. 0 min. 1 sec
Trace Level           off
Security              ON: Local OS Authentication
SNMP                  ON
Listener Parameter File /oracle/PRD/102_64/network/admin/listener.ora
Listener Log File     /oracle/PRD/102_64/network/log/listener.log
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))
Services Summary...
Service "PRD" has 1 instance(s).
  Instance "PRD", status UNKNOWN, has 1 handler(s) for this service...
The command completed successfully
  
```

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=PRD.WORLD))  
 The command completed successfully

#### Checking PRD Database

```

-----
Database is not available via R3trans
Running /usr/sap/PRD/SYS/exe/run/startdb
Trying to start PRD database ...
Log file: /home/prdadm/startdb.log
ETD database started
  /usr/sap/PRD/SYS/exe/run/startdb completed successfully
  
```

#### Starting Startup Agent sapstartsrv

-----  
 Instance Service on host 'jjclmerpprd' started

#### Starting SAP Instance DVEBMGS30

-----  
 Startup-Log is written to /home/etdadm/startsap\_DVEBMGS00.log  
 Instance on host 'jjclmerpprd' started

#### Starting SAP-Collector Daemon

```

-----
*****
* This is Saposcol Version COLL 20.95 701 - AIX v11.65 5L-64 bit 090119
* Usage:  saposcol -l: Start OS Collector
*          saposcol -k: Stop  OS Collector
*          saposcol -d: OS Collector Dialog Mode
*          saposcol -s: OS Collector Status
* The OS Collector (PID 811008) is already running ....
*****
  saposcol already running
  
```

### 7.2.3.- Calidad JJCSIDEVQAS 10.27.1.10

1. Ingresar al servidor que se desea activar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando:
  - **sudo /usr/local/bin/opactiva\_qas.sh**
3. Se mostrará la siguiente pantalla que activa el Listener y el SAP.

```
LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:39:42

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Starting /oracle/PRD/102_64/bin/tnslsnr: please wait...

TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production          jjclmerpprd
System parameter file is /oracle/PRD/102_64/network/admin/listener.ora
Log messages written to /oracle/PRD/102_64/network/log/listener.log
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))
Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))

Connecting to (ADDRESS=(PROTOCOL=PRD) (KEY=PRD.WORLD))
STATUS of the LISTENER
-----
Alias                     LISTENER
Version                   TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production
Start Date                18-JUL-2010 22:39:42
Uptime                    0 days 0 hr. 0 min. 1 sec
Trace Level               off
Security                  ON: Local OS Authentication
SNMP                      ON
Listener Parameter File   /oracle/PRD/102_64/network/admin/listener.ora
Listener Log File         /oracle/PRD/102_64/network/log/listener.log
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))
Services Summary...
Service "PRD" has 1 instance(s).
  Instance "PRD", status UNKNOWN, has 1 handler(s) for this service...
The command completed successfully

-

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=PRD.WORLD))
The command completed successfully
```

```
Checking PRD Database
-----
Database is not available via R3trans
Running /usr/sap/PRD/SYS/exe/run/startdb
Trying to start PRD database ...
Log file: /home/prdadm/startdb.log
ETD database started
/usr/sap/PRD/SYS/exe/run/startdb completed successfully

Starting Startup Agent sapstartsrv
-----
Instance Service on host 'jjclmerprd' started

Starting SAP Instance DVEBMGS30
-----
Startup-Log is written to /home/etdadm/startsap_DVEBMGS00.log
Instance on host 'jjclmerprd' started

Starting SAP-Collector Daemon
-----
*****
* This is Saposcol Version COLL 20.95 701 - AIX v11.65 5L-64 bit 090119
* Usage:  saposcol -l: Start OS Collector
*          saposcol -k: Stop  OS Collector
*          saposcol -d: OS Collector Dialog Mode
*          saposcol -s: OS Collector Status
* The OS Collector (PID 811008) is already running ....
*****
saposcol already running
```

#### 7.2.4.- Solman JJCLMSMP 10.27.1.12

1. Ingresar al servidor que se desea activar con el usuario personal **ibmopeibmxx** (donde xx es el número asignado a cada operador).
2. Luego, ejecutar el siguiente comando:
  - **sudo /usr/local/bin/opactiva\_sol.sh**
3. Se mostrará la siguiente pantalla que activa el Listener y el SAP.

LSNRCTL for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production on 18-JUL-2010 22:39:42

Copyright (c) 1991, 2007, Oracle. All rights reserved.

Starting /oracle/PRD/102\_64/bin/tnslsnr: please wait...

TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production jjclmerpprd  
 System parameter file is /oracle/PRD/102\_64/network/admin/listener.ora  
 Log messages written to /oracle/PRD/102\_64/network/log/listener.log  
 Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))  
 Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))  
 Listening on: (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))

Connecting to (ADDRESS=(PROTOCOL=PRD) (KEY=PRD.WORLD))  
 STATUS of the LISTENER

```

-----
Alias                LISTENER
Version              TNSLSNR for IBM/AIX RISC System/6000: Version 10.2.0.4.0 - Production
Start Date           18-JUL-2010 22:39:42
Uptime               0 days 0 hr. 0 min. 1 sec
Trace Level          off
Security             ON: Local OS Authentication
SNMP                 ON
Listener Parameter File /oracle/PRD/102_64/network/admin/listener.ora
Listener Log File    /oracle/PRD/102_64/network/log/listener.log
Listening Endpoints Summary...
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD.WORLD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=ipc) (KEY=PRD)))
  (DESCRIPTION=(ADDRESS=(PROTOCOL=tcp) (HOST=jjclmerpprd) (PORT=1527)))
Services Summary...
Service "PRD" has 1 instance(s).
  Instance "PRD", status UNKNOWN, has 1 handler(s) for this service...
The command completed successfully
    
```

Connecting to (ADDRESS=(PROTOCOL=IPC) (KEY=PRD.WORLD))  
 The command completed successfully

#### Checking PRD Database

```

-----
Database is not available via R3trans
Running /usr/sap/PRD/SYS/exe/run/startdb
Trying to start PRD database ...
Log file: /home/prdadm/startdb.log
ETD database started
/usr/sap/PRD/SYS/exe/run/startdb completed successfully
    
```

#### Starting Startup Agent sapstartsrv

Instance Service on host 'jjclmerpprd' started

#### Starting SAP Instance DVEBMGS30

Startup-Log is written to /home/etdadm/startsap\_DVEBMGS00.log  
 Instance on host 'jjclmerpprd' started

#### Starting SAP-Collector Daemon

```

-----
*****
* This is Saposcol Version COLL 20.95 701 - AIX v11.65 5L-64 bit 090119
* Usage:  saposcol -l: Start OS Collector
*          saposcol -k: Stop  OS Collector
*          saposcol -d: OS Collector Dialog Mode
*          saposcol -s: OS Collector Status
* The OS Collector (PID 811008) is already running ....
*****
saposcol already running
    
```

