**ETL Server Patching Procedures**

Name: Shared CC Production Server

DB Server Name: SHRDMXDP

DB Server Host: uvacpmmora01mxd.maxcorp.maximus

DB IP Address: 10.160.140.122

DB Port: 1531

APP Server Name: Prod Kettle App Server

APP Server Host: UVACPMMETL01MXD

APP IP Address: 10.160.140.121

APP Port: 22

Primary Contact:

Secondary Contact:

Pre Patch Cycle:

* Confirm no jobs running
  + ps –aux | less
* Copy cron jobs (refer to Jira ticket [MAXDAT-6799](https://defect-tracker.maximus.com/browse/MAXDAT-6799) for list of jobs; list below)
  + manage\_adhoc\_contact\_center\_jobs.sh
  + Run\_Daily\_IVR\_Files.sh
  + run\_scheduled\_export\_amp\_metrics.sh “WEEKLY”
  + run\_scheduled\_export\_amp\_metrics.sh “MONTHLY”
  + CAHCO\_manage\_adhoc\_extracts.sh
  + CAHCO\_manage\_scheduled\_extracts.sh
  + manage\_adhoc\_contact\_center\_jobs.sh
  + run\_ao\_input\_jobs.sh
  + run\_ao\_extract\_jobs.sh
  + manage\_adhoc\_contact\_center\_jobs.sh
  + scheduled\_contact\_center\_job\_executions.sh
  + load\_New\_Queue\_Flag\_for\_Alert.sh
  + run\_scheduled\_export\_amp\_metrics.sh “WEEKLY”
  + run\_scheduled\_export\_amp\_metrics.sh “MONTHLY”
  + run\_load\_contact\_center.sh
  + load\_Agent\_First\_Call\_Dt.sh
  + CAHCO\_manage\_scheduled\_Call\_Back.sh
  + CAHCO\_ manage\_adhoc\_Call\_Back.sh
  + Get\_IVR\_Responses.sh
  + manage\_scheduled\_IVR\_Menu\_Group.sh
  + manage\_adhoc\_IVR\_Menu\_Group.sh
  + log\_purge.sh
  + scheduled\_contact\_center\_job\_executions.sh
* Disable crons
  + Disable all active entries in cron by commenting out the lines
* Shutdown Maxdat DB queue process
  + Run DB shutdown script

Post Patch Cycle:

* Confirm no check file exists
  + Path: /u01/maximus/maxdat-prd/<ProjectFolder>/ETL/scripts
* Confirm no run away processes
  + ps –aux | less
* Start Maxdat DB queue process
  + Run DB startup script
* Refer to copied Crons and enable
  + Enable all inactive entries in cron by removing comment indicator from the lines