

Report Title: Change Request Details
Run Date and Time: 2021-07-21 09:21:45 AM Central Daylight Time
Run by: Paige L Haeberle
Table name: change_request

Change Request

Copied From:		Type:	Expedited
Number:	CHG0643228	Incident Number:	
Requested By:	Emily W Dunbar	State:	Closed
Requesting Group:	SDS AMD	Risk:	Low
Environment:	PROD	Impact:	4 - Minor/Localized
Planned Start Date:	2021-04-28 12:00:00 PM	Priority:	3 - Moderate
Planned End Date:	2021-05-04 12:00:00 PM	Change Manager Group:	CM SDS WILKES BARRE
Business Service:	Address Mapping Directory	Change Manager:	
Category:	Maintenance	Submitted By:	Emily W Dunbar
Subcategory:	Reboot	Pre-Defined Approval Groups:	SDS AMD
Subcategory 2:	Server	Additional Groups List:	
Configuration Item:	Address Mapping Directory	Post Parallel Approval Groups:	
Outage:	No Outage	Business Service Business Critical:	false
PCI In-Scope:	No	Business Service SOX In Scope:	false
TSLC Project:	No	Latent Change:	false
TSLC ID:		Change Request Validation:	
TSLC Activity:			
Standard Change Category:			
Standard Change Description:			

Short Description:

Restart AMD Prod Batch Jobs

Description:

PROD Batch Restart Instructions

Application Name:

AMD (EIR: 4868)

Instructions should be run PROD batch server listed below:

eagnmnmbp5f2- 56.201.176.62

1.Login into batch server

2.Change to pamd, based upon environment:

sudo su – pamd

3.Stop the processes

1./amd/pamd/a00shared/stop_process.sh email-batch

(wait for 5 minutes and run the next command)

2./amd/pamd/a00shared/stop_process.sh holdmail-batch-intake

(wait for 5 minutes and run the next command)

3./amd/pamd/a00shared/stop_process.sh ncoa-batch-intake

4.Rename /amd/pamd/a00shared/intake/ ccc.data.20210418.csv to /amd/pamd/a00shared/intake/ ccc.data.20210418_1.csv

5.Start the processes

1./amd/pamd/a00shared/start_process.sh email-batch

(wait for 5 minutes and run the next command)

2./amd/pamd/a00shared/start_process.sh holdmail-batch-intake

(wait for 5 minutes and run the next command)

3./amd/pamd/a00shared/start_process.sh ncoa-batch-intake

Standard Change Template version:

Planning

Business Justification:

1. In detail explain what work is being performed and reason why?
Prod batch restart required to process all halted jobs
2. When will the work occur? Date, Start and end time including maintenance window.
CR windows spans 04/28 - 05/04 as required by the Expedited CR process.
3. Name of Person performing the work?
UNIX team
4. What applications/systems will be impacted?
No impact as jobs are offline
5. Who is responsible for verifying the work and performing a health check?
Sandeep
6. Provide a link to the Test Scripts. n/a

Risk and Impact Analysis:

Minor - Only restart of batch servers to process halted jobs

Implementation Plan:

One task for UNIX team to restart batch servers

Backout Plan:

N/A - this is server restart only

Test Plan:

Verify jobs are running correctly post restart

Functionality Testing (PCI Changes Only):

Conflicts

Notes

Watch List:

Work Notes List:

Additional Comments:

Work Notes:

2021-04-27 09:07:53 PM - Rj Labonde (Work Notes)
Maintenance Hours

Monday: 08:00 PM (Tuesday) 05:00 AM
Tuesday: 08:00 PM (Wednesday) 05:00 AM
Wednesday: 08:00 PM (Thursday) 05:00 AM
Thursday: 08:00 PM (Friday) 05:00 AM
Friday: 08:00 PM (Saturday) 05:00 AM
Saturday:
Sunday:

Closure Information

Actual Start Date: 2021-04-28 07:35:30 PM

Actual End Date: 2021-04-28 08:07:36 PM

Close Code:

Automatically Closed

Rejection Reason:

Close Notes:

The Change Request was auto closed due to no response from the Change Manager or the Change Submitter.

Post Implementation Review

What was the problem that caused the need for this Change?:
Was this Emergency Change implemented as a work around or a permanent fix?:
Did this Change require an outage?:
Describe the reason for the Change being an unsuccessful implementation.:
What is the system's status?:
Describe the impact of this unsuccessful Change in detail.:
Describe the steps that will make a future Change of this nature successful.:
What was the impact if this Expedited Change was not implemented within 6 days? :

Related List Title: Conflict List
Table name: conflict
Query Condition: Change = CHG0643228
Sort Order: None

None

Related List Title: Group approval List
Table name: sysapproval_group
Query Condition: Parent Request = CHG0643228
Sort Order: Support Group in ascending order

2 Group approvals

Parent Request	Approval	▲ Support Group	Approval User	Approval Date
CHG0643228	Approved	ECS UNIX	Rj Labonde	2021-04-27 09:09:25 PM
CHG0643228	Approved	SDS AMD	Phylis M Regan	2021-04-27 11:11:37 AM

Related List Title: Approval List
Table name: sysapproval_approver
Query Condition: Approval For = CHG0643228 AND Status not in (No Longer Required, Unauthorized)
Sort Order: Status in descending order

2 Approvals

▼ Status	Approver	Support Group	Comments
Approved	Rj Labonde	ECS UNIX	2021-04-27 09:09:25 PM - Rj Labonde (Comments) Prod? N Falls within maintenance window: NA FSC/PCES Approval: NA If Tier 1, ITLT approval? NA Qualifying standard? NA Time to complete CR? Y Instructions task/attached? Y Server listed? Y ADMS files? NA

▼ Status	Approver	Support Group	Comments
			Manifest in ADMS/home dir? NA
			Vetted by UES
Approved	Phylis M Regan	SDS AMD	

Related List Title: Change Task List
Table name: change_task
Query Condition: Change Request = CHG0643228
Sort Order: Number in ascending order

1 Change Tasks

▲ Number	Short Description	State	Sequence	Task Result	Assignment Group	Assigned To	Planned Task Start Date	Planned Task End Date
CTASK0739553	Restart AMD Prod Batch Servers	Closed Complete	1	Completed/Successful	ECS UNIX	Rj Labonde	2021-04-28 12:05:00 PM	2021-05-04 11:55:00 AM

Related List Title: CIs Affected List
Table name: task_ci
Query Condition: Task = CHG0643228
Sort Order: None

1 CIs Affected

Configuration Item	Class
Address Mapping Directory	Application Software