**CEIR System**

**Operations Manual**

Version 0.1

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|  |  |
| --- | --- |
| Target Audience | |
| 1 | CEIR Agency |
|  |  |
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| Reference& Resources | | Remark |
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| Open Points Tracker | | Remark |
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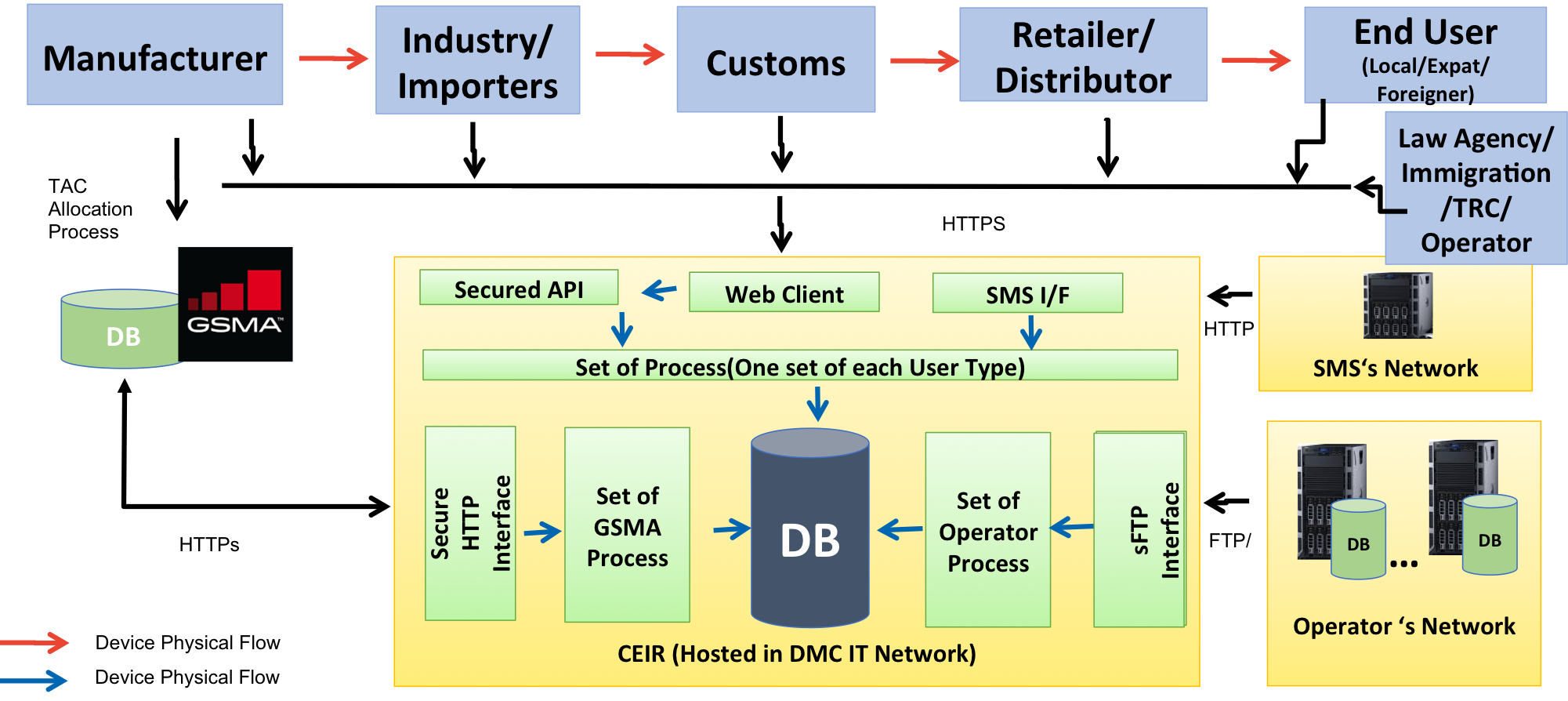
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# Overview

The key objective and functionality of CEIR application is to **block (or maintain black listing for blocking and grey listing for monitoring) the devices in multi operator’s environment** homogeneously without any preference or selection for multiple reasons or objectives from using the network services like voice, SMS, GSMA data (not Wi-Fi data).

The CEIR product architecture is as follows:



There are mutliple Stakeholders in the CEIR system. Such stakeholder like manufacturer, importers, customs interface with CEIR system using a HTTP based web browser

The system interface with GSMA for blacklist and device details over HTTPs interfae.

The CDR are collected thru the Operator network by Sterlite mediation system and are parsed into a uniform format and shared over ftp interface with CEIR system at regular intervals.

The system send out notification to users over SMS/email interface.

