

# Magento Сloud Enterprise Post-Development and Pre-Launch Checklists

The following is a synopsis of our Go Live [**documentation**](http://devdocs.magento.com/guides/v2.1/cloud/live/live.html).

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| --- |
| **For reference:**  **CSE (or CSA)** = Magento Customer Success Engineer  **CSM** = Magento Customer Success Manager  **TAM** = Magento Technical Account Manager (previously called Launched Manager (LM))  **Please note:** If you encounter any problems during launch, the fastest method to get proper timely support is to utilize our helpdesk and open an urgent ticket. |

NOTE: Final setup of your production domains within Fastly is contingent on successful completion of this checklist

Before you Go Live you must:

1. **End-to-End Testing Phase Checklist**

**Confirm that development is complete**

*Replace this text with your questions/comments here*

**Review our** [documentation](http://devdocs.magento.com/guides/v2.1/cloud/live/live.html)**about testing and going live**

*Reвававplace this text with your questions/comments here*

**Verify Staging and Production environments have identical code bases, integrations and databases**

*Replace this text with your questions/comments here*

**Optimize all images for the web**

*Replace this text with your questions/comments here*

**Enable minification for JS, CSS, and HTML**

*Replace this text with your questions/comments here*

**Fastly. Make sure that pages and blocks are being correctly cached with Fastly FPC enabled and configured:**  
 **a.** Verify you have the latest version of [Fastly](https://github.com/fastly/fastly-magento) installed;  
 **b.** Verify Fastly is caching properly on staging and production;

**c.** Make sure Fastly VCL is up-to-date;

INFO: Fastly module needs to be [installed](http://devdocs.magento.com/guides/v2.2/cloud/access-acct/fastly.html) locally via composer.json and pushed to remote Cloud Environments. Fastly tokens can be found in /*mnt/shared/fastly\_tokens.txt* for Pro and as Master environment variable for Starters.

*Replace this text with your questions/comments here*

**SSL (TLS) certificate**

Magento provides Fastly wildcard certificate. To start using it, you need to pass the validation: add Fastly TXT record to apex domain name within your DNS settings. Fastly TXT record can be found in On-boarding spreadsheet, otherwise you need to submit support ticket to obtain it. Can be checked via *dig TXT <domain.name>* command.

*Replace this text with your questions/comments here*

**Sendgrid**

Magento Commerce (Cloud) provides Sendgrid Mail functionality for your Magento transactional emails. **For Pro:** you need to add Sendgrid records to your DNS settings. Sendgrid records can be found in On-boarding spreadsheet, otherwise SI or merchant should submit support ticket to obtain them. Can be checked via:  
  
*dig CNAME em.<domain\_name>  
dig CNAME s1.\_domainkey.<domain\_name>  
dig CNAME s2.\_domainkey.<domain\_name>*

**For Starter**: you don’t need to make any changes to your DNS, Sengdrid is pre-configured for you.

*Replace this text with your questions/comments here*

**Developers/QA team have performed end-to-end UAT on Staging and Production (this implies that staging is fully functional with all integrations)**

*Replace this text with your questions/comments here*

**For all modules and extensions:** **Validate the ability disable the module without major disruptions. If for some reason this is not possible prepare a statement/table for merchant and Magento approval noting why and any risk mitigation plans in the event Magento requires you to disable a module/extension to assess how it is impacting site performance**

*Replace this text with your questions/comments here*

**End user/customer performs their version of UAT (including backend biz ops)**

*Replace this text with your questions/comments here*

**Submit final version of UAT with status**

*Replace this text with your questions/comments here*

**All critical issues are closed in both the developer’s and Magento’s ticket systems and current open tickets have been reviewed with client and noted as non-critical (no launch blockers opened)**

*Replace this text with your questions/comments here*

**Assess performance:**

As part of the launch process the performance metrics are reviewed vs. original targets and approved by the merchant.

We recommend that you review the [Magento Performance Toolkit](https://github.com/magento/magento2/tree/2.1-develop/setup/performance-toolkit) options as part of your pre-launch readiness process.

