



ICP Tech Lab (ITL) User Guide

ICP Tech Lab (ITL)
Version 1.0

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ICP Tech Lab User Guide

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Overview

The ICP Tech Lab (ITL) application contains features and capabilities to assist all ICP users with the development, testing, support and monitoring of the ICP & DDR applications.

ICP Tech Lab (ITL) Access

The ICP Tech Lab (ITL) application requires a user to have an active OTL account. The ITL app will prompt the user to enter their OTL credentials in order to access the ITL app.

VM Services

The ICP Tech Lab (ITL) application provides functionality to create, maintain and delete virtual environments (VMs) that can be used to develop and test the ICP applications. The capability includes:

- Provision a new VM
- Maintain the VM
- Delete the VM

Product Services

The ICP Tech Lab (ITL) application provides functionality to install ICP & DDR products. The capability includes:

- DDR 6.0 base installation
- DDR 6.0 upgrade from ICP 5.4
- DDR 6.0 KB installation
- ICP 5.4 base installation
- ICP 5.4 CU installation
- KB load to ICP 5.4
- LCD load to ICP 5.4

Status, Information & Monitoring

The ICP Tech Lab (ITL) application provides links to information on the various applications that build and test the ICP & DDR applications. The application links include:

- ICP builds via Jenkins
- ICP longevity testing via RBR environments
- ICP performance testing via wiki's with performance test results

ITL Access

Pre-requisites

The ICP Tech Lab (ITL) requires a user to have an active OTL account. This account can be obtained by sending an email request to the ICP DevOps team.

ITL Login

A user can access the ITL application from their OTL VDI using the following URL – <http://itl:8080/ITL/login.jsp>. The ITL Login page will be displayed.



Login

Userid:

Password:

The user will then enter their OTL userid and password and click Login. If the user has an active OTL account and enters valid credentials, the ITL Dashboard page will be displayed.

ITL Dashboard

The ITL Dashboard page has a variety of links to monitor ICP & DDR related build and performance status and various wiki news & information. The ITL Main Menu primary functions include links to VM Services for the provisioning of VMs, and Product Services for the installation of DDR & ICP products.

What's New in ITL

12/31/2020
- Product Services > 6.0 DDR Base Install Request is available
- Product Services > 6.0 DDR Upgrade from 5.4 ICP Request is available
- Product Services > 6.0 DDR KB Install Request is available
12/29/2020
- Product Services > 5.4 Base Install Request > CES 5.4 SP2 CU04 & CM 5.4 SP2 CU04 are available for installation
- Product Services > 5.4 CU Install Request > CES 5.4 SP2 CU04 & CM 5.4 SP2 CU04 are available for installation
- Product Services > 5.4 KB Load Request > CES 2021 Q1A KB & CM 2021 Q1A KB are available for installation

Key Actions

[Provision VM Request](#)[View Requests](#)

ICP Build Status

[ICP Product Builds](#)[ICP 5.4 CU04 Pipeline](#)

ICP Longevity Performance

[RBR - OSE CM](#)[RBR - OTL CES](#)[RBR - OTL CM](#)

ICP CPM Performance

[ICP 5.4 SP2 CU03](#)[ICP 5.4 SP2 CU02](#)[ICP 5.4 SP2](#)

Optum News

[Optum Hub](#)

PEDS News

[Provider Engineering Dojo](#)[Provider Engineering Wiki](#)[Training Opportunities](#)

ICP News

[ICP Wiki Home](#)

ITL User Profile

A user profile exists in ITL for each user and can be viewed by clicking on their name in the upper right corner and clicking View User Profile.



The ITL User Profile page will be displayed.

User Profile

User Id: jschwab2

Name: John Schwab

Group: devops

Status: active

Email Address: john.schwab@optum.com

Allowed VMs: 10

Current VMs: 1

User VMs

VM Name

jasvm10

jasvm11

ITL Help

A user can access the ITL User Guide by clicking the Help link in the upper right. A new browser tab will open displaying the ITL User Guide.

