

# Runbook/Rollback plan for JIRA Application version upgrade from v7.12.1 to v8.2.3

## About

- This page contains the steps to be performed on release day for up-gradation of Jira from v7.12.1 to v8.2.3 version.

## Prerequisite :

- ✓ Admin access to URL
- ✓ JIRA v8.2.3 updated binaries should be available on Artifactory
- ✓ Supported version add-ons should be uploaded to Artifactory
- ✓ Database access
- ✓ Check Space on all JIRA nodes and shared home for backup
- ✓ MCT/TCR Should be approve(**MCR0685387**)

## Release Team Contact Details:

| Team         | Contact Person                     | racf id | email id   | direct contact number | escalation contact person | direct contact number |
|--------------|------------------------------------|---------|--|-----------------------|---------------------------|-----------------------|
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## Timeline:

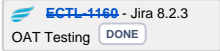
| Steps | Description         | Completion Date |
|-------|---------------------|-----------------|
| 1.    | OAT SignOff         | 17 Sep 2019     |
| 2.    | UAT SignOff         | 17 Sep 2019     |
| 3.    | Production Release  | 21 Sep 2019     |
| 4.    | GoLive for end user | 21 Sep 2019     |

## Runbook:

|   | Task  | Owner    | Execution Date | Status          | Time    | Details/Steps  | Comments |
|---|---|----------|----------------|-----------------|---------|--|----------|
| 1 | Raise Cyber ark access request for implementation of JIRA-DTS | Eng Team | 20 Sep 2019    | <div>DONE</div> | 10 mins | 1. Login to <a href="#">Cybearark</a> portal and raise a request<br>2. Send an email to get credentials for available cyberark account for prod implementation |          |

|   |   |          |             |      |         |  |  |
|---|---|----------|-------------|------|---------|--|--|
| 2 | Bring down Apache for all JIRA instances        | Eng Team | 20 Sep 2019 | DONE | 10 mins | <ol style="list-style-type: none"> <li>1. Login to current JIRA server (<b>LONRS10884</b>)</li> <li>2. <code>cd /opt/app/dts/atlassian/jira</code></li> <li>3. Bring down Apache service: <code>./jira-apache.sh stop</code></li> <li>4. Repeat steps for (<b>LONRS10885,LONRS13991 and LONRS13992</b>)</li> <li>5. Ensure all the apache processes have been stopped on all JIRA nodes</li> </ol>   |  |
| 3 | Capture data before upgrade                     | Eng Team | 20 Sep 2019 | DONE | 10 mins | <ol style="list-style-type: none"> <li>1. Login into production http URL :<a href="http://lonrs10884:8080/secure/Dashboard.jspa">http://lonrs10884:8080/secure/Dashboard.jspa</a> <ol style="list-style-type: none"> <li>a. Go to Administration console &gt; System &gt; System info --&gt;</li> <li>b. Capture the Server info, JIRA info and Database statistics on <a href="#">Confluence page</a></li> </ol> </li> </ol>  |  |
