**SHARED CC ETL SERVER PATCHING INSTRUCTIONS**

**Pre-patch Validation Steps**:

1. Access Requirements:

* None as we assume App admin is running validation and has all requisite ETL server access.
* PA Production ETL server url is UVACPMMETL01MXD.MAXCORP.MAXIMUS; port 22

1. Create a **backup** of cron jobs on Shared CC ETL server and delete the crontab from the server, so no crons run during patching.

Shared CC Production cron job names and their urls are in SVN location **svn://svn-staging.maximus.com/dev1d/maxdat/ContactCenter/trunk/kettle/MAXDAT/implementation/CiscoEnterprise/documentation/PA Crons**

1. Confirm no jobs are running
   1. ps –aux | less

Note: If any of the cron jobs are running, please wait for them to complete before starting the patching.

**Post-patch validation Steps:**

1. Restore crontab backup from prepatching step to PA ETL production server. This should turn cron jobs back on. For reference, PA cron job names and their urls are in SVN location **svn://svn-staging.maximus.com/dev1d/maxdat/ContactCenter/trunk/kettle/MAXDAT/implementation/CiscoEnterprise/documentation/PA Crons**
2. Check /var/log/cron file for logs being created after patching date.
3. Check the latest log file in log folder: /u01/maximus/maxdat-prd/PA/logs/ContactCenter/ for any ORA- or java errors. Either open the log file in text editor and search for “ORA-” or “java” or go to log file location and use the following grep command:

grep -E [\w]\*'ORA/-|java'[\w]\* "<LATEST LOG FILE NAME>.log"

1. If there are other Oracle errors, say database connectivity issue such as “ORA-01109: database not open”,

Please reach out to DBA.

For other errors, please reach out to available MAXDAT developer.

**CHECKING FOR ADHOC JOB ERRORS**

1. If the DBA reaches out to check for adhoc job errors, please check for **manage\_all\_adhoc\_jobs<DATETIME>.log** at /u01/maximus/maxdat-prd/PA/logs/ContactCenter/
2. As in the patching step above, please search for “java” or “ORA-” in the log file.
3. If there are other Oracle errors, say database connectivity issue such as “ORA-01109: database not open”, please reach out to DBA.

For other errors, please reach out to available MAXDAT developer.