OPTUM™ ICP Tech Lab

Welcome John Schwab | [Help](#)

Dashboard VM Services Product Services Status Information Administration

Key Actions

- [Provision VM Request](#)
- [View Requests](#)

ICP Build Status	ICP Longevity Performance	ICP CPM Performance
ICP Product Builds	RBR - OSE CM	ICP 5.4 SP2 CU03
ICP 5.4 CU04 Pipeline	RBR - OTL CES	ICP 5.4 SP2 CU02
	RBR - OTL CM	ICP 5.4 SP2

Optum News	PEDS News	ICP News
Optum Hub	Provider Engineering Dojo	ICP Wiki Home
	Provider Engineering Wiki	
	Training Opportunities	

ITL Logout

A user can logout of ITL by clicking on their name in the upper right corner and clicking Logout. This will return the user to the ITL Login page.

Welcome John Schwab | [Help](#)

[View User Profile](#)

[Logout](#)

Administration

VM Services

Provision a VM

A user is able to provision a new OTL VM for their development, QA or support needs. The Provision New VM Request page can be accessed from the Main Menu by clicking VM Services and Provision VM Request.

Provision VM Request - Choose a template, enter a VM name and click submit

Choose a template: ▾

Enter the VM name:
[Submit Request](#)
[Reset](#)

Notepad++

On this page a user will choose a template that the new VM will be based on.

Provision VM Request - make your choices and click submit

Select a template: ▾

Enter the VM name:
[Submit Request](#)

- Windows 2019 options
- Windows 2019
- Windows 2019 Oracle 12.2c
- Windows 2019 SQL Server 2016
- Windows 2016 options
- Windows 2016
- Windows 2016 Oracle 12.2c
- Windows 2016 SQL Server 2016
- Windows 2016 CES 5.4 SP2 Oracle 12.2c
- Windows 2016 CM 5.4 SP2 Oracle 12.2c
- Windows 2016 CES 5.4 SP2 SQL Server 2016
- Windows 2016 CM 5.4 SP2 SQL Server 2016
- Linux 7 options
- Centos 7
- Centos 7 Oracle 12.2c
- Centos 7 CES 5.4 SP2 Oracle 12.2c
- Centos 7 CM 5.4 SP2 Oracle 12.2c

After a template is chosen a user enters the name for the new VM, which must be unique and not greater than 15 alphanumeric characters. Then the user will click Submit Request.

Provision VM Request - Choose a template, enter a VM name and click submit

Choose a template: Windows 2019 SQL Server 2016 (Beta)

Enter the VM name: NewVM

Submit Request

Reset

A request is submitted to the ITL application and a job is created to fulfil the user's request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete and the VM is ready.

View Requests

The View Request page displays all the user's requests that have been submitted. The most current request is first. The View Requests page can be accessed from the Main Menu by clicking VM Services or Product Services and View Requests. The user can monitor the progress of their job on this page by clicking the Refresh button in the upper middle of the page, which will refresh the request data.

Get All Requests ☐ Get Requests for Selected UserId:

Get Requests

Request Id	Status	Request Type	VM Name	User Id	Template	Product File	Job Start Time	Job End Time
22	Ended	deleteVM	jasvm150	jschwab2			2020-12-03 14:01:32.0	2020-12-03 14:01:32.0
21	Ended	baseinstall	jasvm152	jschwab2		CES_5_4_SP2-CU02_2_B...	2020-12-03 14:01:10.0	2020-12-03 14:06:05.0
20	Ended	baseinstall	jasvm151	jschwab2		ClaimsManager_5_4_SP2...	2020-12-03 14:00:53.0	2020-12-03 14:05:13.0
19	Ended	provisionVM	jasvm152	jschwab2	W19-SQL2016-Template		2020-12-03 13:54:53.0	2020-12-03 13:59:08.0
18	Ended	provisionVM	jasvm151	jschwab2	W19-ORA12.2-Template		2020-12-03 13:54:43.0	2020-12-03 13:58:58.0
17	Ended	provisionVM	jasvm150	jschwab2	W19-OS-template		2020-12-03 13:54:31.0	2020-12-03 13:58:46.0
16	Ended	deleteVM	jasvm132	jschwab2			2020-12-03 13:46:58.0	2020-12-03 13:46:58.0
2	Ended	provisionVM	jasvm132	jschwab2	W19-OS-template		2020-12-02 12:34:54.0	2020-12-02 12:55:09.0

