ApStat and P0 Notifications - Manual

Agenda

➢ ApStat Installation on iPhone

➢ ApStat Installation on Android

➢ How to get access to ApStat and P0

➢ Registering Device on ApStat
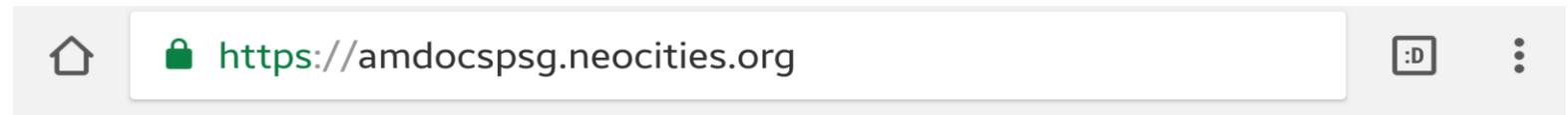
➢ P0 on ApStat

ApStat Installation on iPhone

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ApStat Installation on iPhone

Download the ApStat app from
https://amdocspsg.neocities.org

Tap on link for iPhone

🏠 🔒 https://amdocspsg.neocities.org   :D ⋮

Amdocs PSG iMoc

APP DOWNLOAD

Download the older app for iPhone

Download the older app for Android
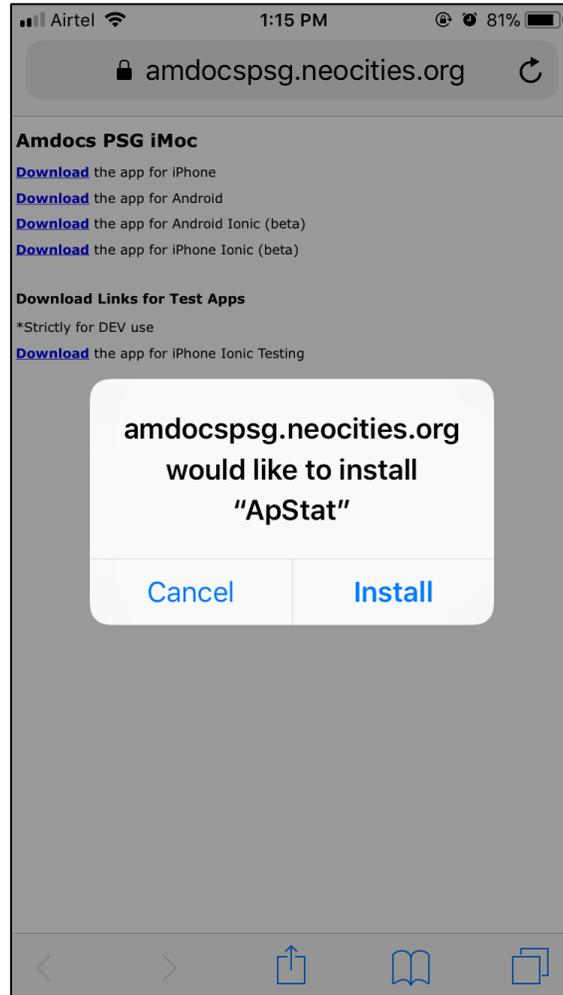
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DOCUMENTATION
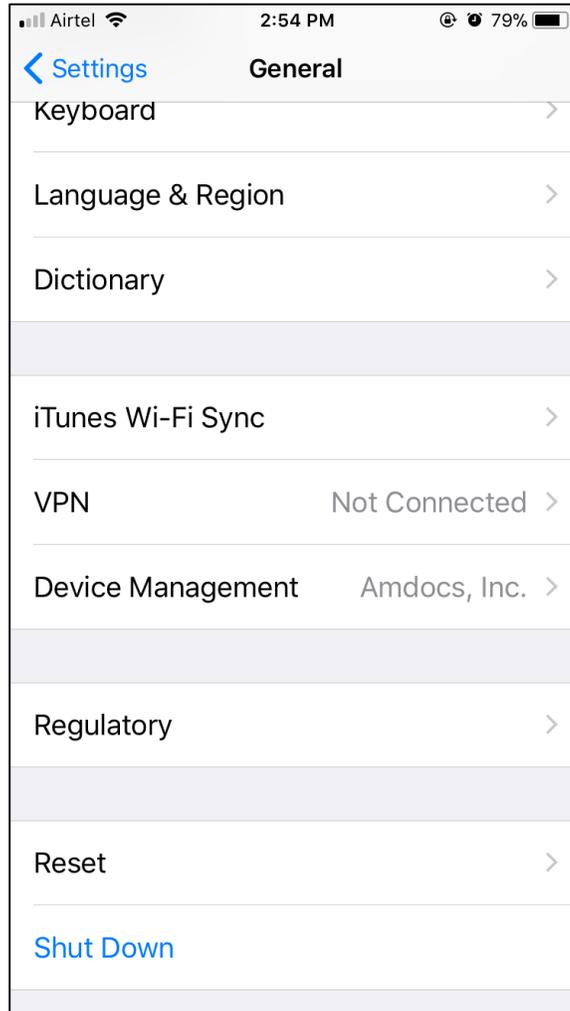
Download User Manual

