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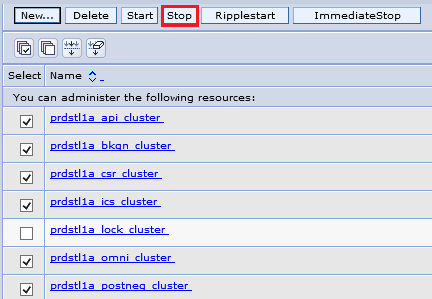
# **Production Startup/Shutdown**

## Through Console

1. Bounce operations can be performed by logging on console individually for segments.
2. Username/Password: websphe/ws51lsoms for accessing console
3. While doing shutdown, first bring down lock cluster and then remaining clusters.
4. Select lock cluster and select stop to initiate stopping of cluster



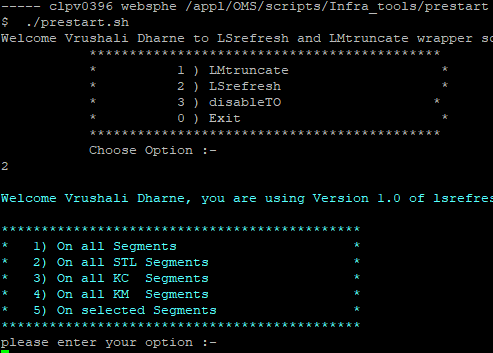
1. Proceed in similar way to stop other clusters.



1. While bringing OMS segments up, we need to execute LSRefresh first and then LMTruncate to start bringing up the clusters.
2. To execute LSRefresh execute prestart script from active STL1A dmgr.

Location: /appl/OMS/scripts/Infra\_tools/prestart/prestart.sh

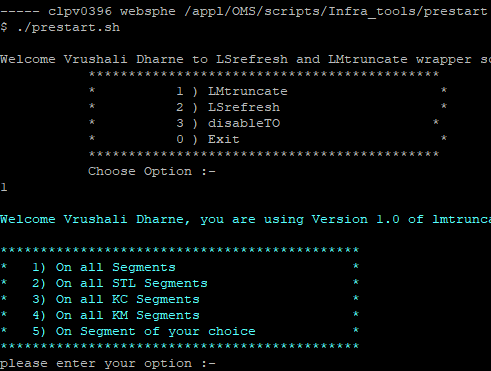
Select option (2) for LSrefresh and select as per desired segment and proceed.



1. To execute LMTruncate execute prestart script from active STL1A dmgr.

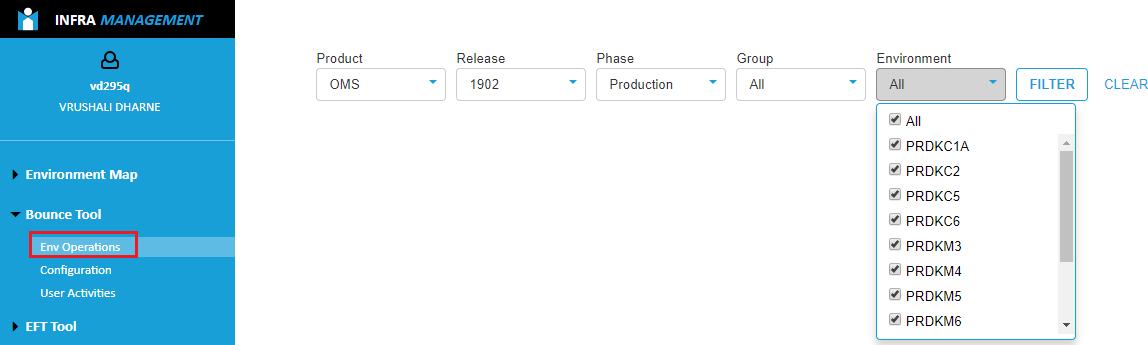
Location: /appl/OMS/scripts/Infra\_tools/prestart/prestart.sh

Select option (1) for LMTruncate and select as per desired segment and proceed.