jasvm156 - Remote Desktop Connection Manager v2.7

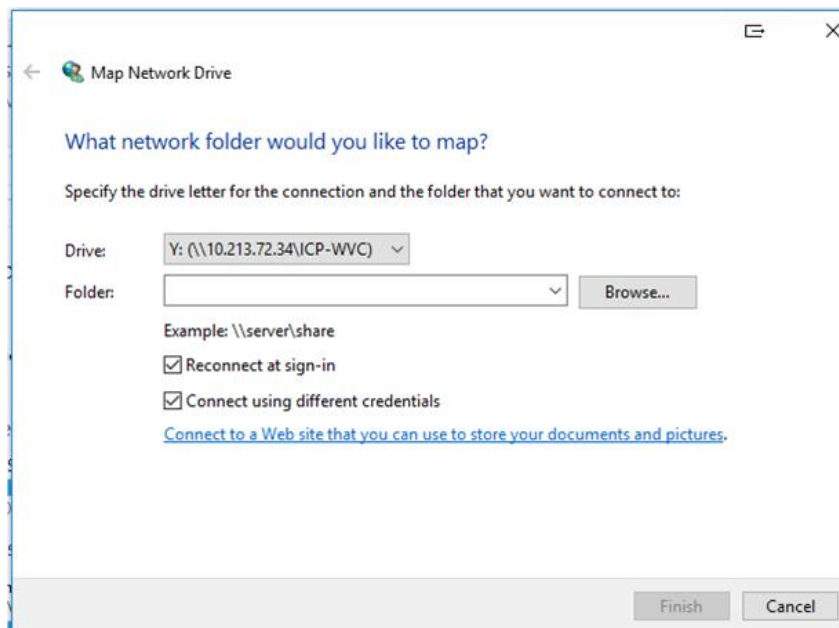
Mapping a shared drive

OTL is a restricted environment for security purposes, but more than likely you are going to need to copy files, data, etc. from your laptop or another VM onto your OTL VM or visa-versa. There is an OTL shared drive just for this purpose.

The shared OTL drive is a limited space shared drive so limit the size of your files, such as putting them in a folder with your name, and in deleting them when you are done. This shared drive is not meant for permanent storage and will be cleaned up periodically.

Map a drive from your laptop or VM to the OTL shared drive either URL using this URL:

– <\\otl-svm0.otl.lab\ICP-WVC>



When asked for the User, enter:

- OTL\<your OTL username>
- Give your OTL password

You now have a shared drive you can copy files, data, etc. from your laptop or VM.

Now, log into your OTL VDI and create the same mapped drive using the steps above.



You now have a way to copy files back and forth from your laptop or other VM to your OTL VMs or visa-versa.

Maintain a VM

A user can maintain an OTL VM for their development, QA or support needs. The Maintain VM Request page can be accessed from the Main Menu by clicking VM Services and Maintain VM Request. This page allows a user to Start, Stop, or Restart a VM.

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Home VM Services Product Services Status Information

Maintain VM Request - Select a request type, select a VM and click submit

Choose request type:

Select the VM name:

On this page a user will choose a VM.

Then the user will choose a Request Type from the list and then click Submit Request.

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

Delete a VM

A user can delete an OTL VM which they own. Take caution with this service since the VM is permanently deleted without any recovery. The Delete VM Request page can be accessed from the Main Menu by clicking VM Services and Delete VM Request.

Delete VM Request - select a VM and click submit

Select the VM name to be deleted:

Submit Request

Reset

Bildschirmfoto von ...

On this page the user will choose a VM from the list of VMs that the user owns and then click Submit Request.