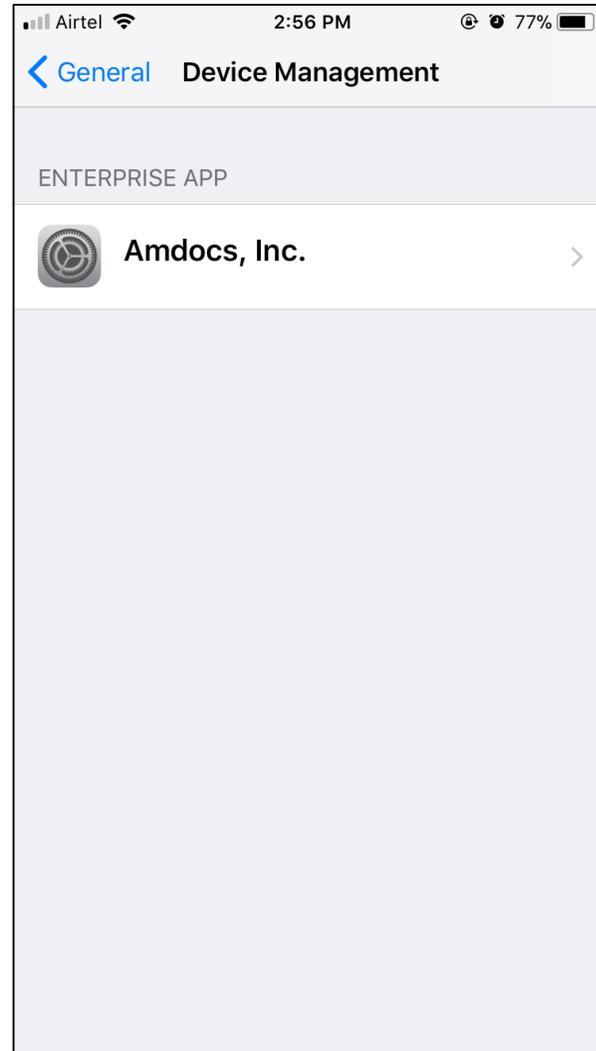# ApStat Installation on iPhone
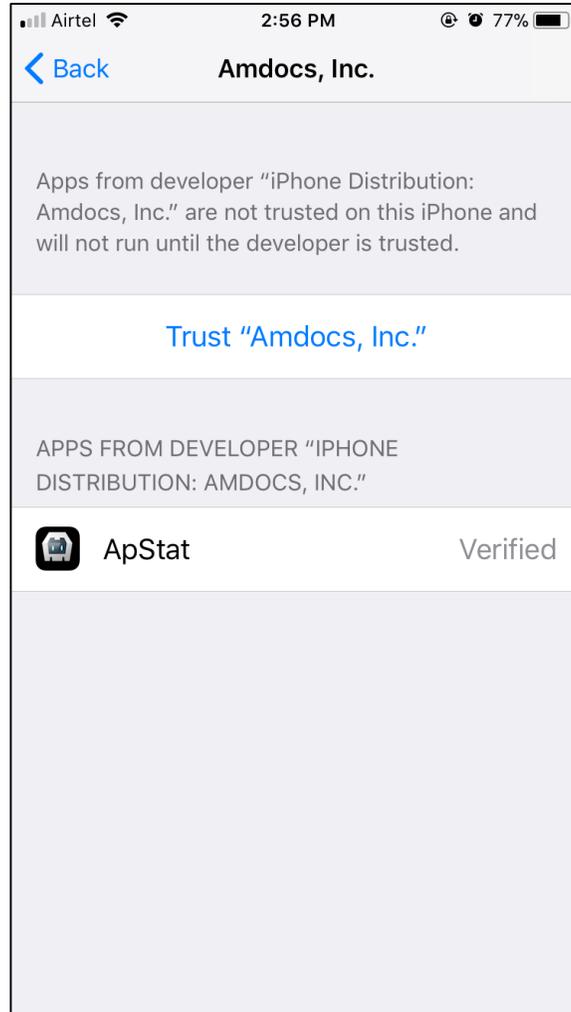

Tap on Install

ApStat Installation on iPhone

Go to Settings ➜ General
and tap on "Device Management"
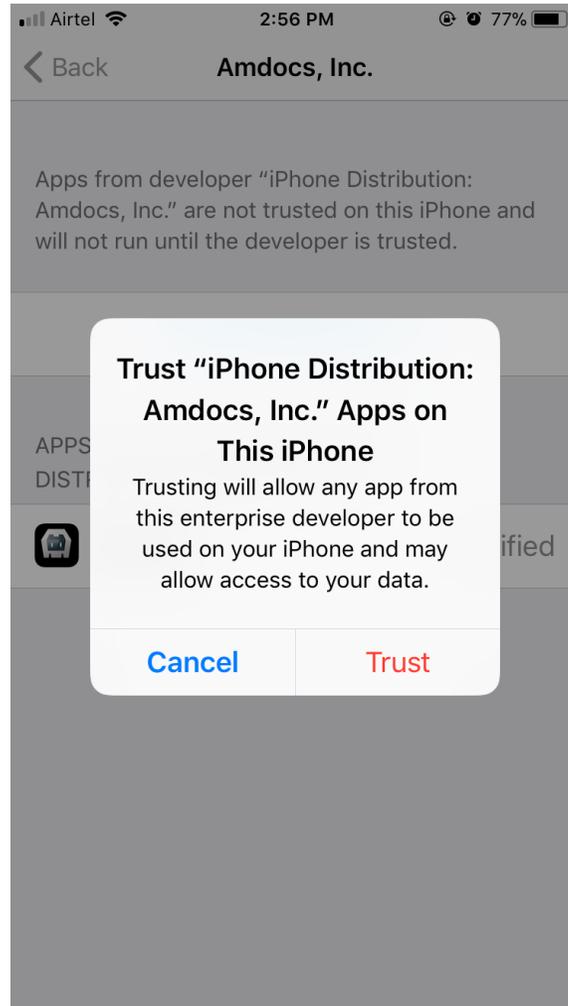
ApStat Installation on iPhone

Tap on "Amdocs, Inc."

ApStat Installation on iPhone

Tap on "Trust Amdocs, Inc."

ApStat Installation on iPhone

Tap on "Trust"
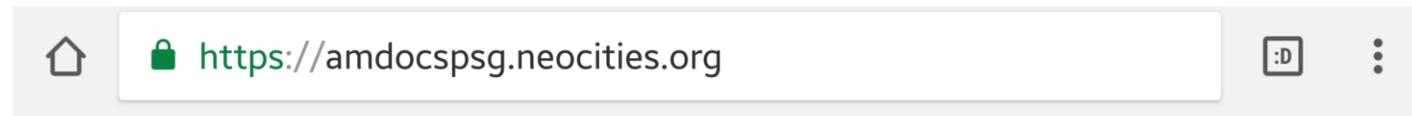
ApStat Installation on Android

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ApStat Installation on Android

