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| **Method Of Procedure (MOP)**  **Core Upgrade + Password change** |

| Rev | Date | Author | Description | Approved By | Date |
| --- | --- | --- | --- | --- | --- |
| 1.0 | 25/11/21 | Nisan Ben-Noon |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**MOP Approval by the Customer:**

|  |
| --- |
| ***The Customer Representative reviewing this MOP is requested to indicate their approval of the schedule and work to be done, as specified in this document, by signing below. Signatures on this page does not imply approval of work performance or approval of acceptance testing*** |
| **Customer Approval Signatures**  Approval Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**MOP Distribution**

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| --- | --- |
| **Amdocs Representative Names** | **Position** |
| Ori Pnini | Technical Project Manager |
| Osho Divyang | Senior Field Engineer |
| Nisan Ben Noon | Senior Field Engineer |

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# 1. Introduction

The purpose of this document is to define the procedures & timeline for upgrading Capita system

# 2**. MOP Timetable**

| Item | Item Description | Estimated Duration (minutes) | Down Time (minutes) |
| --- | --- | --- | --- |
| **Phase 0** | MOP Approval by Capita |  |  |
| **Phase 1** | Preliminary Preparations | **120 min** | **No** |
| **Phase 2** | Main Upgrade Procedure | **240 min** | **Partially** |
| **Phase 3** | Fallback Procedures | **60 min** |  |

# 3. MOP Procedures

## **3.1 MOP Approval**

Before starting the installation, the present document, that is the Method of Procedure document, must be approved by Customer, Capita.

***Any other activity on the system is not permitted during this activity.***

## **3.2** **Preliminary Preparations**

The following list includes all actions needed to be completed before the procedure:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Item Description | Responsibility | Completion |
| 1 | Check that in **all servers** there is at least 6 GB of free space on C drive. | Amdocs |  |
| 2 | Update to the latest Oneflow on your local PC and APP servers (i.e. 173RS01p1aeunc) | Amdocs |  |
| 3 | Edit first and then run the OneFlow script “**Generate Hot fix package**” attached in **Appendix A (step 1)** in order to create the new core package from version 9.00.29A.12 to 9.00.29A.14 | Amdocs |  |
| 4 | Edit first and then run the OneFlow script “ **upgrade scripts**” script attached in **Appendix B (Step 4-16)** in order to create the upgrade script (And insert them to DB directory) from Version 9.00.29A.12 to 9.00.29A.14 | Amdocs |  |
| 6 | Copy the package to version folder on 173RS01p1aeunc | Amdocs |  |
| 7 | LC 4393: Export the below script and copy to 173RS01p1aeunc  Capita\_FTP\_Send\_AP\_Statement Capita\_GenerateVehicleComplianceReport\_SendDocumentService\_Manual Capita\_HLAPI\_RegisterBulkFile\_L3 | Amdocs |  |
|  | Copy the new Oneflow files after Naisha generated new one Ask her to provide new one for production |  | Z1 |
| 8 | Check Invalid Objects report before upgrade is done for compare:  Open the ADMUSER schema on magnolia & usage and Run the following query in order to drop the oldest Invalid Objects:  drop table admuser.old\_objects;  create table admuser.old\_objects as  select \* from dba\_objects  where status like 'INVALID' order by owner; | Amdocs |  |

