

Subject: CHG00341335 (Prod): 2409 OS Patching for Servers in Azure Cloud @24th Sep 08:30 PM
- 03:30 AM

Summary:

This email chain discusses a planned OS patching activity for servers hosted in Azure Cloud. The patching was scheduled on September 24, from 8:30 PM to 3:30 AM. The teams responsible were Wipro's SOI Wintel Ops and TCS' WFM DevOps. The chain includes updates on pre-patching tasks, the actual patching process, and post-patching health checks and verifications. The focus was on ensuring smooth patching of the listed servers, followed by Build Verification Test (BVT) results. The team is advised to monitor Kronos PROD Load Balancer-related alerts during the change period.

Key Details:

Teams Involved:

Wipro (SOI Wintel Ops):

- Shaik Umme Salma (Wintel Administrator)

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- Velmurugan (Escalation point)

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TCS (WFM DevOps):

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- Maithri Gangadhar

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Other Individuals Involved:

- Leela Madhuri Devalla (WFM DevOps - TCS)

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- Dell Team: Responsible for load balancer suppression tasks.

Tasks and Responsibilities:

Wipro (SOI Wintel Ops):

Pre-patching Tasks:

- Ensure suppression alerts are configured in Splunk to place both application and database servers into maintenance mode.
- Validate server list and confirm all servers are included.
- Stop all Kronos application services (JBoss, OpenFire) on AZ1 servers.

Patching Activity:

- Conduct OS patching across all listed servers.

Post-patching Tasks:

- Perform health and sanity checks on the servers.

- Ensure the cluster manager is in a good state.
- Enable JBoss and OpenFire services.
- Run health-check scripts to ensure servers are functioning properly.
- Communicate completion and request post-checks from TCS.

TCS (WFM DevOps):

Pre-patching Tasks:

- Confirm the completion of pre-tasks from WFM DevOps.
- Shutdown necessary VMs for the patching process.

Post-patching Tasks:

- Run Build Verification Tests (BVT).
- Health check validation for applications on AZ1 servers.
- Report back with confirmation of successful post-task completions.

Team Advisory:

The team is advised to monitor Kronos PROD Load Balancer-related alerts during the change period and ensure any issues are resolved promptly.

Escalations and Coordination:

Shaik Umme Salma from Wipro was the primary coordinator, with Velmurugan handling first-level escalations. Maithri Gangadhar from TCS was responsible for coordinating updates from the DevOps team.

Current Status:

The OS patching was successfully completed.

Post-patching tasks, including BVT and health checks, were finalized and shared with all teams.

List of Servers:

azwwfcasp06010, azwwfcasp06011, azwwfcasp06012, azwwfcasp06013, azwwfcasp06014,
azwwfcasp06015,
azwwfcasp06016, azwwfcasp06017, azwwfcasp06018, azwwfcasp06019, azwwfcasp06020,
azwwfcasp06021,
azwwfcasp06022, azwwfcasp06023, azwwfcasp06024, azwwfcasp06025, azwwfcasp06026,
azwwfcasp06027,
azwwfcasp06028, azwwfcasp06029, azwwfcasp06030, azwwfcasp06031, azwwfcasp06032,
azwwfcasp06033,
azwwfcasp06034, azwwfcasp06035, azwwfcasp06036, azwwfcasp06037, azwwfcasp06038,
azwwfcasp06039,
azwwfcasp06040, azwwfcasp06041, azwwfcasp06042, azwwfcasp06043, azwwfcasp06044,
azwwfcasp06100,
azwwfcasp06101, azwwfcasp06102, azwwfcasp06103, azwwfcasp06104, azwwfcasp06105,
azwwfcasp06106,
azwwfcasp06107, azwwfcasp06108

Change Number & CTASK:

- Change Number: CHG00341335
- Related Task: RITM2233106