## Through ATT Tool

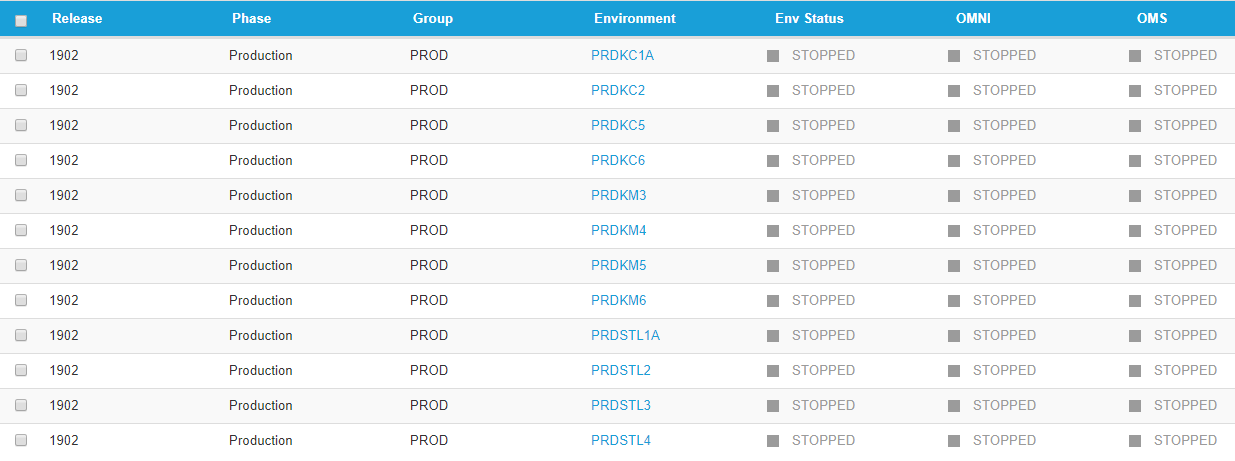
1. Launch the ATT Infra tool link <https://www.e-access.att.com/empsvcs/hrpinmgt/pagLogin/?retURL=http://zlp31054.vci.att.com:10100/att-infra-tools>
2. Select Env Operations and select Product (OMS), Release(Current release),Phase(Production),Group(All) and Environment( All- For all segments or select desired segment) and proceed with FILTER.



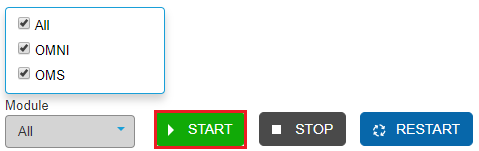
1. Select the module and click on stop to stop the clusters.



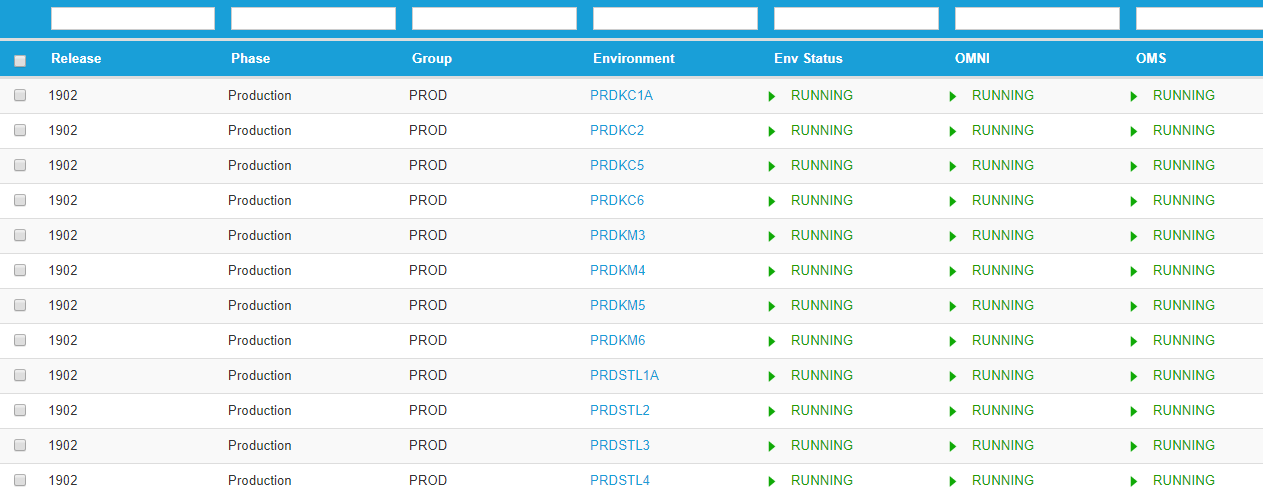
1. Check the status as stopped to confirm shutdown.