## 3.3 Main Upgrade Procedure

|  | | Item Description | Responsibility | | Completion | |
| --- | --- | --- | --- | --- | --- | --- |
| ***1 Binaries and DB Upgrade* (Perform after Periodic Job will finish )** | | | | | | |
| **1.1** | Database Backup – DBA to take flashpoint to both Magnolia and Usage instances | | | DBA | |  |
| **1.2** | Open the Network manager and take 2 captures:   * All subscribers’ statuses in the OCS service info. * Services status | | | Amdocs TE | |  |
| **1.3** | Disable monitoring of ME – log in to the Manage engine, go to Admin 🡪downtime Scheduler and configure the scheduled maintenance window | | | Only on Production | |  |
| **1.4** | Unmanaged all and Stop ACC services | | | Amdocs TE | |  |
|  | Stop WD by the command svcctrl watchdog Watchdog stop | | |  | |  |
| **1.5** | **Run SQL files Scripts** in [**Appendix B**](#_Appendixes) (Steps 1- 69 not include BL steps)  The script includes all the relevant Capita DB schemas (Magnolia & Usage) | | | Amdocs TE | |  |
| **1.6** | Open the SYSTEM schemas in Magnolia& Usage and run the queries (inside the file) to verify that all the schemas were upgrade to the latest Delivery Version. | | | Amdocs TE | |  |
| **1.7** | Run invalid objects report and compare to the report prior to the upgrade:  Open the ADMUSER schema on magnolia & usage and Run the following query in order to export the new Invalid Objects: (After the upgrade)  select \* from admuser.old\_objects A /\*before upgrade\*/  right join  (select \* from dba\_objects  where status like 'INVALID') B/\*after upgrade\*/  on A.OWNER = B.OWNER and A.OBJECT\_NAME = B.OBJECT\_NAME  where A.OBJECT\_NAME IS NULL order by B.OWNER | | | Amdocs TE | |  |
| **1.8** | Marge the binary with the exist one on all the below servers 173dm01p1aeunc  173dm02p1aeunc  173dm03p1aeunc  173dm04p1aeunc  173oc01p1aeunc  173oc02p1aeunc  173oc03p1aeunc  173oc04p1aeunc  173wd01p1aeunc | | | Amdocs TE | |  |
| **1.9** | Connect to services on 173RS01p1aeunc and stop the DMS-W | | | Amdocs TE | |  |
| **1.10** | Merge the binary Win64\_Debug-9.00.29A.12-14 with c:/magnolia/bin on 173RS01p1aeunc | | |  | |  |
| **1.11** | Connect to 173dm01p1aeunc and Strat DMS service by the command  dmskeleton DMS-A /session | | |  | |  |
|  | Start the DMS-W | | |  | |  |
| **1.13** | Update the ACC application on the below servers vmcs01p1aeunc  vmcs02p1aeunc  vmcs03p1aeunc 173rs01p1aeunc | | | Amdocs TE | |  |
| **1.14** |  | | | Amdocs TE | |  |
| **1.15** | Connect to Network Manager and duplicate NE=96 keep the same configuration, change the name to BizTalk Second NE and change the ID to be 157 | | |  | |  |
| **1.16** | PDR: create new PDR iD=963 | | |  | |  |
| **1.16** | EV: Capita\_remote\_system\_params- Custum Type = 17  change the parameter “remote system Gateway NE ID” to 157 | | |  | |  |
|  | Start WD by the command svcctrl watchdog Watchdog start and manage the services by order: | | |  | |  |
| **1.17** | Start acc services excluding the below services: HTTP-TFL’s HTTP-WF’s All FTPMC’s & DBI’s | | |  | |  |
| **1.18** | Import the below script:  Capita\_FTP\_Send\_AP\_Statement Capita\_GenerateVehicleComplianceReport\_SendDocumentService\_Manual Capita\_HLAPI\_RegisterBulkFile\_L3 | | |  | |  |
| **1.19** | Start the Password change activity by the attached | | |  | |  |
| **1.20** | Restart the below services once done  DMW-W DMS-A/B/C/D , CM-A/B/C/D, Export-A/B, Invoice-A/B, CM-FTP-A/B/C/D, DBI-MED-A/B, DBI-DR-A/B, Mediation-A/B | | |  | |  |
|  | Start the rest of the service   HTTP-TFL’s HTTP-WF’s All FTPMC’s & DBI’s | | |  | |  |
| **1.21** | Perform basic sanity tests | | | Amdocs TE + PSO | |  |
| **1.21** | Copy and replace the binaries on P1B servers | | |  | |  |
| **1.21** | Update P1B with all the changes (instruction inside Password MOP change) | | |  | |  |

## 3.4 Fallback-

In case of fallback, the following process should be followed:

|  | Item Description | | | Responsibility | Completion |
| --- | --- | --- | --- | --- | --- |
| 1.1 | Stop all services from Network manager | | Amdocs TE | |  |
| 1.2 | Restore Oracle Magnolia and Usage instances to Flashpoint | | DBA | |  |
| 1.3 | Open the SYSTEM schemas in Magnolia& Usage and run the queries (inside the file) to verify that all the schemas were reverted to oldest Delivery Version. | |  | |  |
| 1.4 | Reset Synonym & Grants – wasn't sure if need it | |  | |  |
| 1.5 | | Revert the binaries | | Amdocs TE |  |
| 1.6 | | Revert the password to old one | | Amdocs TE |  |
| 1.7 | | Do the password change on Invoice & DBI’s | | Amdocs TE |  |
| 1.8 | |  | | Amdocs TE |  |
| 1.9 | | Start all services | | Amdocs TE |  |

# 4. Services Testing

After All services are activated and the service sanity test is completed, Amdocs engineer will proceed with the system monitoring.

|  | Item Description | Responsibility | Completion |
| --- | --- | --- | --- |
| **Tests** | | | |
| 4.1 | Check application connectivity and basic functionality | Amdocs |  |
| 4.2 | Connect the CSR server and check webpages login | Amdocs |  |
| 4.3 | Alarms - Verify in the real time events and the system logs that no critical alarms were generated for at least 30 minutes.  (Not including the ones that the WD generates when a full cluster is unmanaged) | Amdocs |  |
| 4.4 | **Customer Care Web:**  Verify basic information and operations can be done to subscriber via the customer care web:   * Check DR Usage * Change status * Attach\Detach promotions | Amdocs |  |
| 4.5 | SCE – login and publish script | Amdocs |  |
| 4.6 | NM - check in the NM that the OCS loads the last tariff engine to the ram. | Amdocs |  |
| 4.7 | Check OCS system info status and compare the subscriber's status with the status been captured before the upgrade | Amdocs |  |

# Appendixes

***Appendix A***

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***Appendix B***



***Appendix C***

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