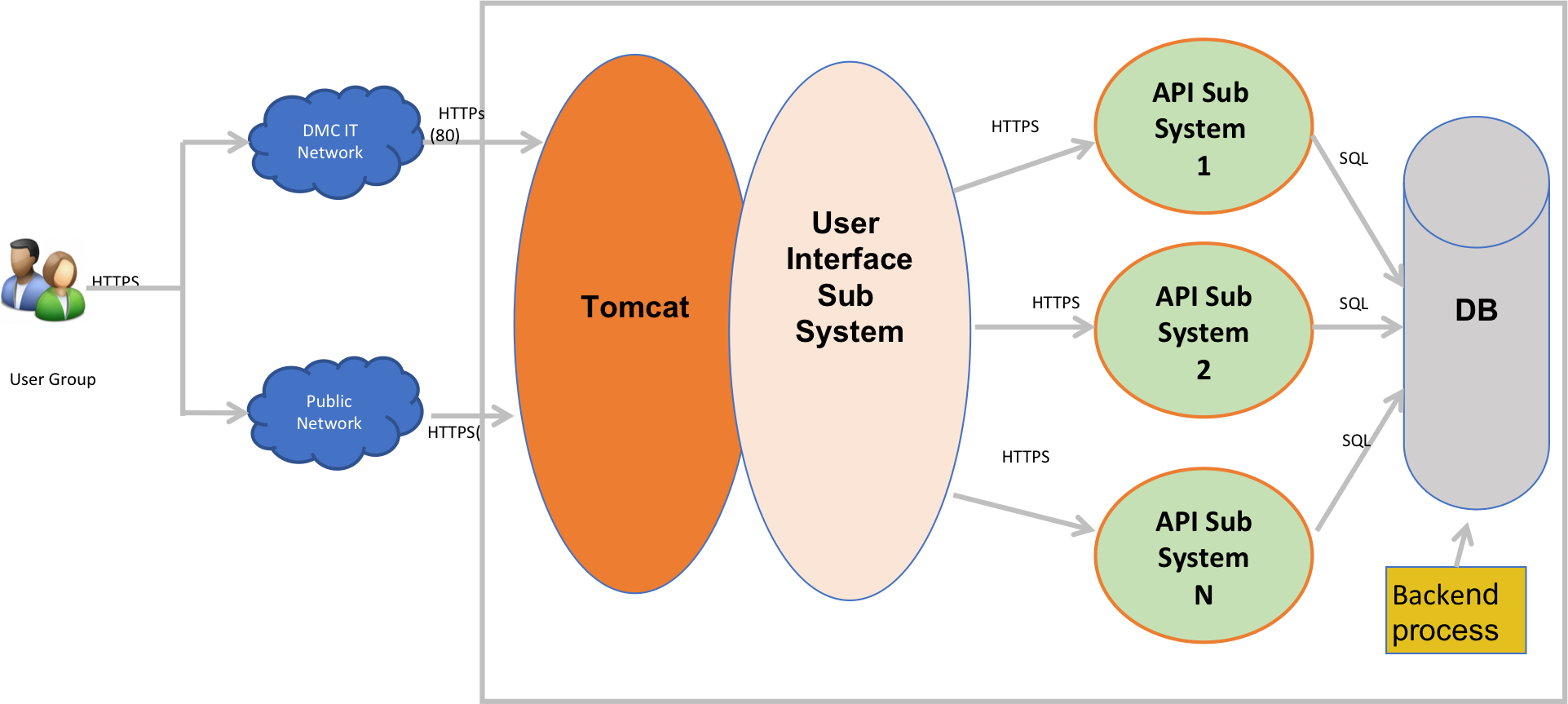
The key components of the CEIR application is as follows:

1. CDR Processing – The CDR is collected from the Sterlite system and are parsed at regular intervals. Post parsing, the rules are applied and then the IMEI database is built.
2. Web Server for interface with Stakeholders – All the stakeholder interact with the CEIR system over web interface
3. Reporting – There are multiple device related reports created in the system for mutliple purposes.

# Portal Server

Portal Server subsystem is one of the key components of the CEIR system. This subsystem hosts the software processes that does the following

1. Host User portal for both external and internal set of users
2. Process the request as raised by users and build the inactive device Database



The figure above depicts the flow. The flow is as follows

* User send the request to the CEIR system over Web interface
* System processes the request and update Database

The key components of the portal server are as follows:

1. Tomcat – This is the web server application which implement HTTP server functionality and host the GUI front end application
2. User Interface sub system – This is deployed on tomcat as war file. This host all the front-end view that is displayed on the browser. For any interaction with database, the user interface subsystem calls API of API sub system to perform operations on the database.
3. API Sub system – There are multiple instances of this subsystem. This subsystem implements API which interact with database
4. Backend Process are system process that work on the user request and process and update the database. For example, user raise a consignment which is marked in NEW state when it is submitted by user. The backend sub system process request in NEW state and apply the rules and accordingly update the status of the request in the database
5. Database is an external component which his hosted on the database server

