**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.
* Shared CC 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/Shared CC 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 Shared CC ETL production server. This should turn cron jobs back on. For reference, 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/Shared CC 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/CiscoEnterprise/ETL/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 the only error is “Error inserting/updating row

ORA-01400: cannot insert NULL into ("CISCO\_ENTERPRISE\_CC"."CC\_S\_CALL\_DETAIL"."CALL\_REFERENCE\_ID")”,

then jobs are running fine. This is a known error and no further actions need to be taken.

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.

1. After patching, check the following ETL server location for files:

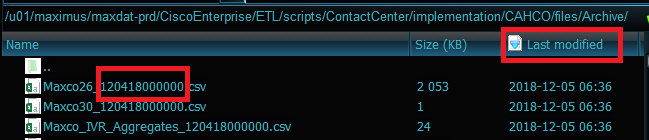
/u01/maximus/maxdat-prd/CiscoEnterprise/ETL/scripts/ContactCenter/implementation/CAHCO/files/Archive/

1. The location should contain the following three files that were modified today with previous day’s date suffix:

Maxco30\_mmddyy000000.csv

Maxco26\_mmddyy000000.csv

Maxco\_IVR\_Aggregates\_mmddyy000000.csv



If the above files cannot be found, please check the following directory

/u01/maximus/maxdat-**prd**/CiscoEnterprise/ETL/scripts/ContactCenter/implementation/CAHCO/files/Outbound/

1. If the files are missing from both locations, please let DBA know that CA HCO files are missing—the DBA has instructions on how to insert adhoc queries to retrieve the CA HCO files.
2. Once the DBA has ran the adhoc query to generate files and the job finishes successfully, check the following location for new files:

/u01/maximus/maxdat-**prd**/CiscoEnterprise/ETL/scripts/ContactCenter/implementation/CAHCO/files/Outbound/

**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/CiscoEnterprise/ETL/logs/ContactCenter/
2. As in the patching step above, please search for “java” or “ORA-” in the log file.
3. If the only error is “Error inserting/updating row ORA-01400: cannot insert NULL into ("CISCO\_ENTERPRISE\_CC"."CC\_S\_CALL\_DETAIL"."CALL\_REFERENCE\_ID")”,

then jobs are running fine. This is a known error and no further actions need to be taken.

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.