You can also test using the following 3rd party options:

* [Siege](https://www.joedog.org/siege-home/): Traffic shaping and testing software to push your store to the limit. Hit your site with a configurable number of simulated clients. Siege supports basic authentication, cookies, HTTP, HTTPS and FTP protocols.
* [Jmeter](http://jmeter.apache.org/): Excellent load testing to help gauge performance for spiked traffic, like for flash sales. Create custom tests to run against your site.
* [New Relic](https://support.newrelic.com/) (**provided**): Helps locate processes and areas of the site causing slow performance with tracked time spent per action like transmitting data, queries, Redis, and so on.
* [Blackfire](http://devdocs.magento.com/guides/v2.0/cloud/project/project-integrate-blackfire.html) (**provided**): Helps track through the issues New Relic finds and helps you dig deeper into the issue for specifics. Blackfire profiles the environment and helps locate bottlenecks indepth: process, method call, query, load, and so on.
* [WebPageTest](https://www.webpagetest.org/) and [Pingdom](https://www.pingdom.com/): Real-time analysis of your site pages load time with different origin locations. Pingdom may charge a fee. WebPageTest is a free tool.

*Replace this text with your questions/comments here*

**Setup your Security Scan on https://accounts.magento.com**

If you a running a periodic scan be sure to time it to coincident with low demand times.  
*Replace this text with your questions/comments here*

**Enable Outgoing Emails for Staging and Production environments/branches via Cloud UI**

This option can be enabled for the selected branch in Cloud UI -> Environment Configuration gear icon button -> Outgoing Emails option.

*Replace this text with your questions/comments here*

**Add redirects and routes (especially when migrating!)**

Redirects and routes needs to be added to routes.yaml file for Integration environments and tested there. In. order to apply routes.yaml file on staging and production environments, client needs to submit a ticket with routes.yaml file attached. **For Starters**, routes can be added within Cloud UI or routes.yaml and applied on master environment without help from Magento support;

*Replace this text with your questions/comments here*

**Perform** [Load/Stress testing](http://devdocs.magento.com/guides/v2.1/cloud/live/stage-prod-test.html#loadtest) ***if deemed necessary*, 1 business day prior to start please submit a ticket via Zendesk that this test will be done.** This makes our engineers aware and prevents emergency upsizing that would defeat the purpose of stress testing. Present results to Magento (update your load test ticket).

**WARNING:** When preparing a load test please do NOT send out live transaction emails (even to dummy addresses). This might cause an unpleasant reaction from Magento email servers.

How to Disable Email Communication:

**Go to Store > Configuration > Advanced > System > Email Sending Settings**  
  
<http://docs.magento.com/m2/ce/user_guide/system/email-communications.html>

*Replace this text with your questions/comments here*

**Perform Penetration and Security Audit Testing *if deemed necessary****:*

This guidance will minimize risk that Magento or Amazon thinks this penetration testing is a real attack.

**WARNING**: You must SUBMIT a ticket at least 6 business days in advance that you would like to do this activity. Please note that AWS could take 5 business days to reply to Magento so 5-10 days should be allotted in your schedule. Then WAIT until we confirm you are ok to proceed for the days and times noted. SUBMIT a *new* ticket a couple of hours in advance of the audit and set priority to HIGH.

Include the following information in your support ticket:

* + Provide target start and stop days and times (UTC is best)
    - Provide your production region
    - If you have a dedicated staging cluster please advise if you're testing there as well

Please note your origin URL can be found on the onboarding spreadsheet and the external IPs (which can change from time to time) can be determined via a Dig command.