## User Request Process Overview

The key process on the portal server is the different user request as received by the user for updating the inactive Device Database. Some of the feature request raised by different external users are as follows:

* Consignment
* Stock
* Manage Type Approval
* Grievance

All web portal request raised by user are fulfilled by this portal server

A typical flow for a request is as follows:

* User login into the portal
* User select a request, e.g., Importer want to raise the consignment
* User raises a consignment and submits the request to the server
* Server receives the request on the GUI module hosted on the web server
* The GUI module call the API on the respective API subsystem for further processing
* API subsystem interact with Database for further processing and send response back to the GUI sub system
* GUI subsystem receive the response, reformat the response as per browser and send to the user.

## User Request – Detailed Description

All the process like tomcat, API subsystems etc. are always running.

These processes are running using system crontab task.

There is a monitoring script also running which ensure all such processes are running.

All API subsystem and GUI subsystem are multi-threaded, so multiple requests can be processed at same time.

All the user requests are processed in the offline mode. Once the request is received and updated in the DB, there is a system backend process, which run and process all the user request in a sequential manner. This mean that only one request will be processed at one time.

The backend process poll for the oldest request in the database with status marked as NEW. All such requests are processed and if found ok, the status is changed to PENDING\_FOR\_CEIR\_ADMIN\_APPROVAL

# Architecture

This section describes the physical and software architecture of the Portal server

## Physical Architecture Overview

There are 2 physical servers working in active standby mode. Both the server shares a virtual IP.

The URL is mapped to the virtual IP which is hosted on one of the servers.

## Software Architecture Overview

All the software processes are deployed on both the servers. The software deployed in the following fashion:

|  |  |  |
| --- | --- | --- |
| Process | Mode | Remarks |
| Tomcat | Active-Active | It runs on both server waiting for the request to come from user |
| GUI sub system | Active- Active | This run on the tomcat, so the same mode as applicable for tomcat is applicable. |
| API sub system | Active-Active | It runs on both server waiting for the request to come from GUI subsystem |
| Backend Subsystem | Active-Standby | This process run on the server having the virtual IP |

There are multiple backend process running that are configured in active-standby mode.

# Process Overview

This section describes the process details deployed on portal server. Each section describes the process, related configuration files, log files.

## Process Overview

The following processes are deployed on portal server

|  |  |  |
| --- | --- | --- |
| SN | Process Name | Description |
| 1 | Tomcat | Open-source HTTP(s) based web server |
| 2 | GUI | Running in tomcat container process |
| 3 | APIService1.jar | One of the API subsystem hosting the APIs |
| 4 | APIService2.jar | One of the API subsystem hosting the APIs |
| 5 | APIService3.jar | One of the API subsystem hosting the APIs |
| 6 | APIService4.jar | One of the API subsystem hosting the APIs |

All these processes are running from the crontab entry. In case the process is not running then the process is started.

The following process runs on a predefined frequency. These are mostly back-end processes.

|  |  |  |
| --- | --- | --- |
| SN | Process Name | Description |
| 1 | SLAModule.jar | This process generates the SLA report. |
| 2 | BlackListProcess-.jar | This process creates the blacklist database from grey list database. |
| 3 | GreyListProcess.jar | This process creates the greylist file from grey list database. |
| 4 | BlackListFileProcess.jar | This process creates the blacklist file from black list database. |
| 5 | CEIRCdrParser.jar | This process the user request and update the inactive database as per the request type |

## Directory Structure

The section describes the key folder where the software are deployed in the system

|  |  |  |
| --- | --- | --- |
| SN | Description | Value |
| 1 | Base Path where the software is deployed | /u01/ceirapp  There is a folder for each subsystem/module |
| 2 | Base path where the logs are maintained | /u02/ceirdata/  There is a folder for each subsystem/module |
| 3 | Base Path where the file is saved uploaded by user/ export file/ system generated file Eg. Stock file | /u01/ceirapp/apache-tomcat-9.0.34/webapps/docs/ceir/ |

# Process Overview - Description

This section description the process, the configuration file and log files.

## Tomcat

Tomcat is third party open-source web server software application. The tomcat is opened on port 80 to receive the request

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/ apache-tomcat-9.0.34/bin |
| 2 | Log File Path | /u01/ceirapp/ apache-tomcat-9.0.34/logs |
| 3 | Configuration File Path | /u01/ceirapp/apache-tomcat-9.0.34/conf |
| 4 | Script to start/stop tomcat | /u01/ceirapp/Tomcat |

Logs are created day wise in the same folder

## GUI

GUI is frontend software application. The tomcat is opened on port 80 to receive the request

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/ apache-tomcat-9.0.34/webapps |
| 2 | Log File Path | /u02/ceirdata/GUI |
| 3 | Configuration File Path | /u01/ceirapp/GUI |

The configuration File (application.properties) has internal parameter and nothing to be changed.