1. While starting up OMS from tool, LSReresh and LMtruncate are handled by tool and we do not need to perform anything manually.
2. To initiate startup, select the segments and select module and proceed by clicking start option.



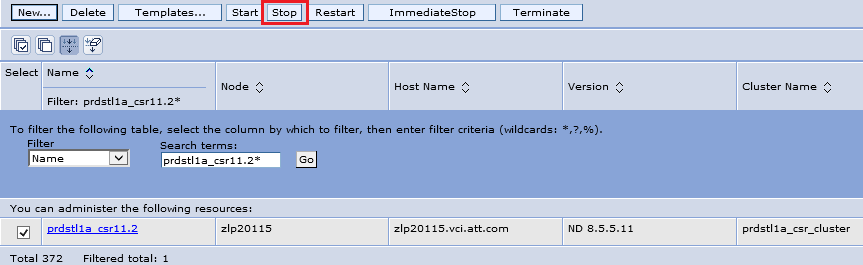
1. To check the startup check status as below to confirm startup.



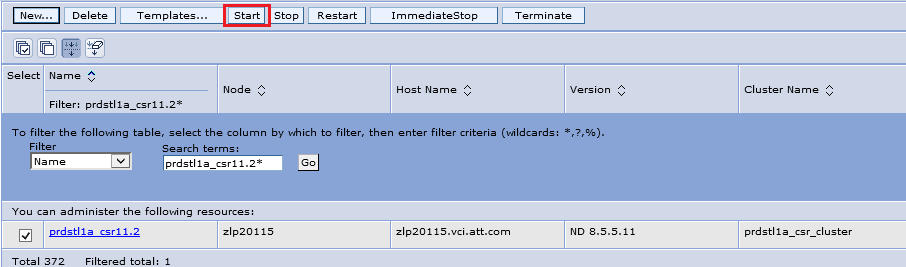
1. Documentation for bounce tool can be found [here](https://workspace.web.att.com/sites/LSCRMAMSSACSINFRA/InfraSupport/_layouts/15/WopiFrame2.aspx?sourcedoc=/sites/LSCRMAMSSACSINFRA/InfraSupport/Shared%20Documents/Documentation/6.0%20Working%20Procedures/OMS/Tools%20Documentation/Bounce_Tool_Runbook.docx&action=default)

## To bounce crashed JVM/s

1. In case of a single or multiple instance of JVM bounce, it needs to be performed manually through console.
2. Select the JVM/JVMs through console by applying filter to avoid selection of wrong JVM.
3. To Stop a JVM, filter the JVM and initiate stop