| 4 | Bring down tomcat for all JIRA instance         | Eng Team | 20 Sep 2019 | DONE | 10 mins | <ol style="list-style-type: none"> <li>1. Login to JIRA server (<b>LONRS10884</b>) with proddts access</li> <li>2. <code>cd /opt/app/dts/atlassian/jira</code> <ol style="list-style-type: none"> <li>a. Bring down tomcat service: <code>./jiractls stop</code></li> </ol> </li> <li>3. Repeat steps for (<b>LONRS10885,LONRS13991 and LONRS13992</b>)</li> <li>4. Ensure all the tomcat processes have been stopped on all JIRA nodes</li> </ol>   |  |
| 5 | Communicate with DBA team to take the DB backup | Eng Team | 20 Sep 2019 | DONE | 1 hour  | <ol style="list-style-type: none"> <li>1. Send an email to DBA team to start DB backup activity.</li> <li>2. Follow up and work with DBA team for DB backup.</li> <li>3. Get confirmation from DBA team</li> </ol>   | <b>Note:</b> Step 6 will start parallel with step 5  |
| 6 | Backup files                                    | Eng Team | 20 Sep 2019 | DONE | 1 hour  | <ol style="list-style-type: none"> <li>1. Take a backup of local home and shared home plugins folder <ol style="list-style-type: none"> <li>b. <code>cp -r /opt/app/dts/atlassian/jira/jira-dts_home_lonrs10884 /data/edcdtsjirasdprd</code></li> <li>c. <code>cp -r /data/dtsjiraprd/shared_jira-dts_home/plugins /data/dtsjiraprd/plugins_jira_v7.12.1.bkp</code></li> </ol> </li> <li>2. Repeat the above step for local_home only for remaining all nodes(<b>LONRS10885,LONRS10886,LONRS13991,LONRS13992</b>)</li> </ol>   | <b>Note:</b> Take the backup of LONRS10885,LONRS13991,LONRS13992 Local home backup as well |
| 7 | Setup JIRA v8.2.3 binaries                      | Eng Team | 21 Sep 2019 | DONE | 30 min  | <ol style="list-style-type: none"> <li>1. Login into : <b>LONRS10884</b></li> <li>2. Setup binaries <ol style="list-style-type: none"> <li>a. <code>cd /opt/app/dts/atlassian/Jira</code></li> </ol> </li> <li>3. <code>wget --no-check-certificate https://artifactory-1.dts.fm.rbsgrp.net/artifactory/list/puppet-installer-packages-local/com/atlassian/atlassian-jira/jira%208.2.3%20software/atlassian-jira-software-8.2.3-standalone.zip</code> <p><b>Note:</b> Repeat steps for (<b>LONRS10885,LONRS13991 and LONRS13992</b>)</p> <p><b>Note:</b> In the above file all required config changes has been done and uploaded to artifactory</p> </li> <li>4. <code>copy jiractl --&gt; cp /opt/app/dts/atlassian/jira/atlassian-jira-software-7.12.1-standalone/bin/jiractl /opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone/bin/</code></li> <li>5. Create softlinks <ol style="list-style-type: none"> <li>a. <code>ln -sfn /opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone/ current</code></li> <li>b. <code>ln -sfn /opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone/bin/jiractl jiractl</code></li> </ol> </li> <li>6. Repeat the above steps for remaining all nodes – (<b>LONRS10885,LONRS10886,LONRS13991,LONRS13992</b>)</li> </ol> |  |