The messages.properties and messages\_km.properties are file for support multiple languages.

Logs are created day wise in the same folder

## APIService1.jar

This API subsystem process and handles the following requests

|  |  |  |
| --- | --- | --- |
| SN | Request type | Users Supported |
| 1 | Consignment | Importer, CEIR Admin. Customs |
| 2 | Stock | Importer, Retailer, Distributor, Manufacturer, End User, Customs, CEIR Admin |
| 3 | Block-Unblock | Operator, CEIR Admin |
| 4 | Stolen-Recovery | Lawful, CEIR Admin |
| 5 | System Configuration | System |
| 6 | Alerts | System |
| 7 | Visa update | CEIR Admin, End User |

This subsystem is listening to request on port no 9503

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/APIService1 |
| 2 | Log File Path | /u02/ceirdata/APIService1 |
| 3 | Configuration File Path | /u01/ceirapp/APIService1 |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| 4 | Local-ip | Physical IP address of the server | 172.24.2.57 |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The logback.xml file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | FileNamePattern | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

There are 3 scripts present for the following purpose

|  |  |  |
| --- | --- | --- |
| SN | Script | Description |
| 1 | Start.sh | This script is used to start the process |
| 2 | Stop.sh | This script is used to stop the process |
| 3 | Monitor.sh | This script is used to check if the process is running or not. |

## APIService2.jar

This API subsystem process and handles the following requests

|  |  |  |
| --- | --- | --- |
| SN | Request type | Users Supported |
| 1 | Single Block-Unblock | Operator, CEIR Admin |
| 2 | Type Approval | TRC, Importer, CEIR Admin |
| 3 | Grievance | All users |
| 4 | DB Tables | System, Operations |
| 5 | Reports | Reports User |

This subsystem is listening to request on port no 9502

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/APIService2 |
| 2 | Log File Path | /u02/ceirdata/APIService2 |
| 3 | Configuration File Path | /u01/ceirapp/APIService2 |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| 4 | Local-ip | Physical IP address of the server | 172.24.2.57 |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The logback.xml file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | FileNamePattern | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

There are 3 scripts present for the following purpose

|  |  |  |
| --- | --- | --- |
| SN | Script | Description |
| 1 | Start.sh | This script is used to start the process |
| 2 | Stop.sh | This script is used to stop the process |
| 3 | Monitor.sh | This script is used to check if the process is running or not. |

## APIService3.jar

This API subsystem process and handles the following requests

|  |  |  |
| --- | --- | --- |
| SN | Request type | Users Supported |
| 1 | Backend processes for populating data in the GUI drop downs like model, brand name, gsma processes, schedule reports etc. |  |
|  |  |  |
|  |  |  |
|  |  |  |

This subsystem is listening to request on port no 9504

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/APIService3 |
| 2 | Log File Path | /u02/ceirdata/APIService3 |
| 3 | Configuration File Path | /u01/ceirapp/APIService3 |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| 4 | Local-ip | Physical IP address of the server | 172.24.2.57 |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The log4j.properties file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | Log4j.appender.stdout.File | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

There are 3 scripts present for the following purpose

|  |  |  |
| --- | --- | --- |
| SN | Script | Description |
| 1 | Start.sh | This script is used to start the process |
| 2 | Stop.sh | This script is used to stop the process |
| 3 | Monitor.sh | This script is used to check if the process is running or not. |

## APIService4.jar

This API subsystem process and handles the following requests

|  |  |  |
| --- | --- | --- |
| SN | Request type | Users Supported |
| 1 | Login module | All users |
| 2 | Registration | All users (Internal & External) |
| 3 | System features | System |

This subsystem is listening to request on port no 9501

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/APIService4 |
| 2 | Log File Path | /u02/ceirdata/APIService4 |
| 3 | Configuration File Path | /u01/ceirapp/APIService4 |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| 4 | Local-ip | Physical IP address of the server | 172.24.2.57 |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The logback.xml file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | FileNamePattern | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

There are 3 scripts present for the following purpose

|  |  |  |
| --- | --- | --- |
| SN | Script | Description |
| 1 | Start.sh | This script is used to start the process |
| 2 | Stop.sh | This script is used to stop the process |
| 3 | Monitor.sh | This script is used to check if the process is running or not. |

## BlackListFileProcess.jar

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/BackendProcess/BlackListFileProcess |
| 2 | Log File Path | /u02/ceirdata/ BackendProcess/ BlackListFileProcess |
| 3 | Configuration File Path | / u01/ceirapp/BackendProcess/ BlackListFileProcess |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The log4.properties file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | Log4j.appender.A.File | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