1. To Start a JVM, filter the JVM and initiate start.



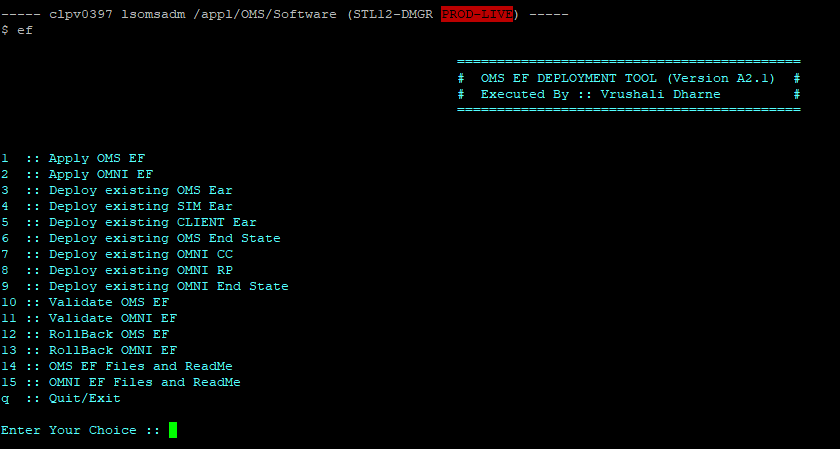
1. Monitor logs from backend to check progress of startup/stop of JVM.

# **EF deployment**

1.Check the list of EFs provided from staging location and verify if they are certified.

2. Login to clpv0397.sldc.sbc.com as lsomsadm and enter alias ef to launch EFscript or you can fire script from below location:

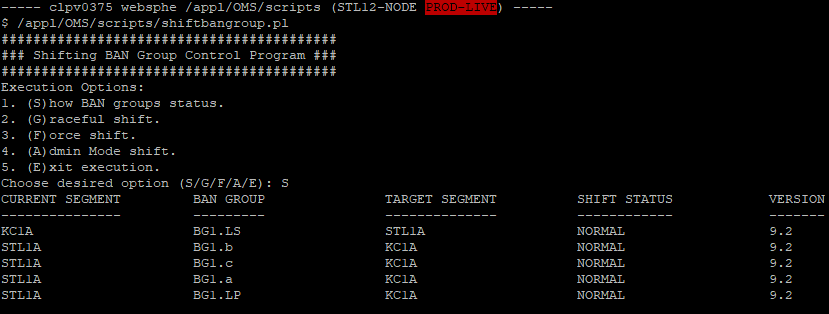
/appl/OMS/scripts/Infra\_tools/EF\_Script\_WRAPPER/OMS\_EF\_Script.pl



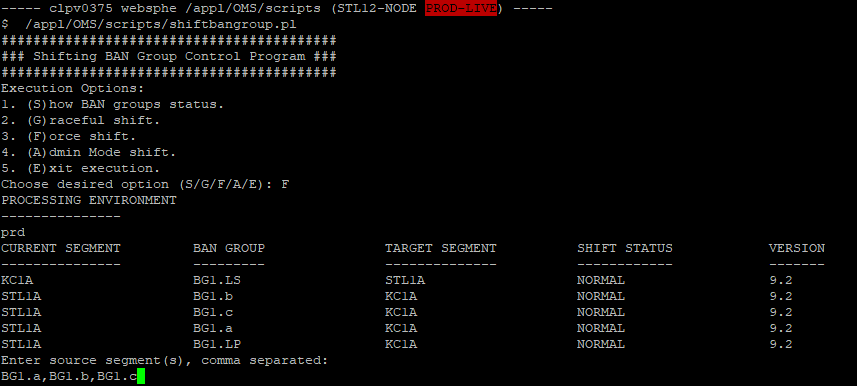
3. Choose appropriate option and proceed.

# **BAN Shift**

1. In case of ban shift, make sure source segment is down.
2. Execute the script from target segment from location /appl/OMS/scripts/shiftbangroup.pl
3. Select option (S) to check the status.