Download the ApStat app from
https://amdocspsg.neocities.org

Tap on link for Android

https://amdocspsg.neocities.org

Amdocs PSG iMoc

APP DOWNLOAD

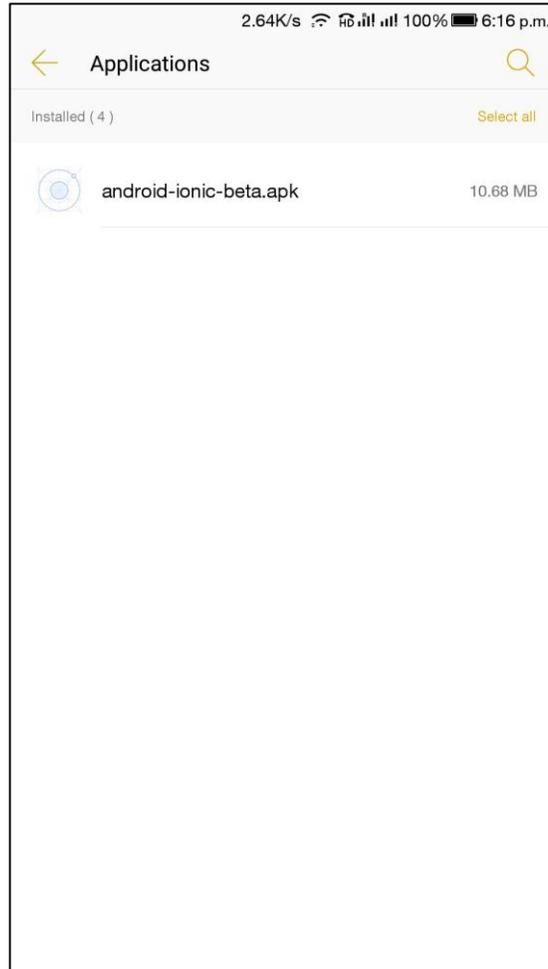**Download** the older app for iPhone

Download the older app for Android

Download the latest app for Android built on Ionic

Download the latest app for iPhone built on Ionic
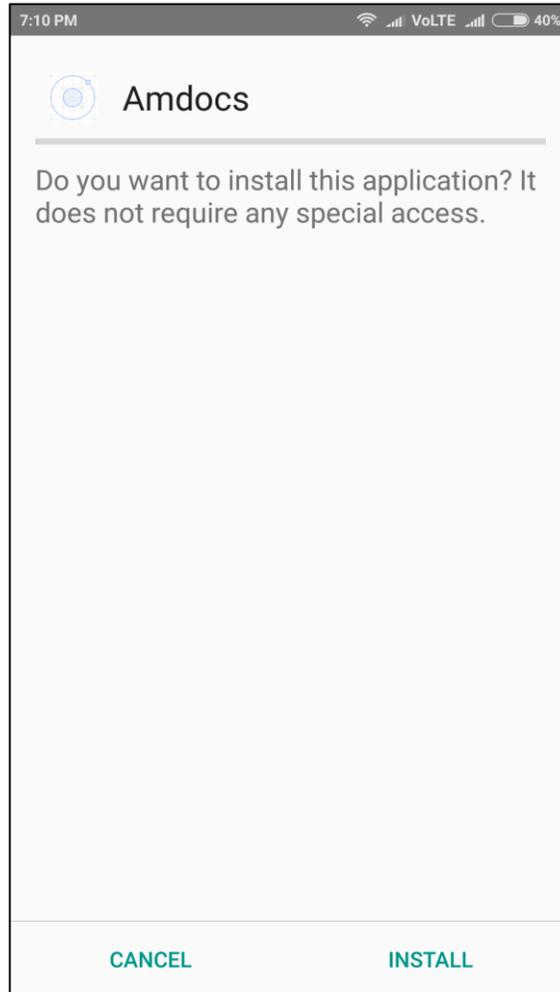
DOCUMENTATION

Download User Manual

ApStat Installation on Android

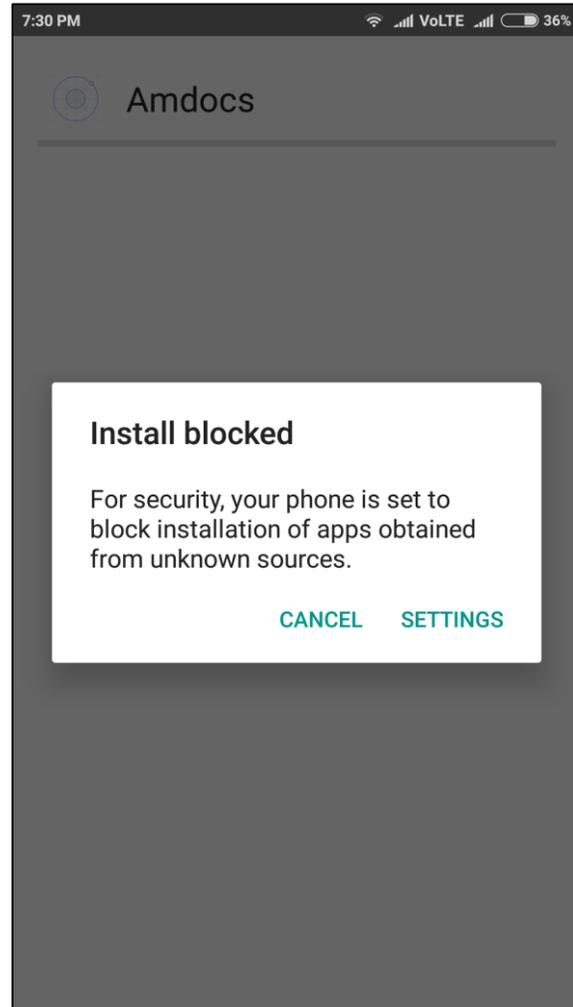Look for notifications.
Tap on "android-ionic-beta.apk"