## BlackListProcess.jar

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/BackendProcess/BlackList |
| 2 | Log File Path | /u02/ceirdata/ BackendProcess/ BlackList |
| 3 | Configuration File Path | / u01/ceirapp/BackendProcess/ BlackList |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The log4.properties file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | Log4j.appender.A.File | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

## GreyListProcess.jar

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/BackendProcess/GreyList |
| 2 | Log File Path | /u02/ceirdata/ BackendProcess/ GreyList |
| 3 | Configuration File Path | / u01/ceirapp/BackendProcess/ GreyList |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The log4.properties file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | Log4j.appender.A.File | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

## CEIRCdrParser.jar

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/BackendProcess/CeirParser |
| 2 | Log File Path | /u02/ceirdata/ BackendProcess/CeirParser |
| 3 | Configuration File Path | / u01/ceirapp/BackendProcess/CeirParser/conf |

The configuration File (config.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | db.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | username | DB username | CRESTELCEIR |
| 3 | password | DB password | CRESTELCEIR |
| 4 | Local IP | Local IP of the machine | 172.24.2.57 |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The log4.properties l file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | Log4j.appender.A.File | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

## SLAModule.jar

The directory structure details are as follows:

|  |  |  |
| --- | --- | --- |
| SN | Task | Description |
| 1 | Deployment Path | /u01/ceirapp/BackendProcess/SLA |
| 2 | Log File Path | /u02/ceirdata/BackendProcess/SLA |
| 3 | Configuration File Path | / u01/ceirapp/BackendProcess/SLA |

The configuration File (application.properties) description is as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | spring.datasource.url | DB URL which specifies DB name and port | jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb |
| 2 | spring.datasource.username | DB username | CRESTELCEIR |
| 3 | spring.datasource.password | DB password | CRESTELCEIR |
| The file contains other configuration parameter which should not be changed at any point of time | | | |

The log4.properties l file is set as follow:

|  |  |  |  |
| --- | --- | --- | --- |
| SN | Task | Description | Sample value |
| 1 | Log4j.appender.A.File | Log Path along with file name |  |

Rest of the parameter should not be changed in the file.

Logs are created day wise in the same folder.

# Process Management

This section describes how the process need to be managed. This includes how to start/stop the application and check the status of the application

For all process, the steps to start and stop the application is same

## Starting the Process

Kindly perform the following steps

1. Login to the server
2. Go to the software installation path
3. Run the following command
   1. ./startup.sh
4. The following output should be displayed which mean that the process has been successfully started.
   1. Process Started
   2. If the process is already running, the output will show the following
      1. Process already running

## Stopping the Process

Kindly perform the following steps

1. Login to the server
2. Go to the software installation path
3. Run the following command
   1. ./stop.sh
4. The following output should be displayed which mean that the process has been successfully stopped.
   1. Process Successfully Stopped
   2. If the process is not running, the output will show the following
      1. No Process running

## Checking the Status of the Process

Kindly perform the following steps

1. Login to the server
2. Go to the software installation path
3. Run the following command
   1. ./monitor.sh
4. The following output should be displayed which mean that the process is running.
   1. Process Running
   2. If the process is not running, the output will show the following
      1. No Process Running