1. Select option (F) for forceful shift and provide ban groups to be shifted.



1. Proceed by entering Y to initiate Ban shift.
2. Logs can be checked at location: /appl/OMS/logs/shiftbangroup

# **Outage Scenarios**

## Scenario: Code Rollback

**Action:**

1. Execute release and hold and mark the AA Flag to "M" script on segment pairs (Est: 5 mins; Owner: AMOC)

2. Shutdown the secondary segment (Est: 10 mins; Owner: Infra)

3. Back out the EAR and deploy the previous EAR (Est: 25 mins; Owner: Infra) ---**EF should be applied on all six segments simultaneously.**

4. Execute startup script (lmtruncate) on secondary segment (Est: 10 mins; Owner: Infra)

5. Bring up the secondary segment (Est: 20 mins; Owner: Infra)

6. Perform the log validation for any start up error (Est: 5 mins; Owner: PS teams)

7. Execute release and hold and mark the AA Flag to "N” on segment pairs (Est: 5 mins; Owner: AMOC)

8. Invoke A/A by manually marking primary segment as unhealthy using Release & Hold (Est: 10 mins; Owner: AMOC) \*Ends impact from increasing

9. Decision point as to moving forward with primary segment as well. Will cause impact to all inflight orders (Owner: PS Teams)

10. Execute release and hold and mark the AA Flag to "M" script on segment pairs (Est: 5 mins; Owner: AMOC)

11. Shutdown the primary segment (Est: 10 mins; Owner: Infra

12. Execute forceful shift from primary to secondary segment (Est: 15 mins; Owner: Infra). \*Ends outage

**All six Forceful Ban shifts to be run simultaneously.**

13. Back out the EAR and deploy the previous EAR (Est: 25 mins; Owner: Infra)

14. Execute startup script (lmtruncate) on primary segment (Est: 10 mins; Owner: Infra)

15. Bring up the primary segment (Est: 20 mins; Owner: Infra)

16. Execute release and hold and mark the AA Flag to "N” on segment pairs (Est: 5 mins; Owner: AMOC)

17.In following M/W,

a. Execute release and hold and mark the AA Flag to "M” on segment pairs (Est: 5 mins; Owner: AMOC)

b. Shutdown the secondary segment (Est: 10 mins; Owner: Infra)

c. Forceful shift customers from secondary back to primary (Est: 15 mins; Owner: Infra**. All six Forceful Ban shifts to be run simultaneously.**

d. Execute startup script (lmtruncate) on secondary segment (Est: 10 mins; Owner: Infra)

e. Bring up the secondary segment (Est: 20 mins; Owner: Infra)

f. Execute release and hold and mark the AA Flag to "N” on segment pairs (Est: 5 mins; Owner: AMOC)

**Total time to end impact: - 80 mins**

**Note: -- LSrefresh should be only be executed when we have ETM push in production outage scenarios.**

## Scenario: configuration changes Rollback

**Action:**

1. Execute release and hold and mark the AA Flag to "M" script on segment pairs (Est: 5 mins; Owner: AMOC)

2. Shutdown the secondary segment (Est: 10 mins; Owner: Infra)

3. Back out the configuration/files and deploy the previous configuration/files (Est: 60 mins; Owner: Infra)

4. Execute startup script (lmtruncate) on secondary segment (Est: 10 mins; Owner: Infra)

5. Bring up the secondary segment (Est: 20 mins; Owner: Infra)

6. Perform the log validation for any start up error (Est: 5 mins; Owner: PS teams)

7. Execute release and hold and mark the AA Flag to "N” on segment pairs (Est: 5 mins; Owner: AMOC)

8. Invoke A/A by manually marking primary segment as unhealthy using Release & Hold (Est: 10 mins; Owner: AMOC) \*Ends impact from increasing

9. Decision point as to moving forward with primary segment as well. Will cause impact to all inflight orders (Owner: PS Teams)

10.Execute release and hold and mark the AA Flag to "M” on segment pairs (Est: 5 mins; Owner: AMOC)