ApStat Installation on Android
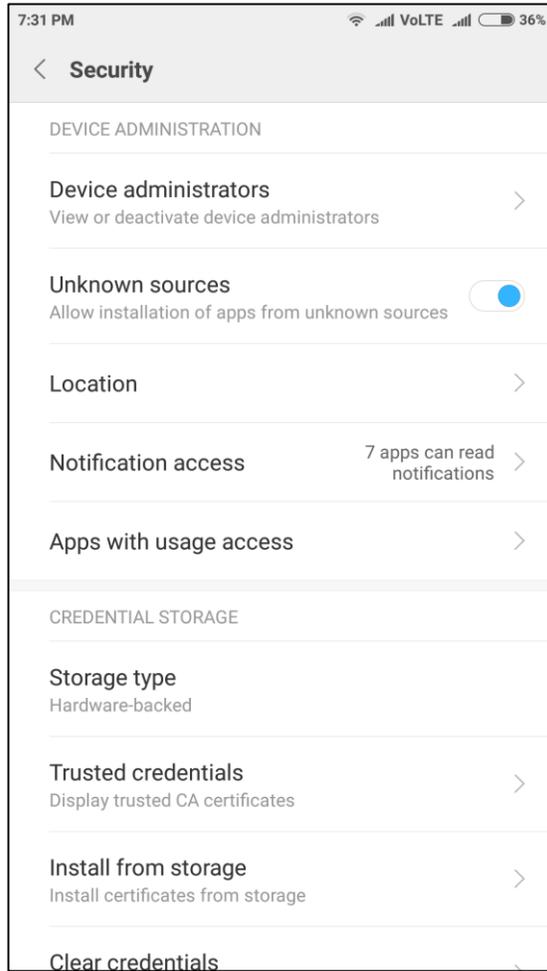

Select Package Installer by tapping on "Just Once"
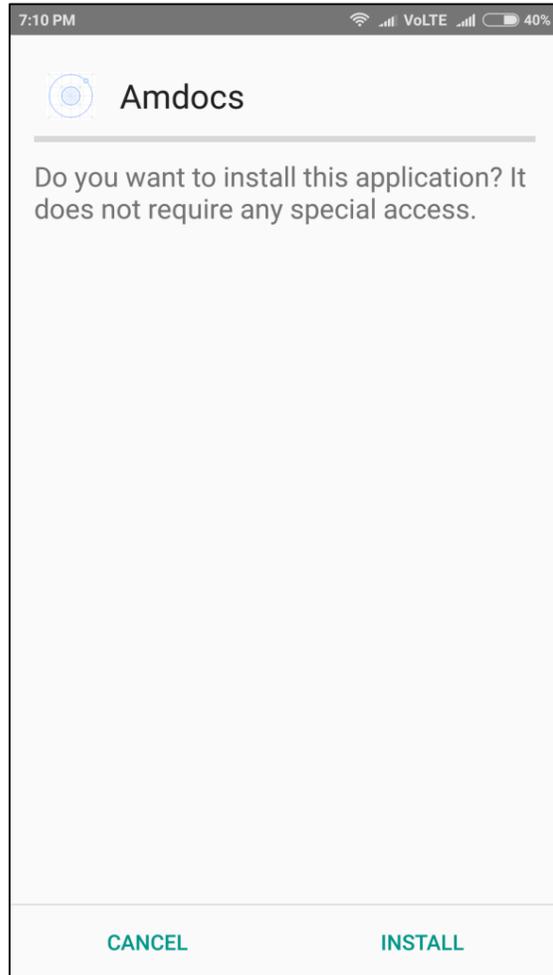
ApStat Installation on Android

Tap on "SETTINGS"

ApStat Installation on Android

Tap on "Unknown sources" and enable it

ApStat Installation on Android

Tap on "INSTALL"

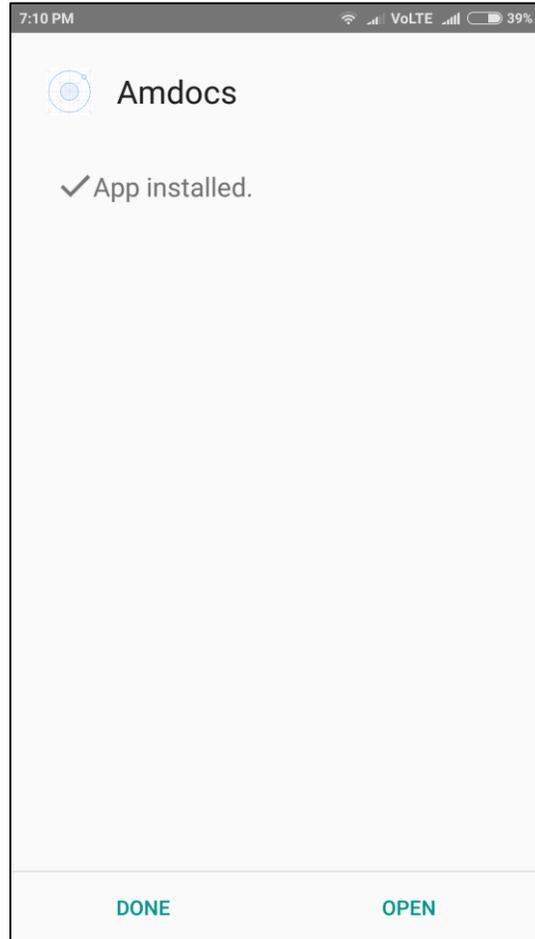# ApStat Installation on Android

Tap on "OPEN" to open the App

How to get access to ApStat and P0

—

Access to ApStat and P0 Notifications

➢ **How to get access to ApStat and P0 Perfalerts?**

- ➢ Request for ApStat and P0 access to Ajay / Santhosh or Juan with below email addresses:
  - ➢ am478d@att.com
  - ➢ santhosr@amdocs.com
  - ➢ jn389w@att.com

Registering Device on ApStat

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Registering Device on ApStat