# Backup and Restore

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Server IP** | **Path** | **Name** | **Purpose** |
| 1 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/GUI | application.properties | configure api path for diffrent process |
| 2 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/GUI | messages.properties | configure messages in english language |
| 3 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/GUI | messages\_km.properties | configure messages in khmer language |
| 4 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/apache-tomcat-9.0.34/webapps | CEIR.war | Gui interfcace where user can perform actions |
| 5 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/apache-tomcat-9.0.34/webapps/docs/manuals | "CEIR\_User Manual (System Admin)\_v1.0.pdf" "CEIR\_User Manual (Immigration)\_v1.0.pdf" "CEIR\_User Manual (End User)\_v1.0.pdf" "CEIR\_User Manual (Customer Care)\_v1.0.pdf" "CEIR\_User Manual (Custom)\_v1.0.pdf" "CEIR\_User Manual (CEIR Admin)\_v1.0.pdf" "CEIR\_User Manual (Operation)\_v1.0.pdf" "CEIR\_User Manual (Operator)\_v1.0.pdf" "5. CEIR\_User Manual (Manufacturer)\_v1.0.pdf" "CEIR\_User Manual (Lawful Agency)\_v1.0.pdf" "CEIR\_User Manual (Importer)\_v1.0.pdf" "CEIR\_User Manual (Distributor)\_v1.0.pdf" "CEIR\_User Manual TRC\_v1.0.pdf" "CEIR\_User Manual (Retailer)\_v1.0.pdf" "CEIR\_User Manual (Manufacturer)\_v1.0.pdf" "CEIR\_User Manual (Importer)\_v1.1.pdf" | user manual files for diffrent stakeholders |
| 6 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/GUI | logback.xml | configure setting for logs for GUI interface |
| 7 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/apache-tomcat-9.0.34/webapps/docs/ceir/sample-files | StolenAndRecovery.csv Stock.csv Consignment.csv Blockunblock.csv | configure setting for logs for GUI interface |
| 8 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | [start.sh](http://start.sh/) | to start the login process |
| 9 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | [monitor.sh](http://monitor.sh/) | to check the process is runing or not |
| 10 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | [stop.sh](http://stop.sh/) | to stop the login process |
| 11 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | application.properties | configure api path for difrent processa and DB |
| 12 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/BlockEndUserDevice | BackendGenericProc.jar | process for blocked user |
| 13 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/BlockEndUserDevice | application.properties | configure api path for difrent processa and DB |
| 14 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/BlockEndUserDevice | [start.sh](http://start.sh/) | to start the blocking process |
| 15 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/BlockEndUserDevice | [log4j2.xml](http://monitor.sh/) | configure setting for logs for blocking process |
| 16 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/ExpireVisa | BackendGenericProc.jar | process for marked user with visa expiry date |
| 17 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/ExpireVisa | application.properties | configure api path for difrent processa and DB |
| 18 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/ExpireVisa | [start.sh](http://start.sh/) | to start the process |
| 19 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/ExpireVisa | [log4j2.xml](http://monitor.sh/) | configure setting for logs for process |
| 20 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/CloseGrievance | BackendGenericProc.jar | process for close Grievance |
| 21 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/CloseGrievance | application.properties | configure api path for different process and DB |
| 22 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/CloseGrievance | [start.sh](http://start.sh/) | to start the process |
| 23 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/BackendProcess/CloseGrievance | [log4j2.xml](http://monitor.sh/) | configure setting for logs for process |
| 24 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | apiservice4.jar | api's related to login, registration, System Admin |
| 25 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | logback.xml | configure setting for logs for login process |
| 26 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | [start.sh](http://start.sh/) | to start the process |
| 27 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | [monitor.sh](http://monitor.sh/) | to check the process is runing or not |
| 28 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | [stop.sh](http://stop.sh/) | to stop the process |
| 29 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService4 | application.properties | configure api path for different process and DB |
| 30 | [172.24.2.57/58](http://172.24.2.58/) | /u02/ceirdata/APIService4 | log.log | for logs details of process |
| 31 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService1 | apiservice1.jar | api's related to System Admin Features |
| 32 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService1 | logback.xml | configure setting for logs for login process |
| 33 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService1 | [start.sh](http://start.sh/) | to start the process |
| 34 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService1 | [monitor.sh](http://monitor.sh/) | to check the process is runing or not |
| 35 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService1 | [stop.sh](http://stop.sh/) | to stop the process |
| 36 | [172.24.2.57/58](http://172.24.2.58/) | /u01/ceirapp/APIService1 | application.properties | configure api path for different process and DB |
| 37 | [172.24.2.57/58](http://172.24.2.58/) | /u02/ceirdata/APIService1 | log.log | for logs details of process |
| 38 | 172.24.2.57/58 | /u01/ceirapp/APIService3 | apiservice3.jar | model,brand,gsmaCheck,ScheduleReport |
| 39 | 172.24.2.57/58 | /u01/ceirapp/APIService3 | application.properties | configure api path for diffrent process |
| 40 | 172.24.2.57/58 | /u01/ceirapp/APIService3 | log4j.properties | configure properties for logs |
| 41 | 172.24.2.57/58 | /u01/ceirapp/APIService3 | monitor.sh | to check the process is runing or not |
| 42 | 172.24.2.57/58 | /u01/ceirapp/APIService3 | start.sh | to start the process |
| 43 | 172.24.2.57/58 | /u01/ceirapp/APIService3 | stop.sh | to stop the process |
| 44 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/blacklist/ | application.properties | greylist to blacklist |
| 45 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/blacklist/ | blacklistProcessAndFileFormation.sh | black list process and file formation |
| 46 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/blacklist/ | BlackListProcess.jar | blacklist process |
| 47 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/blacklist/ | log4j.properties | configure properties for logs |
| 48 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/blacklist/ | start.sh | to start the process |
| 49 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/BlackListFileProcess/ | application.properties | blacklist file Generation |
| 50 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/BlackListFileProcess/ | BlackListFileProcess.jar | black list file process jar file |
| 51 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/BlackListFileProcess/ | log4j.properties | configure properties for logs |
| 52 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/BlackListFileProcess/ | start.sh | to start the process |
| 53 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GreyListProcess/ | GreyListProcess.jar | greylist file Generation |
| 54 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GreyListProcess/ | application.properties | application.properties |
| 55 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GreyListProcess/ | log4j.properties | configure properties for logs |
| 56 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GreyListProcess/ | start.sh | to start the process |
| 57 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | RemoveBlacklistData | CEIRCdrParser.jar conf lib start.sh |
| 58 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | conf | conf |
| 59 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | lib | lib |
| 60 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | start.sh | to start the process |
| 61 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/CeirParser/ | CeirCdrParser.jar | backend rule process |
| 62 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/CeirParser/ | conf | conf |
| 63 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/CeirParser/ | lib | lib |
