Request Information

Requestor	Alvis Bajal
Implementing Team	Network Operations / System Operations
Ticket Number/s	201916259

Change Classification		Major	X	Minor
After the fact		Yes	X	No
Emergency	X	Yes		No

Proposed Change Date	June 11, 2019
Proposed Change Start/End Time	11:00
Proposed Change Verification Time	11:30

Objective of the change

For NDY business unit to access Citrix via MPLS.

Technical/Operational Impact of the change

Negative:	Beneficial:	Neutral:
Possible campaign downtime due to misconfiguration.	If successful, NDY access to their tools will connect via MPLS instead of going to the internet.	Firewall, Core Switch

Affected IT Infrastructure components

Site	Hostname	IP Address	Function
G2	MKT-GL2-FW1	172.17.3.102	Network Firewall
G2	MKT-GL2-CSW1	172.22.2.1	Network Core Switch

Affected Departments and corresponding contact persons

Department	Contact Name	Contact Info
All	Rynel Ryson Yanes	09178535630
Network Operations	Mau Mendoza	09178535630

Test Environment implementation and Verification Summary

As emailed by Network Ops team, the following IPs are reachable via ping:
10.10.18.10, 172.28.57.1, 172.28.66.1

Test Environment Results Summary

IPs 10.10.18.10, 172.28.57.1, 172.28.66.1 are reachable and https://sf1.ndy.group/Citrix/SF1Web is accessible via web as tested.

Configuration Change Template

Baseline File	3.1.10.1
Baseline Version	April 3, 2019

Baseline File Changes:

Existing Configuration	Proposed Change	Impact	Section
MKT-GL2-FW1: No existing static configuration for Citrix IPs: 10.10.18.10, 172.28.57.1, 172.28.66.1, 10.5.7.21, 192.168.245.27, 172.28.112.1, 172.30.48.35	**MKT-GL2-FW1**: Static Route Configuration for the following IPs 10.10.18.10, 172.28.57.1, 172.28.66.1, 10.5.7.21, 192.168.245.27, 172.28.112.1, 172.30.48.35	Network Firewall	3.1.10.1

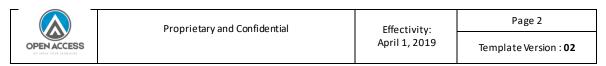| Physical Implementation Procedures / Advisory |
|---|
| "Hi Maria,

We would like to inform you that we will be having a UAT for NDY this coming Wednesday, June 12, 2019. This is for the testing of Citrix via MPLS.

Kindly let us know the name of at least 2 agents that will conduct the said activity. So we can setup their stations.

Let us know if you have questions. Thank you." |

Backup Procedures

I. Firewall Backup
   1. Access **MKT-GL2-FW1:10443** via **https.**
      Save the backup config to:
      \\172.17.0.124\it\Backup\Network Backup Logs

      With the following naming convention:
      BACKUP_HOSTNAME_2019XXXX

II. Workstation Backup
   1. Access the **UAT** workstation for **NDY**.
   2. Copy the host file from **C:\Windows\System32\drivers\etc** to **Documents** then create new folder named **Hostfile backup**.

Technical Configuration Procedures

    I.   Firewall Configuration

        1.   Access **MKT-GL2-FW1** via **https**.

        2.   Navigate to **Network** > **Static Routes** > **Create New** then fill out the following:

            Destination: **Subnet**
                    10.10.18.10
            Interface: **port3 (NDY)**
            Gateway Address: **172.28.78.2**
            Administrative Distance: **10**
            Comments: **For NDY Citrix**
            Status: **Enabled**

            Click **OK.**

            Repeat the steps for IP address 172.28.57.1, 172.28.66.1, 10.5.7.21, 192.168.245.27, 172.28.112.1, 172.30.48.35. (Change the **Destination** address)

        3.   Paste the **host** file created by System Ops team from:
            \\172.17.0.124\it\NOC\NDY Hostfile

            To workstation desktop, once done, copy the host file from Desktop and paste it to C:\Windows\System32\drivers\etc.

Verification Procedures

    I.   User Level Verification

        1.   Login an agent account where the host file is successfully copied.

        2.   Once logged in, open the browser and access the link:
            https://sf1.ndy.group/Citrix/SF1Web

Back-out Procedures

    I.   Firewall Backout

        1.   Login to **MKT-GL2-FW1** via **https**.

        2.   Go to **Network** > **Static Routes** then delete the **Static Routes** for the following destination IP Addresses:
            10.10.18.10, 172.28.57.1, 172.28.66.1, 10.5.7.21, 192.168.245.27, 172.28.112.1, 172.30.48.35

    II.   Workstation Backout

        1.   Login to the **UAT** workstation of **NDY.**

        2.   Navigate to **Documents\Hostfile backup** then copy and paste the hostfile to **C:\Windows\System32\drivers\etc**.