Enter your AT&T user id
and AT&T Global Password to
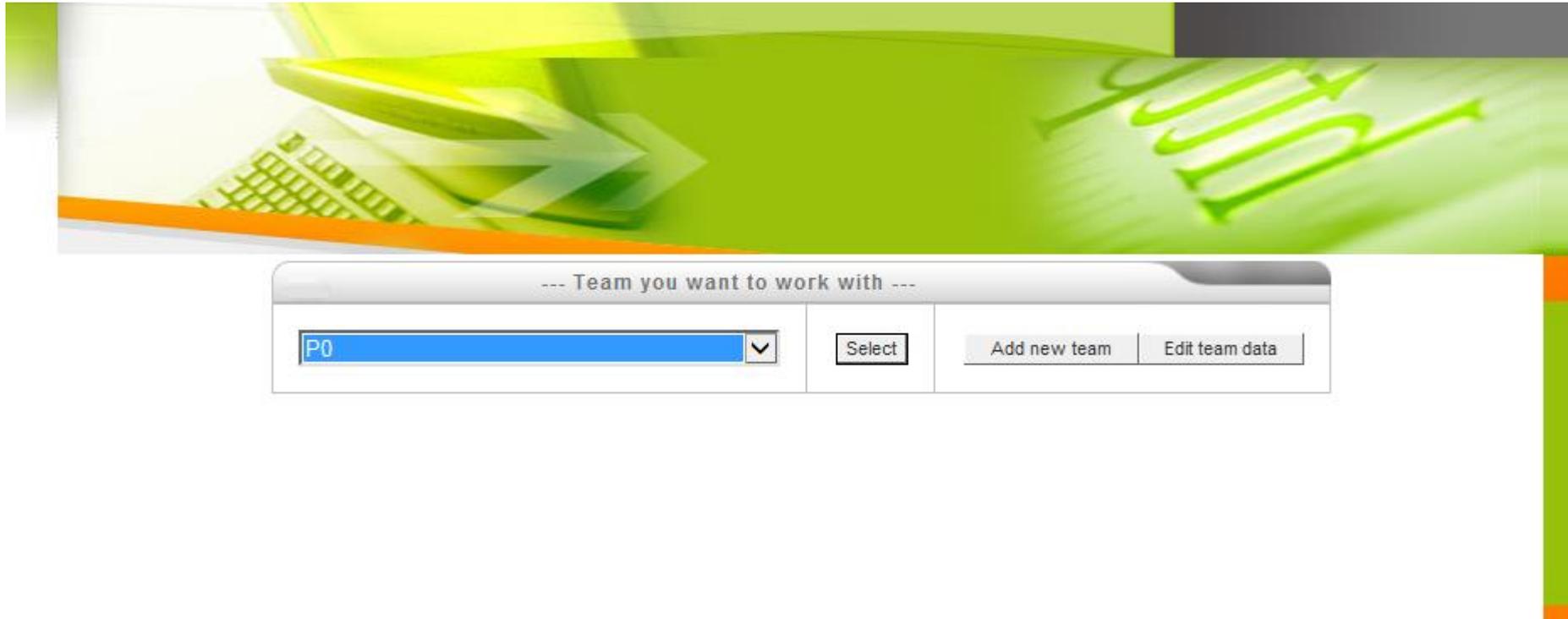login into ApStat.
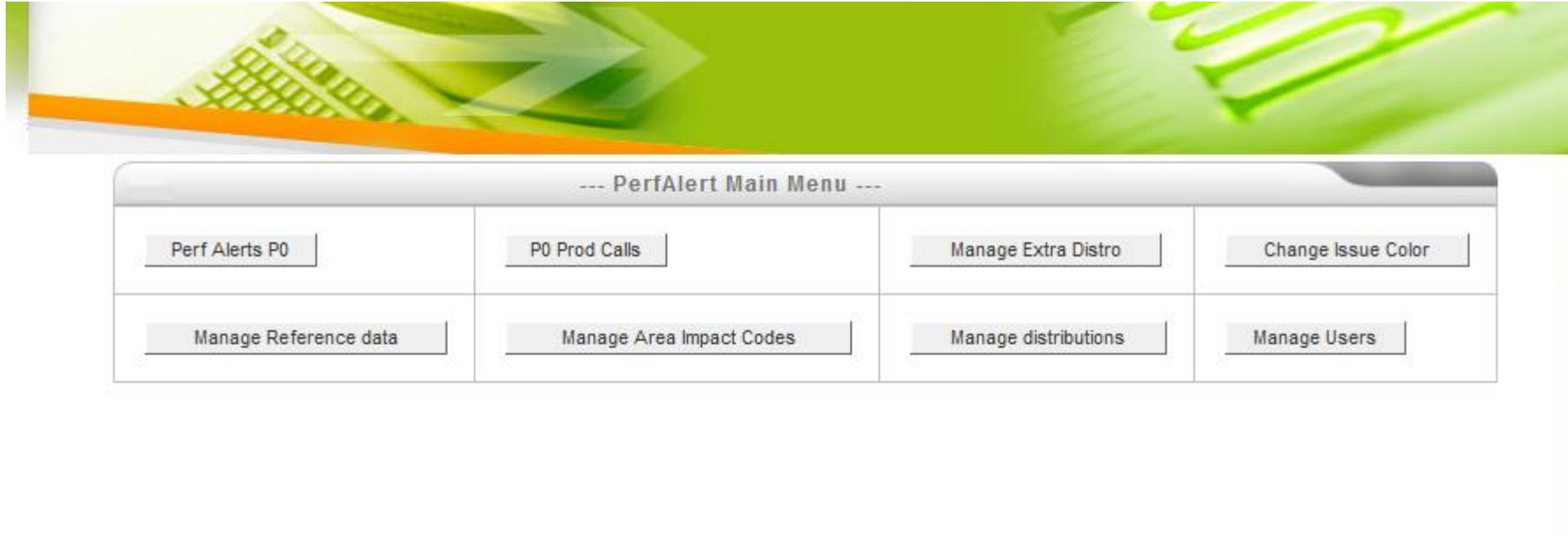
How to create P0 Notifications

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P0 Notifications

http://bhptgprf.edc.cingular.net:2150/perf/AVRAM/42/html/AVRAM1.php

P0 Notifications

P0 Notifications

P0 Notifications

--- Update PerfAlert ---

Select partition to view - | 2017/08/28 10:25:47 - 2017/08/28 17:03:58 ▼ | Create New | Home

PALERT_ID	SUBJECT	ISSUE	Status	BUSINESS_IMPACT
Filter: All ▼	Filter: All ▼	Filter: All ▼	Filter: All ▼	Filter: All ▼
4740000147	PerfAlert - LS OMS - P0 - Resolved	Test P0	Resolved	Test P0
4740000146	PerfAlert - LS CRM - P0 - Update	Rami test3 update	Update	Rami test3
4740000145	PerfAlert - Telegence - P0 - Resolved	***TEST *** Customer database server (tlphcdc1) hosting Telegence market - TUL, OKC, STL, MWR and ARK is down	Resolved	Telegence: The impacted
4740000144	PerfAlert - Telegence - P0 - Update	Customer database server (tlphcdc1) hosting Telegence market - TUL, OKC and STL is down. MWR and ARK impacted as well.	Update	Telegence - The impacted
4740000143	PerfAlert - LS OMS - P0 - Update	test 3 Rami	Update	test 3 Rami
4740000142	PerfAlert - Clarify CM - P0 - Update	Rami test2 update	Update	Rami test2
4740000141	PerfAlert - - Resolved	Test - Rami.		Test - Rami.
4740000140	PerfAlert - Telegence - P0 - Update	Test #1	Update	Test #1
4740000139	PerfAlert - E-BILL - P0 - Initial	test5	Initial	test5
4740000138	PerfAlert - E-BILL - P0 - Initial	test4	Initial	test4
4740000137	PerfAlert - E-BILL - P0 - Initial	test3	Initial	test3
4740000136	PerfAlert - E-BILL - P0 - Initial	Test2 for EBill P0	Initial	Test2 for EBill P0
4740000135	PerfAlert - E-BILL - P0 - Initial	Testing iOS	Initial	Testing iOS
4740000134	PerfAlert - Halo - P0 - Initial	Testing P0 on iOS	Initial	Testing P0 on iOS
4740000133	PerfAlert - E-BILL - P0 - Resolved	Testing for notifications	Resolved	Testing for notifications

P0 Notifications

P0 Notifications

--- PerfAlert preview ---

Perf Alert

Subject :	PerfAlert - LS OMS - P0 - Initial
Issue :	Test P0 perfalert
Update Notes :	Test P0 perfalert
Business impact :	Test P0 perfalert
Root cause :	N/A
Resolution :	N/A
Mitigation :	N/A
Start time :	2017/08/28 17:20:03 (CST)
End time :	
Scenario :	
MKT/Zone :	
Additional email distribution :	AM478D@ATT.COM,
	Thanks, MANTRI, AJAY

☑ Send perfalert?   [Update]   [Back]

☐ Send SMS?