| 64 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/CeirParser/ | logs | logs |
| 65 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/CeirParser/ | start.sh | to start the process |
| 66 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/RemoveGsmaInvalidData |  | remove data of invalid gsma tac |
| 67 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/EmailService/ | EmailService.jar | send email |
| 68 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/EmailService/ | application.properties | send email |
| 69 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/EmailService/ | log4j.properties | send email |
| 70 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/EmailService/ | start.sh | send email |
| 71 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | SLAModule.jar | managing sla |
| 72 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | application.properties | managing sla |
| 73 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess | start.sh | managing sla |
| 74 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsService/ | SmsService.jar | sending sms |
| 75 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsService/ | application.properties | sending sms |
| 76 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsService/ | log4j.properties | sending sms |
| 77 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsService/ | start.sh | sending sms |
| 78 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsServiceUserReg/ | SmsServiceUserReg.jar | sending sms for cdr process |
| 79 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsServiceUserReg/ | application.properties | sending sms for cdr process |
| 80 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsServiceUserReg/ | log4j.properties | sending sms for cdr process |
| 81 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/SmsServiceUserReg/ | start.sh | sending sms for cdr process |
| 82 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/ScheduleReportEmail/ | EmailService.jar | send report as email on schedule peroid |
| 83 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/ScheduleReportEmail/ | application.properties | send report as email on schedule peroid |
| 84 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/ScheduleReportEmail/ | log4j.properties | send report as email on schedule peroid |
| 85 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/ScheduleReportEmail/ | start.sh | send report as email on schedule peroid |
| 86 |  |  |  |  |
| 87 |  |  |  |  |
| 88 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/ScheduleReportEmail/ | ScheduleReport.jar | send report as email on schedule peroid |
| 89 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GsmaTacsUpdate/ | BasicApplication-0.1.jar | update left over gsma tac |
| 90 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GsmaTacsUpdate/ | Basic.sh | update left over gsma tac |
| 91 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GsmaTacsUpdate/ | CeirCdrParser.jar | update left over gsma tac |
| 92 | 172.24.2.57/58 | /u01/ceirapp/BackendProcess/GsmaTacsUpdate/ | nohup.out | update left over gsma tac |
| 93 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy/ | file\_move.jar | CP1, CP2, CP3 |
| 94 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy/ | application.properties | CP1, CP2, CP4 |
| 95 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy/ | log4j.properties | CP1, CP2, CP5 |
| 96 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy/ | start.sh | CP1, CP2, CP6 |
| 97 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy\_remote | file\_move\_remote.jar | CP2 remote |
| 98 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy\_remote | application.properties | CP2 remote |
| 99 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy\_remote | log4j.properties | CP2 remote |
| 100 | 172.24.2.59/60 | /u01/ceirapp/CDR\_copy\_remote | start.sh | CP2 remote |
| 101 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator} | script\_v2.sh | script.sh run.sh |
| 102 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator} | run.sh | script.sh run.sh |
| 103 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process/scripts | allOpertorCdr.sh | allOpertorCdr.sh allOpertorCdrExtnded.sh |
| 104 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process/scripts | allOpertorCdrExtnded.sh | allOpertorCdr.sh allOpertorCdrExtnded.sh |
| 105 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process | runqueryfile.sh | CEIRCdrParser.jar getWeekDate.sh runqueryfile.sh test.txt conf lib |
| 106 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process | CeirCdrParser.jar | CEIRCdrParser.jar getWeekDate.sh runqueryfile.sh test.txt conf lib |
| 107 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process | runqueryfile.sh | CEIRCdrParser.jar getWeekDate.sh runqueryfile.sh test.txt conf lib |
| 108 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process | test.txt | CEIRCdrParser.jar getWeekDate.sh runqueryfile.sh test.txt conf lib |
| 109 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process | conf | CEIRCdrParser.jar getWeekDate.sh runqueryfile.sh test.txt conf lib |
| 110 | 172.24.2.59/60 | /u01/ceirapp/cdr\_process | lib | CEIRCdrParser.jar getWeekDate.sh runqueryfile.sh test.txt conf lib |
| 111 | 172.24.2.59/60 | /u01/ceirapp/cdrRecoveryProcess | recoveryProcessInit.sh | Cdr recovery process |
| 112 | 172.24.2.59/60 | /u01/ceirapp/cdrRecoveryProcess | additionRecoverScript.sh | Cdr recovery process |
| 113 | 172.24.2.59/60 | /u01/ceirapp/cdrRecoveryProcess | fileMoveNdLogStat.sh | Cdr recovery process |
| 114 | 172.24.2.59/60 | /u01/ceirapp/cdrRecoveryProcess | start.sh | Cdr recovery process |
| 115 | 172.24.2.59/60 | /u01/ceirapp/cdrRecoveryProcess | recoveryFilelogs | Cdr recovery process |
| 116 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | system-monitor.sh | monitoring and redudency script |
| 117 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | process\_monitor.conf | monitoring and redudency script |
| 118 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | sync.conf | monitoring and redudency script |
| 119 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | process.conf | monitoring and redudency script |
| 120 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | process\_system\_monitor.sh | monitoring and redudency script |
| 121 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | sync\_monitor.sh | monitoring and redudency script |
| 122 | 172.24.2.59/60 | /u01/ceirapp/scripts/system\_monitor | sys\_ip.conf | monitoring and redudency script |
| 123 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | cellcard | Send ProcessFile To remoteSErver by ssh |
| 124 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | fileOldDir | Send ProcessFile To remoteSErver by ssh |
| 125 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | Logs | Send ProcessFile To remoteSErver by ssh |
| 126 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | metfone | Send ProcessFile To remoteSErver by ssh |
| 127 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | nohup.out | Send ProcessFile To remoteSErver by ssh |
| 128 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | seatel | Send ProcessFile To remoteSErver by ssh |
| 129 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | smart | Send ProcessFile To remoteSErver by ssh |
| 130 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | start.sh | Send ProcessFile To remoteSErver by ssh |
| 131 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | metfone | del file from input |
| 132 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | seatel | del file from input |
| 133 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | smart | del file from input |
| 134 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | start.sh | del file from input |
| 135 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | release\_update.sh | backend file process |
| 136 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | application.properties | backend file process |
| 137 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | FileReaderHash-0.0.1-SNAPSHOT.jar | backend file process |
| 138 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | logs | backend file process |
| 139 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | log4j.properties | backend file process |
| 140 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | nohup.out | backend file process |
| 141 | 172.24.2.59/60 | /u01/ceirapp/cdrpreprocessor/{operator}/{source} | start.sh | backend file process |
| 142 |  |  |  |  |
| 143 |  |  |  |  |