Delete VM Request - select a VM and click submit

Select the VM name to be deleted:

jasvm10
jasvm11

Submit Request

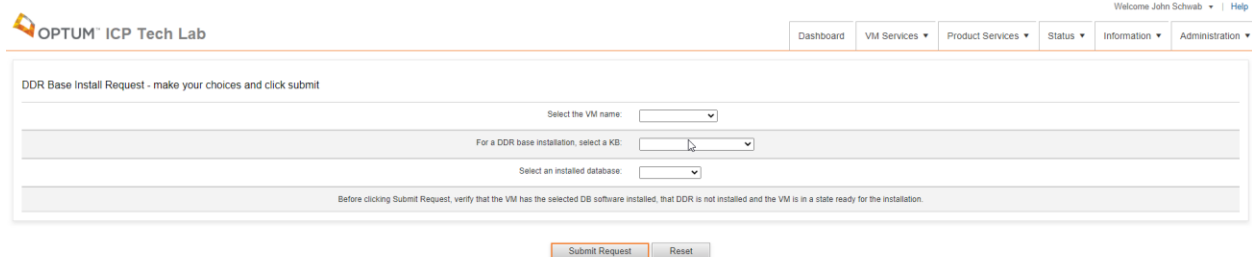
Reset

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

Product Services

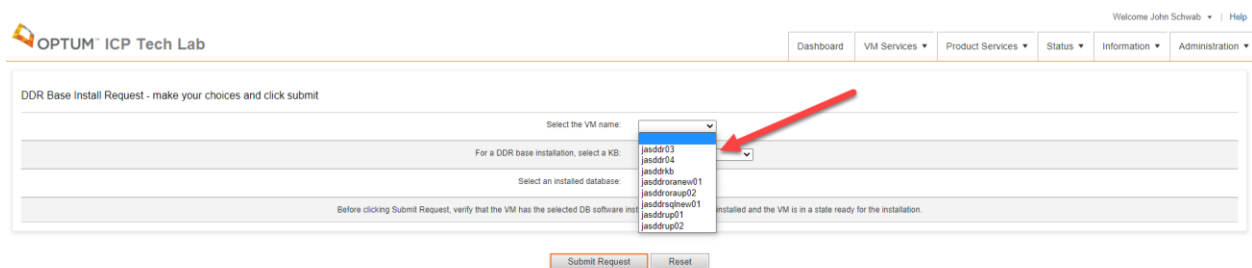
DDR 6.0 Base Install

A user can request a DDR 6.0 base install on a VM that does not have DDR installed. The DDR 6.0 Base Install Request page can be accessed from the Main Menu by clicking Product Services and 6.0 - DDR Base Install Request.



The screenshot shows the 'DDR Base Install Request' form in the OPTUM ICP Tech Lab interface. The form is titled 'DDR Base Install Request - make your choices and click submit'. It contains three dropdown menus: 'Select the VM name:', 'For a DDR base installation, select a KB:', and 'Select an installed database:'. Below these is a warning message: 'Before clicking Submit Request, verify that the VM has the selected DB software installed, that DDR is not installed and the VM is in a state ready for the installation.' At the bottom are 'Submit Request' and 'Reset' buttons. The top navigation bar includes 'Dashboard', 'VM Services', 'Product Services', 'Status', 'Information', and 'Administration'.

On this page the user will select the VM they want to run a DDR base install on.



This screenshot shows the same 'DDR Base Install Request' form, but with the 'Select the VM name:' dropdown menu open. A red arrow points to the dropdown menu, which lists several VM names: 'jasddr03', 'jasddr04', 'jasddr0b', 'jasddroranew01', 'jasddroraup02', 'jasddrsgnew01', 'jasddrup01', and 'jasddrup02'. The 'Submit Request' and 'Reset' buttons are still visible at the bottom.

Then the user selects the KB (which includes the DDR engine) that they want installed.

Then the user selects the database that is already installed on the VM and clicks the Submit Request button.

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

DDR 6.0 Upgrade From ICP 5.4

A user can request a DDR 6.0 Upgrade From ICP 5.4 on a VM that has ICP 5.4 CU02 or greater installed. The DDR 6.0 Upgrade From ICP 5.4 Request page can be accessed from the Main Menu by clicking Product Services and 6.0 - DDR Upgrade From ICP 5.4 Request.