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|--|--|--|--|--|--|--|
|  |  |  |  |  |  | <pre>JIRA_HOME="/opt/app/dts/atlassian/jira/jira_home"  JVM_SUPPORT_RECOMMENDED_ARGS="-XX:+UseG1GC"  ulimit -n 8192  JVM_MINIMUM_MEMORY="32g" JVM_MAXIMUM_MEMORY="32g"  JVM_CODE_CACHE_ARGS="-XX:InitialCodeCacheSize=32m - XX:ReservedCodeCacheSize=1024m"  JVM_REQUIRED_ARGS="-Djava.awt.headless=true -Datlassian. standalone=JIRA -Dorg.apache.jasper.runtime.BodyContentImpl. LIMIT_BUFFER=true -Dmail.mime.decodeparameters=true - Dorg.dom4j.factory=com.atlassian.core.xml. InterningDocumentFactory -Datlassian.healthcheck.timeout- ms=20000"  JVM_EXTRA_ARGS="-XX:-OmitStackTraceInFastThrow -Djava. locale.providers=COMPAT -XX:+PrintGCDetails -XX: +PrintGCDateStamps -XX:+PrintGCTimeStamps -XX: +PrintGCCause -XX:+PrintTenuringDistribution -verbose:gc - Xloggc:/opt/app/dts/atlassian/jira/current/logs/atlassian-jira-gc-%t. log -XX:+UseGCLogFileRotation -XX:NumberOfGCLogFiles=5 - XX:GCLogFileSize=20M -XX:MaxPermSize=512m -Dcom.sun. management.jmxremote.port=27082 -Dcom.sun.management. jmxremote.authenticate=false -Dcom.sun.management. jmxremote.ssl=false -Djava.security.egd=file:/dev/./urandom - Djira.autoexport=false -Datlassian.plugins.enable.wait=300"  #Note: Add below lines between JAVA_OPTS=&lt;arguments&gt; and export JAVA_OPTS  JIRA_MAX_PERM_SIZE=256m if [ -f "\${PRGDIR}/permgen.sh" ]; then echo "Detecting JVM PermGen support..." . "\${PRGDIR}/permgen.sh" if [ \$JAVA_PERMGEN_SUPPORTED = "true" ]; then echo "PermGen switch is supported. Setting to \${JIRA_MAX_PERM_SIZE}" JAVA_OPTS="-XX:MaxPermSize=\${JIRA_MAX_PERM_SIZE} \${JAVA_OPTS}" else echo "PermGen switch is NOT supported and will NOT be set automatically." fi fi  #Note: Below steps for Appdynamics add as last lines of this file  GC_JVM_PARAMETERS="" GC_JVM_PARAMETERS="-XX:+PrintGCDetails -XX: +PrintGCDateStamps -XX:+PrintGCTimeStamps -XX: +PrintGCCause \${GC_JVM_PARAMETERS}" GC_JVM_PARAMETERS="-Xloggc:\$LOGBASEABS/logs /atlassian-jira-gc-%t.log -XX:+UseGCLogFileRotation -XX: NumberOfGCLogFiles=5 -XX:GCLogFileSize=20M \${GC_JVM_PARAMETERS}"  CATALINA_OPTS="\${GC_JVM_PARAMETERS} \${CATALINA_OPTS}"  export CATALINA_OPTS  &lt;Connector acceptCount="150" connectionTimeout="20000" disableUploadTimeout="true" enableLookups="false" maxHttpHeaderSize="8192" maxThreads="200" minSpareThreads="25" redirectPort="8443" scheme="https" proxyPort="443" proxyName="jira-dts.fm.rbsgrp.net" port="8180" relaxedPathChars="[]" relaxedQueryChars="[]" ^&amp;#x5c;&amp;#x60;&amp;quot;&amp;lt;&amp;gt;" protocol="HTTP/1.1" secure="false" useBodyEncodingForURI="true" /&gt;  &lt;!-- Standard HTTP Connector --&gt; &lt;Connector acceptCount="150" connectionTimeout="20000" disableUploadTimeout="true" enableLookups="false" maxHttpHeaderSize="8192" maxThreads="200" minSpareThreads="25" port="8080" relaxedPathChars="[]" relaxedQueryChars="[]" ^&amp;#x5c;&amp;#x60;&amp;quot;&amp;lt;&amp;gt;" protocol="HTTP/1.1" redirectPort="8443" useBodyEncodingForURI="true" bindOnInit="false" /&gt;  jira.home =/opt/app/dts/atlassian/jira/jira_home  #upgrade.reindex.allowed=false  • database driver has benn downloaded to lib folder</pre> |
|--|--|--|--|--|--|--|