# Troubleshooting

## Configuration changes in case DB name changes

In case the DB name is changed. Replace the value of spring.datasource.url to the new connection string in all the following properties file.

For instance

1. APIService1 - /u01/ceirapp/APIService1/application.properties

previous value - spring.datasource.url=jdbc:oracle:thin:@dmc-prod-db:1521/dmcproddb

updated value - spring.datasource.url=jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb

2. APIService2 - /u01/ceirapp/APIService2/application.properties

previous value - spring.datasource.url=jdbc:oracle:thin:@dmc-prod-db:1521/dmcproddb

updated value - spring.datasource.url=jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb

3. APIService3 - /u01/ceirapp/APIService3/application.properties

previous value - spring.datasource.url=jdbc:oracle:thin:@dmc-prod-db:1521/dmcproddb

updated value - spring.datasource.url=jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb

4. APIService4 - /u01/ceirapp/APIService4/application.properties

previous value - spring.datasource.url=jdbc:oracle:thin:@dmc-prod-db:1521/dmcproddb

updated value - spring.datasource.url=jdbc:oracle:thin:@PRO-DBR-SCAN:1522/dmcprdb

## In case a new user tries to register into CEIR and the user status is stuck in OTP verification pending.

In such scenario, CEIR Admin can update the user status from ‘OTP verification pending’ to ‘Approved’ in the Registration tab in CEIR Admin GUI.

* + - 1. User calls customer care / raises a grievance from End User portal.
      2. CEIR Admin checks grievance and validates the user credentials.
      3. After authenticating the user, CEIR Admin updates the status of the user and clicks on submit button. The user status is updated.

## In case a user is de-activated and is unable to login into CEIR system

In such scenario, CEIR Admin can update the user status to ‘Approved’ in the Registration tab in CEIR Admin GUI.

1. User calls customer care / raises a grievance from End User portal.
2. CEIR Admin checks grievance and validates the user credentials.
3. After authenticating the user, CEIR Admin updates the status of the user and clicks on submit button. The user status is updated.

## Khmer value to be updated in the properties file

The Khmer Validation steps are as follows:

1. Select the text (in English) to be changed

2. Find selected text in /u01/ceirapp/GUI/message.properties file and copy the tag corresponding to the selected text

3. Find the key in /u01/ceirapp/GUI/message\_km.properties and change the khmer text which you want to change

4. Save and restart the tomcat. Changes will reflect only after the tomcat restarts.

# Q&A