P0 Notifications

--- PerfAlert preview ---

Record updated successfully!

Sending email...

Mail sent to SR557J@ATT.COM
Bcc: AM478D@ATT.COM,

Message :

Event Summary

Problem Description:	Test P0 perfalert
Current Status:	Test P0 perfalert
Start Date/Time:	08/28/2017 17:20 CT
Business Impact:	Test P0 perfalert
Previous Status:	Click here to view all statuses

MML, Q, & Contact Information

Meet Me Line Number:	
Q Chat Link:	
Notification Contact:	AJAY MANTRI (AM478D)
Prod Ops GM:	

P0 on ApStat

P0 on ApStat

P0 Alerts		
ATT Mexico - P0	(1)	Initial
Telegence - P0	(1)	Initial
Generic - P0	(1)	Initial

Perf Alerts on ApStat

Telegence - P0

P0: 4740000503   Initial

Issue: TESTING CSI is seeing timeout errors for service InquireWirelineTransportDetails going to backend BBNMS-LS.

Business Impact: TESTING - LS CRM - Network info would not be passed to CSI/EDGE while dispatching trouble tickets from LS CRM, partial data sent to EDGE

Status: TESTING - BBNMS-LS Support is reporting they are experiencing locks in their internal Centralized Inventory Management (CIM) database.

Production Services Group

BDS

P2: 1000061425   Update

Issue: One of the BDS BriteBill server clph387 is processing slow.

Business Impact: There is no impact to Online. BriteBill Loading is being delayed.

Update Note: As per the investigation, Cycle7 batch job is processing slower than normal in BDS on clph387 server. As per the application team, this batch job completes by EOD and if there is an issue to completed this job, User using BIBA (Bill Inquiry Billing Adjustments) would be unable to view first billing charge details for BriteBill customers, which would affect their ability to apply on-line adjustments. In Today's case, there is no impact to BDS or its users and BDS application is working as design. SA and Application teams are investigating the slow processing of Cycle7 and will continue working on the issue until the batch job completes successfully. No ETA as of now.

Bridge: 22686050990,88833162936050990#

AOTS: 237387461

Production Services Group

Mobility Enabler

P2: 1000061424   Resolved

Issue: Multiple application servers for EST and SER zone got rebooted.

Business Impact: There was no impact to production. As the traffic for EST is being served by GR environment and the impacted servers belongs to Main Zone. For SER GR the server that crashed was a redundant server and was not serving any traffic.

Root Cause: Root cause will be under investigation to identify as to why C-states was enabled on this EXSi host.

Resolution: To fix the ESXi host, VMWare SA rebooted the ESXi Host alhoov1vmesxv3m.bhdc.att.com and disable the "C-states.
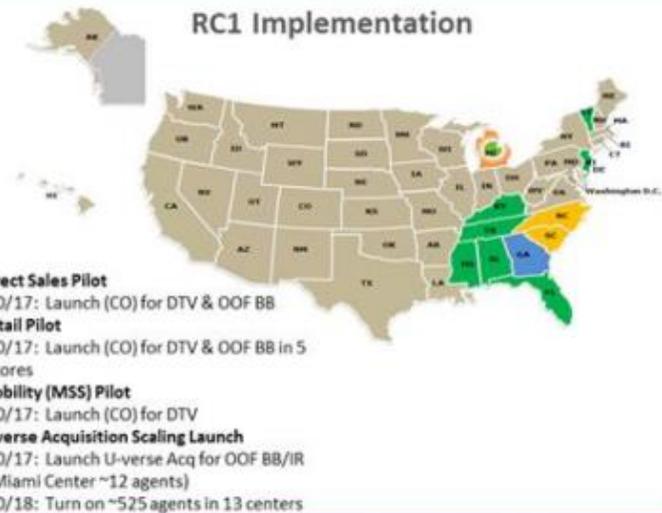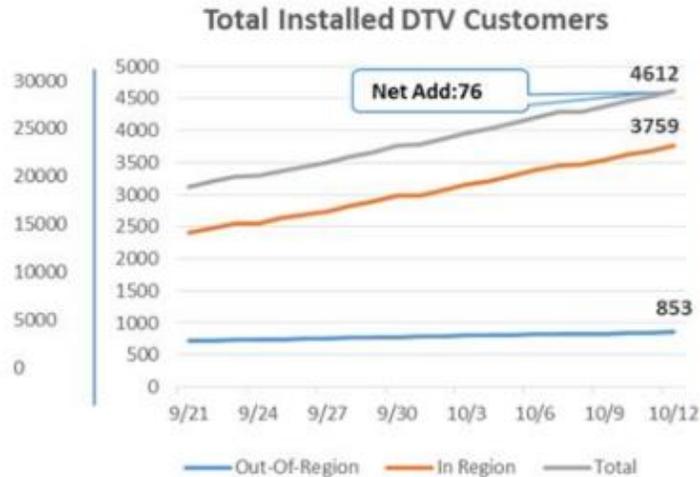
RM: tr162k

Update Note: At 0433 CT, Servers were up and running. Application teams validated and confirmed all processes are up and running fine on these servers. As per VMWare, the ESXi host alhoov1vmesxv3m.bhdc.att.com on which the