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|----|--|----------|-------------|-------------|------------|--|--|
| 8  | Startup the JIRA tomcat Server on LONRS10884       | Eng Team | 21 Sep 2019 | <b>DONE</b> | 1 hour     | <p>Once we will get the confirmation from DBA team for DB backup, we will proceed with below steps:</p> <ol style="list-style-type: none"> <li>1. Login into : <b>LONRS10884</b></li> <li>2. Start the JIRA DTS tomcat server <ol style="list-style-type: none"> <li>a. cd /opt/app/dts/atlassian/jira/</li> <li>b. Run --&gt; ./jiractl start</li> <li>c. check the logs after server starts</li> <li>d. cd /opt/app/dts/atlassian/jira/jira_home/log/</li> <li>e. tail -f atlassian-jira.log</li> </ol> </li> </ol> <p><b>Note:</b> if tomcat start successfully then proceed to next step</p>   |  |
| 9  | Verify and Upgrade addons                          | Eng Team | 21 Sep 2019 | <b>DONE</b> | 1 hour     | <ol style="list-style-type: none"> <li>1. Login into http <a href="#">URL</a></li> <li>2. Go to Add-ons in admin section</li> <li>3. Click on upload add-ons and paste <a href="#">url</a> and click upload.(This is for Script runner add-on.)</li> <li>4. Repeat above stpes for all add-ons listed in <a href="#">Supported add-ons</a> page (Copy appropriate add-on url by click on Yes and select Copy link address )</li> <li>5. Do the quick smoke testing.(Check the System info for Upgraded versions, DB statistics, Application Links and functional testing)</li> </ol>   |  |
| 10 | Re-Indexing  | Eng Team | 21 Sep 2019 | <b>DONE</b> | 4:30 hours | <ol style="list-style-type: none"> <li>1. Login to <a href="#">URL</a> With Admin rights</li> <li>2. Go to Administration console &gt; System -&gt; Click Indexing in advanced console and then start reindex(Foreground)</li> <li>3. Check the logs during the reindex <ol style="list-style-type: none"> <li>a. cd /opt/app/dts/atlassian/jira/current/logs/</li> <li>b. tail -f catalina.log – check the logs</li> </ol> </li> <li>4. After completion of re-indexing, move to next step</li> </ol>   |  |
| 11 | Zephyr Re-index                                    | Eng Team | 21 Sep 2019 | <b>DONE</b> | 2:30 Hours | <ol style="list-style-type: none"> <li>1. Login into production URL : <a href="http://lonrs10884:8080">http://lonrs10884:8080</a></li> <li>2. Go to Administration console &gt; Add-ons &gt; general Configuration in Zephyr for JIRA &gt; Re-index</li> </ol>   |  |
| 12 | Startup the JIRA tomcat Server on remainig servers | Eng Team | 21 Sep 2019 | <b>DONE</b> | 2 hours    | <p><b>Note:</b> If the Steps 8 to 11 successfully completed then only start this step</p> <ol style="list-style-type: none"> <li>1. Login into : <b>LONRS10885</b></li> <li>2. Start the JIRA DTS tomcat server <ol style="list-style-type: none"> <li>a. cd /opt/app/dts/atlassian/jira/</li> <li>b.Run --&gt; ./jiractl start</li> <li>c.check the logs after server starts</li> <li>d.cd /opt/app/dts/atlassian/jira/jira_home/log/</li> <li>e.tail -f atlassian-jira.log</li> </ol> </li> </ol> <p><b>Note:</b> if tomcat start successfully then proceed to next step</p> <p>3.Repeat the above steps for remainig all nodes – (<b>LONRS13991,LONRS13992</b>)</p> |  |
| 13 | Start the Apache server                            | Eng Team | 21 Sep 2019 | <b>DONE</b> | 10 min     | <ol style="list-style-type: none"> <li>1. Login into <b>LONRS10884</b></li> <li>2. cd /opt/app/dts/atlassian/jira/</li> <li>3. ./apache_startup start (check the softlink)</li> <li>4. Repeat the above steps for (<b>LONRS10885</b>)</li> <li>5. Login to JIRA node - lonrs13991 <ol style="list-style-type: none"> <li>a. Bring Up Apache services</li> <li>b. cd /opt/app/dts/atlassian/jira/</li> <li>c. ./apache_startup start</li> </ol> </li> </ol> <p><b>Note:</b> Repeat the above steps for (<b>LONRS13992</b>)</p>  |  |
| 14 | Smoke Testing                                      | Eng Team | 21 Sep 2019 | <b>DONE</b> | 20 mins    | Check the System info for Upgraded versions, DB statistics, Application Links and functional testing   |  |
| 15 | OAT Testing  | Ops Team | 21 Sep 2019 | <b>DONE</b> | 2 hours    | <ol style="list-style-type: none"> <li>1. Send an email to Ops team for OAT testing</li> <li>2. Ops team will execute the test steps</li> </ol> <div>  </div>   |  |