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Dashboard VM Services Product Services Status Information Administration

DDR Upgrade From ICP Request - make your choices and click submit

Select the VM name:

For a DDR upgrade from ICP, select a KB:

Before clicking Submit Request, verify that at least ICP 5.4 SP2 CU02 is installed, the KB is current, and the VM is in a state ready for the installation.

Submit Request Reset

On this page the user will select the VM they want to run a DDR base install on.

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Dashboard VM Services Product Services Status Information Administration

DDR Upgrade From ICP Request - make your choices and click submit

Select the VM name:

For a DDR upgrade from ICP, select a KB:

Before clicking Submit Request, verify that at least ICP 5.4 SP2 CU02 is installed, the KB is current, and the VM is in a state ready for the installation.

Submit Request Reset

Then the user selects the KB (which includes the DDR engine) that they want installed and clicks the Submit Request button.

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Dashboard VM Services Product Services Status Information Administration

DDR Upgrade From ICP Request - make your choices and click submit

Select the VM name:

For a DDR upgrade from ICP, select a KB:

Before clicking Submit Request, verify that at least ICP 5.4 SP2 CU02 is installed and the VM is in a state ready for the installation.

Submit Request Reset

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

DDR 6.0 KB Install

A user can request a DDR 6.0 KB Install on a VM that has DDR 6.0 installed. The DDR 6.0 KB Install Request page can be accessed from the Main Menu by clicking Product Services and 6.0 - DDR KB Install Request.

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Dashboard VM Services Product Services Status Information Administration

DDR KB Install Request - make your choices and click submit

Select the VM name:

For a DDR KB install, select a KB:

Before clicking Submit Request, verify that DDR is installed and the VM is in a state ready for the installation.

Submit Request Reset

On this page the user will select the VM they want to run a DDR KB install on.

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Dashboard VM Services Product Services Status Information Administration

DDR KB Install Request - make your choices and click submit

Select the VM name:

For a DDR KB install, select a KB:

Before clicking Submit Request, verify that DDR is installed and the VM is in a state ready for the installation.

Submit Request Reset

Then the user selects the KB (which includes the DDR engine) that they want installed and clicks the Submit Request button.

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Dashboard VM Services Product Services Status Information Administration

DDR Upgrade From ICP Request - make your choices and click submit

Select the VM name:

For a DDR upgrade from ICP, select a KB:

Before clicking Submit Request, verify that at least ICP 5.4 SP2 CU02 is installed and the VM is in a state ready for the installation.

Submit Request Reset

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

ICP 5.4 Base Install

A user can request an ICP 5.4 base install on a VM that does not have ICP installed. The ICP 5.4 Base Install Request page can be accessed from the Main Menu by clicking Product Services and 5.4 ICP Base Install Request.

ICP Base Install Request - make your choices and click submit

Select the VM name: ▾

For an ICP base install, select a product release: ▾

Select a database: ▾

Before clicking Submit Request, verify that the VM has the selected DB software installed, that ICP is not installed and the VM is in a state ready for the installation.

Submit Request

Reset

On this page the user will select the VM they want to run an ICP base install on.

ICP Base Install Request - make your choices and click submit

Select the VM name: ▾

For an ICP base install, select a product release: ▾

Select a database: ▾

Before clicking Submit Request, verify that the VM has the selected DB software installed, that ICP is not installed and the VM is in a state ready for the installation.

Submit Request

Reset

Then the user selects the base install product that they want installed.

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Dashboard VM Services Product Services Status Information Administration

ICP Base Install Request - make your choices and click submit

Select the VM name:

For an ICP base install, select a product release:

Select a database:

Before clicking Submit Request, verify that the VM has the selected DB software installed and the VM is in a state ready for the installation.

Then the user selects the database that is already installed on the VM and clicks the Submit Request button.

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Dashboard VM Services Product Services Status Information Administration

ICP Base Install Request - make your choices and click submit

Select the VM name:

For an ICP base install, select a product release:

Select a database:

Before clicking Submit Request, verify that the VM has the selected DB software installed and the VM is in a state ready for the installation.