11. Shutdown the primary segment (Est: 10 mins; Owner: Infra)

12. Execute forceful shift from primary to secondary segment (Est: 15 mins; Owner: Infra). \*Ends outage

13. Back out the configuration/files (Est: 60 mins; Owner: Infra)

14. Execute startup script (lmtruncate) on primary segment (Est: 10 mins; Owner: Infra)

15. Bring up the primary segment (Est: 20 mins; Owner: Infra)

16. Execute release and hold and mark the AA Flag to "N” on segment pairs (Est: 5 mins; Owner: AMOC)

17. In following M/W,

a. Execute release and hold and mark the AA Flag to "M” on segment pairs (Est: 5 mins; Owner: AMOC)

b. Shutdown the secondary segment (Est: 10 mins; Owner: Infra)

c. Forceful shift customers from secondary back to primary (Est: 15 mins; Owner: Infra).

d. Execute startup script (lmtruncate) on secondary segment (Est: 10 mins; Owner: Infra)

e. Bring up the secondary segment (Est: 20 mins; Owner: Infra)

f. Execute release and hold and mark the AA Flag to "N” on segment pairs (Est: 5 mins; Owner: **AMOC)**

**Total time to end impact: - 125 mins**

**Note: -- LSrefresh should be only be executed when we have ETM push in production outage scenarios.**

## Scenario: ETM changes rollback

1. Execute release and hold and mark the AA Flag to "M" script on segment pairs (Est: 5 mins; Owner: AMOC)

2. Shutdown the secondary segment (Est: 10 mins; Owner: Infra)

3. Check with ETM team , ETM changes are pushed (Est: 10 mins; Owner: ETM Dev)

4. Execute startup script (lmtruncate) and (lsrefresh --to push ETM changes) on secondary segment (Est: 15 mins; Owner: Infra)

5. Bring up the secondary segment (Est: 20 mins; Owner: Infra)

6. Perform the log validation for any start up error (Est: 5 mins; Owner: PS teams)

7. Execute release and hold and mark the AA Flag to "N" on segment pairs (Est: 5 mins; Owner: AMOC)

8. Invoke A/A by manually marking primary segment as unhealthy using Release&Hold (Est: 10 mins; Owner: AMOC) \*Ends impact from increasing

9. Decision point as to moving forward with primary segment as well. Will cause impact to all inflight orders (Owner: PS Teams)

10. Execute release and hold and mark the AA Flag to "M" script on segment pairs (Est: 5 mins; Owner: AMOC)

11. Shutdown the primary segment (Est: 10 mins; Owner: Infra)

12. Execute forceful shift from primary to secondary segment (Est: 15 mins; Owner: Infra). \*Ends outage

**All six Forceful Ban shifts to be run simultaneously.**

13. Check with ETM team , ETM changes are pushed (Est: 20 mins; Owner: ETM Dev)

14 Execute startup script (lmtruncate) and (lsrefresh --to push ETM changes) on primary segment (Est: 15 mins; Owner: Infra)

15. Bring up the primary segment (Est: 20 mins; Owner: Infra)

16. Execute release and hold and mark the AA Flag to "N" on segment pairs (Est: 5 mins; Owner: AMOC)

17. In following M/W,

a. Execute release and hold and mark the AA Flag to "M" on segment pairs (Est: 5 mins; Owner: AMOC)

b. Shutdown the secondary segment (Est: 10 mins; Owner: Infra)

c. Forceful shift customers from secondary back to primary (Est: 15 mins; Owner: Infra). **All six Forceful Ban shifts to be run simultaneously.**

d. Execute startup script (lmtruncate) and (lsrefresh --to push ETM changes) on primary segment (Est: 15 mins; Owner: Infra)

e. Bring up the secondary segment (Est: 20 mins; Owner: Infra)

f. Execute release and hold and mark the AA Flag to "N" on segment pairs (Est: 5 mins; Owner: AMOC)

**Total time to end impact:- 70 mins**

**Note:-- LSrefresh should be only be executed when we have ETM push in production outage scenarios.**