

### **ApStat and P0 Notifications - Manual**

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### Agenda

- ApStat Installation on iPhone
- ApStat Installation on Android
- How to get access to ApStat and PO
- Registering Device on ApStat
- P0 on ApStat





:D

## **ApStat Installation on iPhone**

Download the ApStat app from <a href="https://amdocspsg.neocities.org">https://amdocspsg.neocities.org</a>

Tap on link for iPhone

### Amdocs PSG iMoc

#### **APP DOWNLOAD**

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### Tap on Install



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Settings	General		
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Reset			>
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# Go to Settings → General and tap on "Device Management"





### Tap on "Amdocs, Inc."



### Tap on "Trust Amdocs, Inc."



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### Tap on "Trust"





# Download the ApStat app from <a href="https://amdocspsg.neocities.org">https://amdocspsg.neocities.org</a>

Tap on link for Android

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



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Select Package Installer by tapping on "Just Once"



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### Tap on "SETTINGS"



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< Security				
DEVICE ADMINISTRATION				
Device administrators View or deactivate device administra	ators	>		
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CREDENTIAL STORAGE				
Storage type Hardware-backed				
Trusted credentials Display trusted CA certificates		>		
Install from storage Install certificates from storage		>		
Clear credentials				

Tap on "Unknown sources" and enable it



### Tap on "INSTALL"



7:10 PM         ●       Amdocs         ✓ App installed.		Tap on ''OPEN'' to open the App
DONE	OPEN	



## How to get access to ApStat and P0





## Access to ApStat and PO 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





## **Registering Device on ApStat**

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Username		
Password		
	Log in	
9.	Production Services Group	

Enter your AT&T user id and AT&T Global Password to login into ApStat.



## How to create P0 Notifications





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

Productio	LS OMS	888-846-9345 or 602-333-0056 CODE 7491216 Not in use
Delive	ry .	
amdocs	h	
BDS BID CCPM CMG	CSI Clarify ENB ENBLS	IDB LS ACS LS CRM LS OMS MGS OPUS PEBILL P1 RPL S
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	Production Issues	
AMOC Prod Support	Perfalert	Perfalert Home Page
AMOC Non Prod Support	AMOC Links	PDS Daily Report
AMOC Tools	Shift Handover Report	Outage Review
AMOC Pre-Production	AMOC Bridges	Team members update
AMOC EMAS	Morning Validation     Bridge Request Page	
AMOC Change Management	HTML Email Editor	
Web Applications	Applications	
	My Logins	
	Amoc Performance Home Page	Amoc Validation Readiness
	Introscope Doc	Application Monitoring
	Amoc BB	Application Monitoring
	AT&T Software Store	
	Activity Tracker	
	SA/Storage/Network	
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ALL AND A		- Contraction
	Team you want to work with	
P0	▼ Select	Add new team Edit team data





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	PerfAlert Main Menu	-	
Perf Alerts P0	P0 Prod Calls	Manage Extra Distro	Change Issue Color
Manage Reference data	Manage Area Impact Codes	Manaoe distributions	Manage Users



		Update PerfAlert		-	
Select partition	1 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	$\sim$
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 impactec	
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	~
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		Create New PerfAlert		-			
PerfAlert	LS OMS - P0	Subject :	Initial 🔽		Mitigation :		Spell check
Issue :	Test P0 <u>perfalert</u>		$\langle \rangle$	Spell check	Start time : (CST)	2017/08/28 17:20:03	
Update Notes:	Test P0 perfalert		$\langle \rangle$	Spell check	End time : (CST)		
Business impact :	Test PO <u>perfalert</u>		$\hat{}$	Spell check	Email Distribution: Manual Email Distribution:	AM478D@ATT.COM	
Root cause :			$\langle \rangle$	Spell check	Additional	Clarify CM - P0 Unknown - P0	^
Resolution :			$\langle \rangle$	Spell check	Distribution:	DTV - P0 Datacenter - P0 E-BILL - P0	~
Mitigation :			^	Spell check		Next	Cancel

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	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?	



	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:	

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## P0 on ApStat





### PO on ApStat

≡ P	0 Alerts	
ATT Mexico - P0	1	Initial
Telegence - P0	1	Initial
Generic - P0	1	Initial





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### Perf Alerts on ApStat



**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.

Initia

**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** 



**Production Services Group** 



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





### **DTV Dashboard – DTV Summary**

### **DTV Dashboard**

**DTV Summary** 









### **DTV Dashboard – Order Information**

### **DTV Dashboard**

#### **Order Information**



New Stack Orders: Uverse Vs DTVM 7000 6000 5000 4000 3000 2000 1000 0 10/12 10/4 10/5 10/6 10/7 10/8 10/9 0/10 11/0] Uverse DTVM

Total orders actions taken (all order action types excluding shop flow, amends, and test) per day by new and old stack. This show the ratio of orders on the old vs new stack.

Total orders actions taken on the new stack (all order action types excluding shop flow, amends, and fest) per day by product type. Subset of New vs. Old Stack.



A-copy submitted Provide and Provide Move orders as per day by Sales Channel. This shows the number of new provide orders that were submitted to provisioning

### 9

New Vs Old Stack

**Production Services Group** 



## **DTV Dashboard – Billing Information**



#### Production Services Group



### **DTV Dashboard – Tickets Information**











### **DTV Dashboard – Fallout Information**

### **DTV Dashboard**

#### **Fallout Information**



**OMC Exception: Auto & Manual** 



Fallout volumes were largely impacted by the cache size change designed to improve JVM situation. Most of this fallout was cleared automatically.



 
 New Stack

 Issue
 Daily Avg.
 Ticket/ Defect
 Owner
 ETA
 Notes

 WOLI
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#### **Production Services Group**

## **DTV Dashboard – Workarounds and Amends**

### Workarounds & Amends



## **DTV Dashboard – Production Critical Defects**





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## DTV Dashboard – Hung JVMs

### **DTV Dashboard**

#### Hung JVMs

#### 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



Production Issues



**Production Services Group** 





**Thank You**