|    |   |          |             |      |         |   |  |
|----|---|----------|-------------|------|---------|---|--|
| 16 | Go/No-Go call   | Eng Team | 21 Sep 2019 | DONE | 30 mins | 1. Setup call with Ops team lead and PO and discuss if we can go live or not.   |  |
| 17 | Send notification to users                                      | Ops Team | 21 Sep 2019 | DONE | 30 mins | Send notification to all users that please start using JIRA application upgraded version 8.2.3- <a href="https://jira-dts.fm.rbsgrp.net/">https://jira-dts.fm.rbsgrp.net/</a>   |  |
| 18 | <b>DR Setup</b><br><br>Setup JIRA v8.2.3 binaries on DR servers | Eng Team | 21 Sep 2019 | DONE | 1 hour  | <ol style="list-style-type: none"> <li>Login into : <b>LONRS13133</b></li> <li>Copy the binaries <ol style="list-style-type: none"> <li>cd /opt/app/dts/atlassian/jira/</li> <li>rsync -avzh proddts@lonrs10884\$/opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone /opt/app/dts/atlassian/jira/</li> </ol> </li> <li>backup localhome <pre>cp /opt/app/dts/atlassian/jira/jira-dts_home_lonrs13133 /data/dtsjiraprd/jira-dts_home_lonrs13133_v7.12.1.bkp</pre> </li> <li>Copy local home <ol style="list-style-type: none"> <li>rsync -avzh proddts@lonrs10884\$/opt/app/dts/atlassian/jira/jira-dts_home_lonrs10884 /opt/app/dts/atlassian/jira/jira-dts_home_lonrs13133</li> </ol> </li> <li>Create softlinks <ol style="list-style-type: none"> <li>-sfn /opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone current</li> <li>-sfn /opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone/bin/jiractl jiractl</li> </ol> </li> <li>change cluster.properties <ol style="list-style-type: none"> <li>vim /opt/app/dts/atlassian/jira/jira_home/cluster.properties</li> <li>set <a href="#">jira.node.id</a> = lonrs13133</li> </ol> </li> <li>Delete # from "#upgrade.reindex.allowed=false" like as mentioned below <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <pre>upgrade.reindex.allowed=false</pre> </div> <p><b>Note:</b> Repeat the above steps for remaining DR nodes(<b>LONRS13134,LONRS13135,LONRS13136</b>)</p> </li></ol> | Note: This Step will complete during re-indexing |
| 19 | Disable Automatic Re-indexing of JIRA                           | Eng Team | 21 Sep 2019 | DONE | 2 hours | <ol style="list-style-type: none"> <li>Login to current JIRA server (<b>LONRS10884</b>)</li> <li>cd /opt/app/dts/atlassian/jira</li> <li>Bring down Apache service: ./jira-apache.sh stop</li> <li>Bring down tomcat service: ./jiractls stop</li> <li>Ensure all the apache processes have been stopped on all JIRA nodes</li> <li>vim /opt/app/dts/atlassian/jira/atlassian-jira-software-8.2.3-standalone/atlassian-jira/WEB-INF/classes/jira-application.properties</li> <li>Delete # from "#upgrade.reindex.allowed=false" like as mentioned below <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <pre>upgrade.reindex.allowed=false</pre> </div> </li> <li>Bring Up tomcat service: ./jiractls start <p>Note: Once the server is up then proceed to next step</p> </li> <li>Bring up Apache server: ./jira-apache.sh start</li> </ol> <p><b>Note:</b> Repeat the above steps for remaining nodes(<b>LONRS10885,LONRS13991,LONRS13992</b>) by rolling restart method.</p>  | Note: Follow the Rollback method                 |