Production Services Group

DTV Dashboard – DTV Summary

DTV Dashboard – Order Information
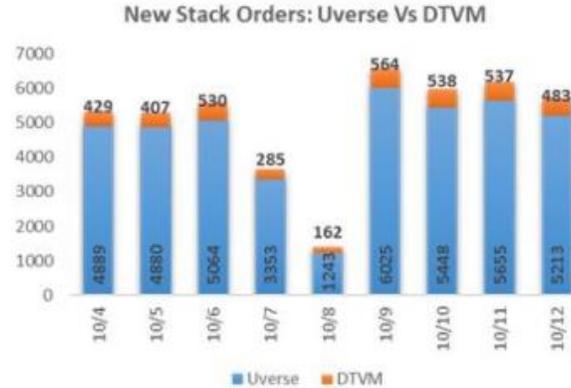
DTV Dashboard – Billing Information
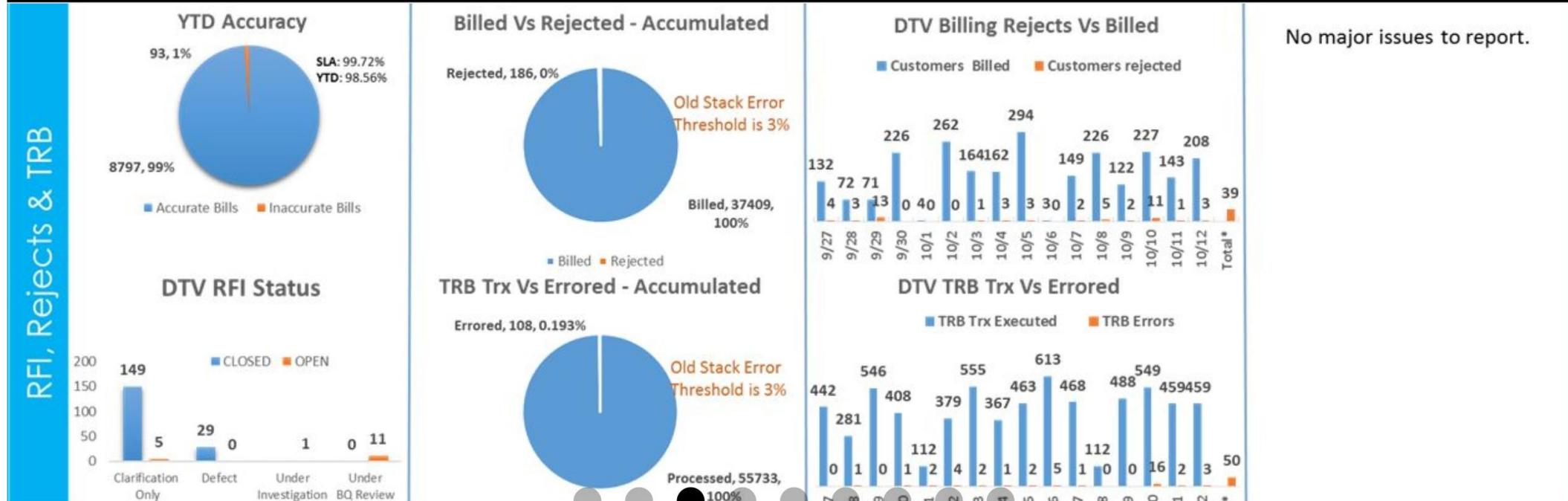
DTV Dashboard – Tickets Information
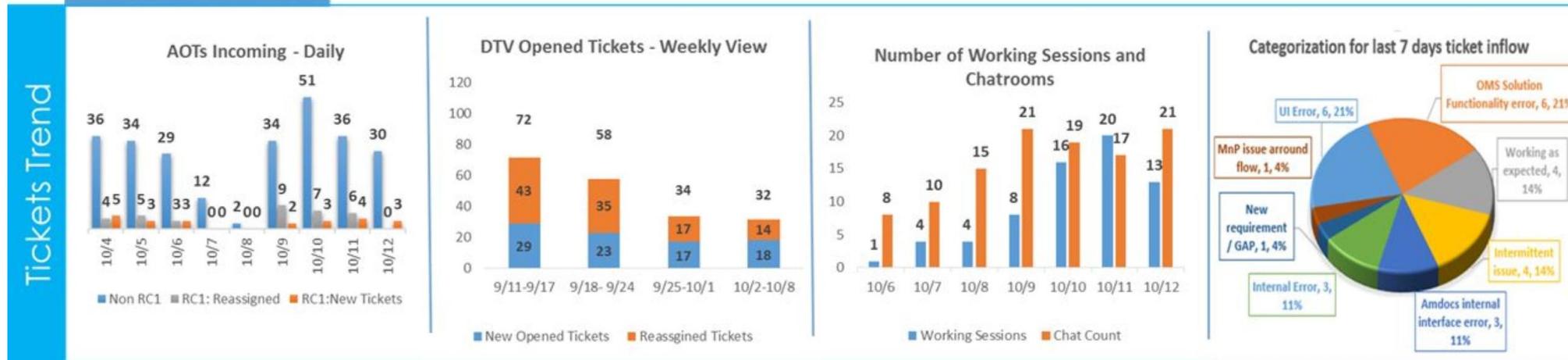
DTV Dashboard – Fallout Information
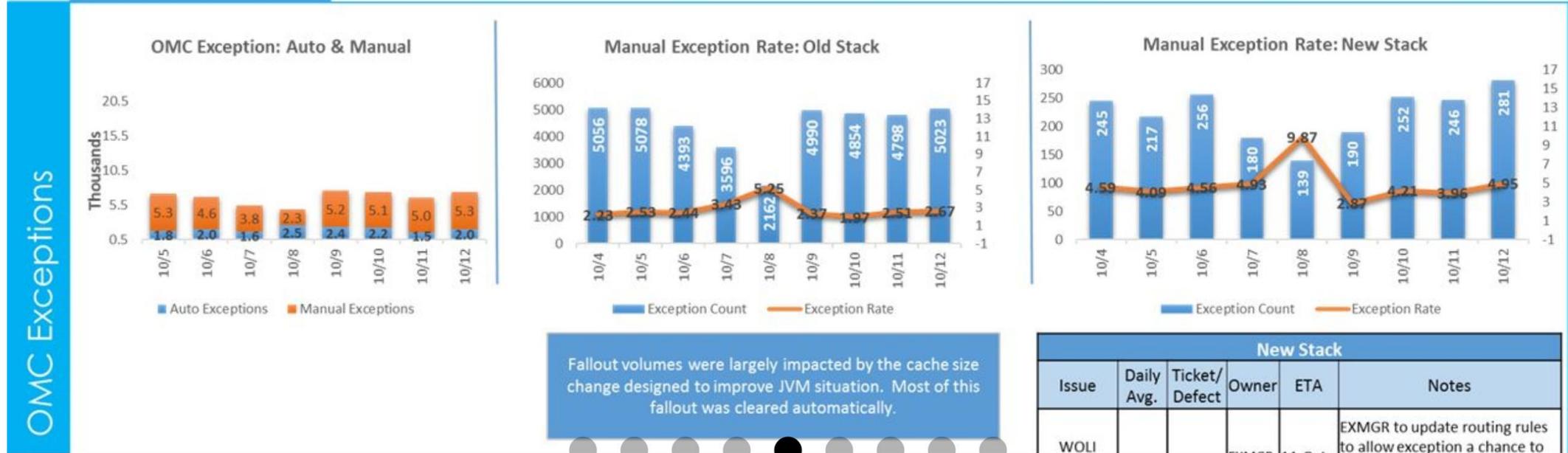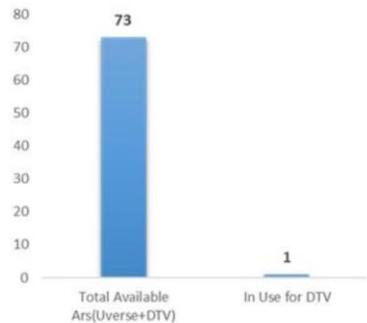
DTV Dashboard – Workarounds and Amends