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

ICP 5.4 CU Install

A user can request an ICP 5.4 CU install on a VM that does have ICP installed. The 5.4 ICP CU Install Request page can be accessed from the Main Menu by clicking Product Services and 5.4 ICP CU Install Request.

ICP CU Install Request - make your choices and click submit

Select the VM name:

For an ICP CU install, select a product release:

Before clicking Submit Request, verify that the VM has the prerequisite ICP release installed and is in a state ready for the installation.

On this page the user will select the VM they want to run a CU install on.

ICP CU Install Request - make your choices and click submit

Select the VM name:

For an ICP CU install, select a product release:

Before clicking Submit Request, verify that the VM has the prerequisite ICP release installed and is in a state ready for the installation.

Then the user will select the CU product that they want installed and click the Submit Request button.

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Dashboard VM Services Product Services Status Information Administration

ICP CU Install Request - make your choices and click submit

Select the VM name:

For an ICP CU install, select a product release:

Before clicking Submit Request, verify that the VM has the prerequisite software installed. The installation.

Submit Request

CES CU product release options
CES 5.4 SP2 CU04 Build 6107 CU install
CES 5.4 SP2 CU02 2 CU install
CM CU product release options
CM 5.4 SP2 CU04 Build 6107 CU install
CM 5.4 SP2 CU03 CU install

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

ICP 5.4 KB Load

A user can request a KB Load to a VM that does have ICP 5.4 installed. The KB Load Request page can be accessed from the Main Menu by clicking Product Services and 5.4 - KB Load Request.

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Dashboard VM Services Product Services Status Information Administration

KB Load Request - make your choices and click submit

Select the VM name:

For a production KB load, select a KB:

Before clicking Submit Request, verify that ICP is installed and the VM is in a state ready for the installation.

Submit Request Reset

On this page the user will select the VM they want to run a KB Load on.

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Dashboard VM Services Product Services Status Information Administration

KB Load Request - make your choices and click submit

Select the VM name:

For a production KB load, select a KB:

Before clicking Submit Request, verify that ICP is installed in a state ready for the installation.

Then the user selects a KB that they want to load and clicks the Submit Request button.

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Dashboard VM Services Product Services Status Information Administration

KB Load Request - make your choices and click submit

Select the VM name:

For a production KB load, select a KB:

Before clicking Submit Request, verify that ICP is installed in a state ready for the installation.

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.

ICP 5.4 LCD Load

A user can request a LCD Load to a VM with ICP 5.4 installed. The LCD Load Request page can be accessed from the Main Menu by clicking Product Services and 5.4 – LCD Load Request.

LCD Load Request - make your choices and click submit

Select the VM name: ▾

For a LCD load, select a LCD zip file: ▾

Before clicking Submit Request, verify that ICP is installed and the VM is in a state ready for the installation. The LCDs that are loaded may be in a pending status and may need to be manually activated.

Submit Request

Reset

On this page the user will select the VM they want to run a LCD Load on.

LCD Load Request - make your choices and click submit

Select the VM name: ▾

For a LCD load, select a LCD zip file: ▾

Before clicking Submit Request, verify that ICP is installed and the VM is in a state ready for the installation. The LCDs that are loaded may be in a pending status and may need to be manually activated.

Submit Request

Reset

Then the user selects a LCD file that they want loaded and clicks the Submit Request button.

LCD Load Request - make your choices and click submit

Select the VM name: jasvm144 ▾

For a LCD load, select a LCD zip file:

Facility LCD options
0_A_20201020_5X.zip
Professional LCD options
0_B_20201020_5X.zip

Before clicking Submit Request, verify that ICP is installed and the VM is in a state ready for the installation. The request may be in a pending status and may need to be manually activated.

Submit Request

Reset

A request is submitted to the ITL application and a job is created to fulfil the users request. The user will be forwarded to the View Requests page after clicking the Submit Request button. Once the job starts the user will receive an email containing the request information. Once the job completes the user will receive another email letting them know the job is complete.