**Rollback Plan: If any of the steps 8 - 16 not executed successfully then execute the rollback plan.**

| task | Owner | Execution Date | Status | Time | Details/Steps | Comments |
|------|-------|----------------|--------|------|---------------|----------|
|------|-------|----------------|--------|------|---------------|----------|

|   |                            |          |             |      |            |  |  |
|---|----------------------------|----------|-------------|------|------------|--|--|
| 1 | Stop Apache and Tomcat     | Eng Team | 21 Sep 2019 | TODO | 10 min     | <ol style="list-style-type: none"> <li>1. Login to JIRA node - <b>lonrs10884</b></li> <li>2. Bring down Apache and tomact services <ol style="list-style-type: none"> <li>a. <code>cd /opt/app/dts/atlassian/jira/</code></li> <li>b. <code>./jira-apachectrl.sh stop</code></li> <li>c. <code>./jiractl stop</code></li> </ol> </li> </ol> <p><b>Note:</b> Repeat the above steps for (<b>lonrs10885</b>)</p> <ol style="list-style-type: none"> <li>4. Login to JIRA node - <b>lonrs13991</b></li> <li>5. Bring down Apache and tomcat services <ol style="list-style-type: none"> <li>a. <code>cd /opt/app/dts/atlassian/jira/</code></li> <li>b. <code>./apache_startup stop</code></li> <li>c. <code>./jiractl stop</code></li> </ol> </li> </ol> <p><b>Note:</b> Repeat the above steps for <b>lonrs13992</b></p>  |  |
| 2 | DB backup import           | Eng Team | 21 Sep 2019 | TODO | 1:30 hours | <ol style="list-style-type: none"> <li>1. Send email to DBA team to start DB import activity (backup should be same as DBA taken in runbook steps- 5)</li> <li>2. Wait until DBA confirmation for DB backup import successfully completed.</li> </ol>  |  |
| 3 | Start Tomcat servers       | Eng Team | 21 Sep 2019 | TODO | 2 hours    | <ol style="list-style-type: none"> <li>1. Login to JIRA node - <b>lonrs10884</b></li> <li>2. Copy backup files <ol style="list-style-type: none"> <li>a. <code>cp -r /data/edcdtsjirasdprd/jira-dts_home_lonrs10884 /opt/app/dts/atlassian/jira/jira-dts_home_lonrs10884_v8.2.3</code></li> <li>b. <code>cp -r /data/dtsjiraprd/plugins /data/dtsjiraprd/shared_jira-dts_home/plugins.v8.2.3</code></li> <li>c. <code>cp -r /data/edcdtsjirasdprd/jira_local_home_v7.12.1_bkp /opt/app/dts/atlassian/jira/jira-dts_home_lonrs10884</code></li> <li>d. <code>cp -r /data/dtsjiraprd/plugins_jira_v7.12.1.bkp /data/dtsjiraprd/shared_jira-dts_home/plugins</code></li> </ol> </li> <li>3. Recreate Softlinks <ol style="list-style-type: none"> <li>a. <code>In -sfn /opt/app/dts/atlassian/jira/atlassian-jira-software-7.12.1-standalone/ current</code></li> <li>b. <code>In -sfn /opt/app/dts/atlassian/jira/atlassian-jira-software-7.12.1-standalone/bin/jiractl jiractl</code></li> </ol> </li> <li>4. Bring Up tomact services <ol style="list-style-type: none"> <li>a. <code>cd /opt/app/dts/atlassian/jira/</code></li> <li>b. <code>./jiractl start</code></li> </ol> </li> </ol> <p><b>Note:</b> Repeat the above steps for (lonrs10885,lonrs13991 and lonrs13992)</p> |  |
| 4 | Start Apache               | Eng Team | 21 Sep 2019 | TODO | 10 min     | <ol style="list-style-type: none"> <li>1. Login to JIRA node - lonrs10884</li> <li>2. Bring Up Apache service <ol style="list-style-type: none"> <li>a. <code>cd /opt/app/dts/atlassian/jira/</code></li> <li>b. <code>./jira-apachectrl.sh start</code></li> </ol> </li> </ol> <p><b>Note:</b> Repeat the above steps for (lonrs10885)</p> <ol style="list-style-type: none"> <li>4. Login to JIRA node - lonrs13991</li> <li>5. Bring Up Apache services <ol style="list-style-type: none"> <li>a. <code>cd /opt/app/dts/atlassian/jira/</code></li> <li>b. <code>./apache_startup start</code></li> </ol> </li> </ol> <p><b>Note:</b> Repeat the above steps for lonrs13992</p>   |  |
| 5 | OAT Testing                | Ops Team | 21 Sep 2019 | TODO | 2 hours    | <ol style="list-style-type: none"> <li>1. Execute the test steps</li> </ol> <div>  <b>ECTL-4460</b> - Jira 8.2.3 OAT Testing <div>DONE</div> </div>   |  |
| 6 | Send notification to users | Ops Team | 21 Sep 2019 | TODO | 10 min     | <p>Send notification to all users that we rollback the changes and please continue to using existing JIRA 7.12.1 application version.</p> <p><a href="https://jira-dts.fm.rbsgrp.net/">https://jira-dts.fm.rbsgrp.net/</a></p>   |  |