DTV Dashboard – Production Critical Defects
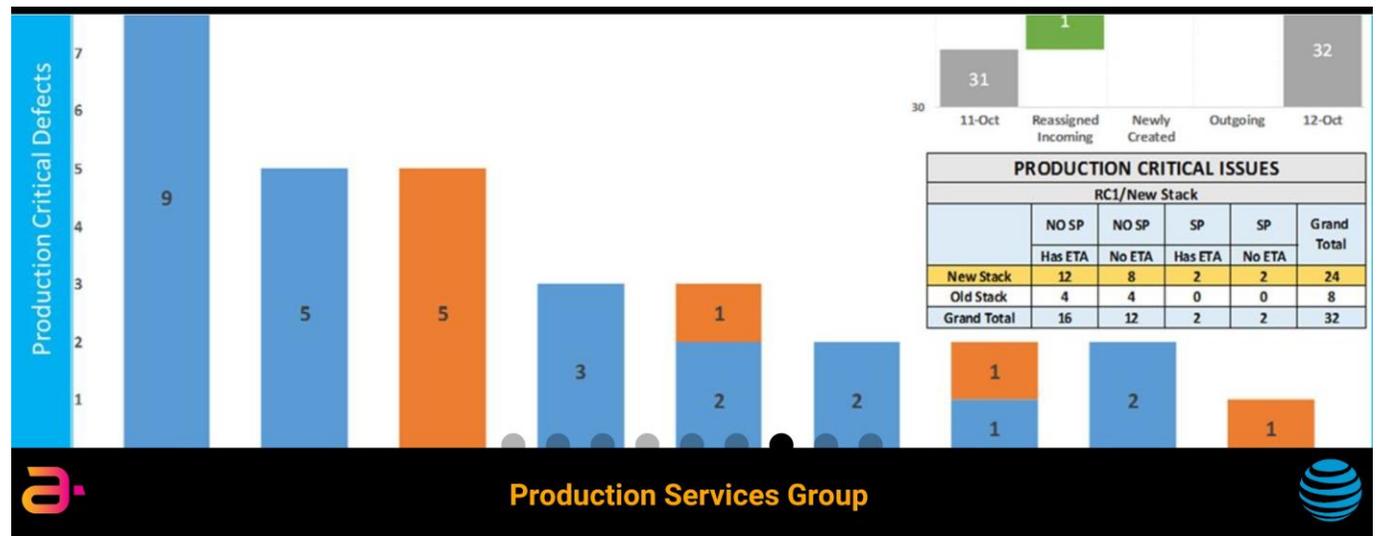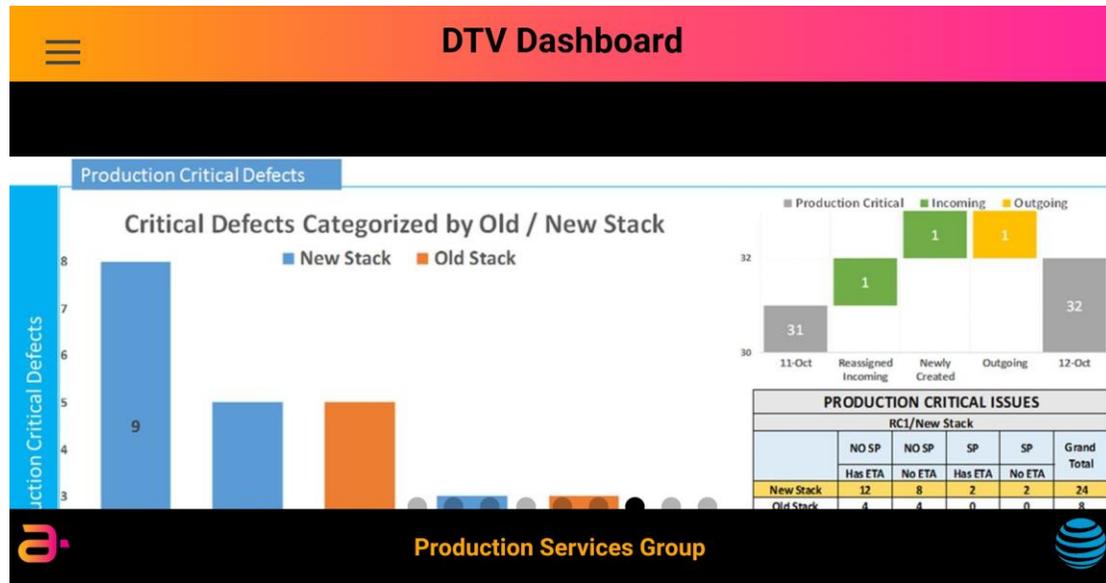
DTV Dashboard – Hung JVMs

DTV Dashboard

Hung JVMs

Production Issues

OMS JVMs Bounce Due to Hung Threads

Problem: Hung thread due to data issues in request, and application not able to handle that correctly resulting in hung threads.

Impact: Major Front End clients like OPUS/CSI are facing time outs while calling OMS APIs.

Current Status and Issues:

- We are not seeing any major issues with API jvms now and no reports from clients as well.
- New Defect 311308 opened to OMS T2 for API Cluster Memory concerns. Earlier defect 290643 deployed on 10/01 related to cache changes created outage in production.
- Defect 300804 has been opened for SSR looping causing system instability and active/active events. Fix planned for 1710.
- Defect 280080 is with CSI currently to implement short term fix for limiting data to be fetched while calling API.

Number of JVMs Bounced:

Date	10/4	10/5	10/6	10/7	10/8	10/9	10/10	10/11	10/12
Count	0	0	1	1	1	1	1	1	1

Thank You