3rd Party options : [Alert Logic](https://www.alertlogic.com/) (Audit only) or [Trustwave](http://www.trustwave.com) (Pen Test and Audit)

*Replace this text with your questions/comments here*

**Latest deployment process**

As best practices we recommend you to use the latest cloud deployment process – [latest ece-tools and deployment hooks](http://devdocs.magento.com/guides/v2.2/cloud/composer-packages/ece-tools.html) in order to decrease deployment time and timeout (maintenance). It’s also recommended to use [Configuration Management for Store settings](http://devdocs.magento.com/guides/v2.2/cloud/live/sens-data-over.html) (static content dump)

*Replace this text with your questions/comments here*

1. **Complete Pre-Launch Checklist**

**Go Live risk mitigation plans updated (i.e. dates, on call contact info, etc.)**

*Replace this text with your questions/comments here*

**Provide correct domain names to Technical Account Manager and Customer Success Manager**

*Replace this text with your questions/comments here*

**Outgoing emails have been tested.**

*Replace this text with your questions/comments here*

**All necessary redirects are in-place.**

*Replace this text with your questions/comments here*

**Website pages are cached properly and pre-prod (prod.yourdomain.com) domain(s) is/are pointed to Fastly CNAME (IP records, optional) and pre-prod domain is being set-up as Base Magento URL on production instance.**

INFO: Cached html pages should be returned for less than 1 second, this can be tested via Google Chrome Inspector -> Network tab. Use [Fastly checker](https://magento-tester.global.ssl.fastly.net/magento-tester/) and [curl](http://devdocs.magento.com/guides/v2.2/cloud/trouble/trouble_fastly.html)

*Replace this text with your questions/comments here*

**SSL certificate is provisioned and configured, Magento Base URLs are set up as secure (https)**

*Replace this text with your questions/comments here*

**Sendgrid records added to DNS (for Pro only)**

*Replace this text with your questions/comments here*

**DNS: Zone’s root resource record can address a hostname**

*Replace this text with your questions/comments here*

**DNS: TTL value is lowered as recommended (e.g. 30 - seconds)**

*Replace this text with your questions/comments here*

**Validate all timeouts Fastly/AWS Load Balancer/Magento set to proper levels (often extended to 10 minute time out during onboarding for data migration)**

*Replace this text with your questions/comments here*

**Confirm that all debug patches have been removed (WARNING: Failure to remove debug tool may crash your site due to logs overloading storage)**

*Replace this text with your questions/comments here*

**Base URL and Base Admin URL are set correctly to final hostname**

*Replace this text with your questions/comments here*

**Use local hosts file to end-to-end test M2 URL Config, Fastly, SSL Cert, ECE Routing from browser with final hostname prior to DNS switch**

*Replace this text with your questions/comments here*

**Change the default Magento Admin password**

*Replace this text with your questions/comments here*

**Remove any users with access to project that no longer require access**

*Replace this text with your questions/comments here*

1. **Schedule the Pre-launch call (Email your TAM and CSM with this request)**  
     
   **NOTE**: Typically held the day of launch or the day before launch.

* Coordinate with **TAM**, **CSM** and **CSE** on a formal Pre-launch meeting with Magento, Developer/SI, Client to review the status of the above checklists
* Launch date and time window to be confirmed (e.g. Mon. Aug. 3, 12AM-3AM UTC)
* If Launch date or time window change please notify Magento via a ticket ("New Launch Window (Client Name)")

**When it’s time to cutover, these are the steps you will perform:**

* Update A and CNAME records for each of your domains and hostnames

*Replace this text with your questions/comments here*

* Wait at least 5 minutes
* Restart web browser
* Test your website

1. **Enable High SLA**

**IMPORTANT: Please email TAM and CSM when the website is launched**

**The CSE and TAM (LM) will perform the following tasks as soon as cutover is completed:**

* Tag the cluster as High SLA and create a support ticket to active it
* Activate Pingdom checks for domain names
* Review state of monitoring and ensure all items are in green

If you encounter any problems, the fastest method to get proper timely support is to utilize our helpdesk and open an urgent ticket.  This will ensure maximum reactivity on our end. Additionally, a Magento Cloud CSE will be available during your launch window to assist with any issues that may arise during the cutover.

If **Business Intelligence** is part of the contract:

* Business Intelligence is activated once merchant goes live.
* **CSM** will contact the Business Intelligence Team to ensure that the Merchant has the login credentials and to inform of the **Live** status.
* **CSM** will schedule a Post-Launch call with Merchant