



# ApStat and P0 Notifications - Manual



# Agenda

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- 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

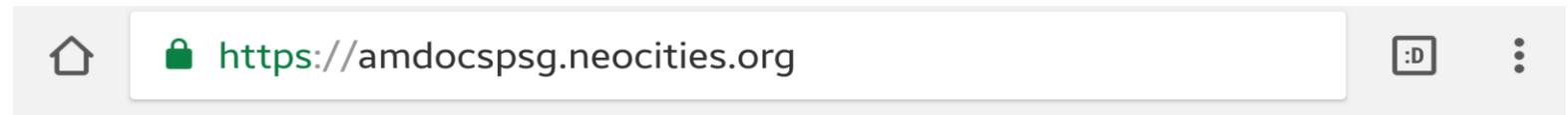
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# ApStat Installation on iPhone

Download the ApStat app from  
<https://amdocpspg.neocities.org>

Tap on link for iPhone



## Amdocs PSG iMoc

### APP DOWNLOAD

[Download](#) the older app for iPhone

[Download](#) the older app for Android

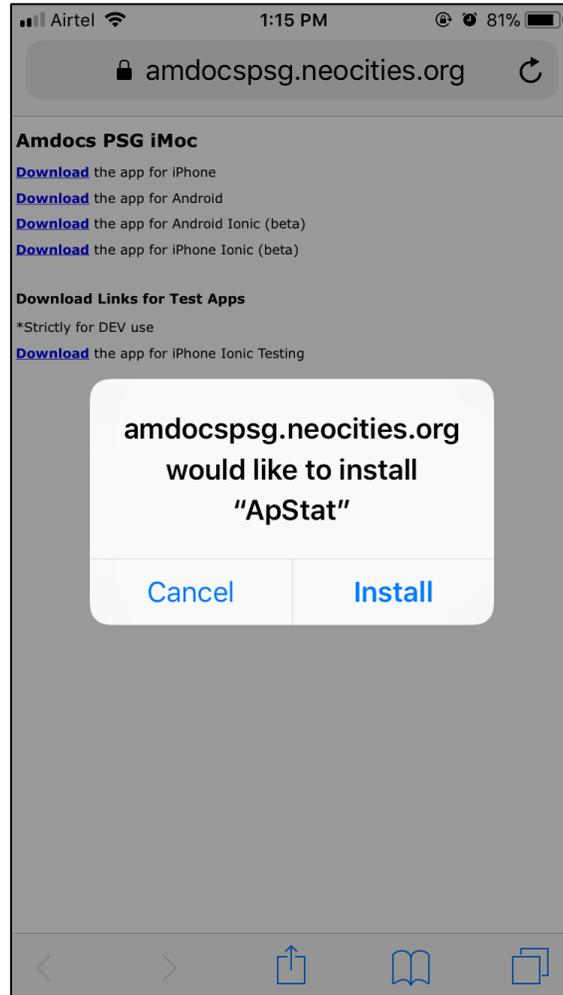
[Download](#) the latest app for Android built on Ionic

[Download](#) the latest app for iPhone built on Ionic

### DOCUMENTATION

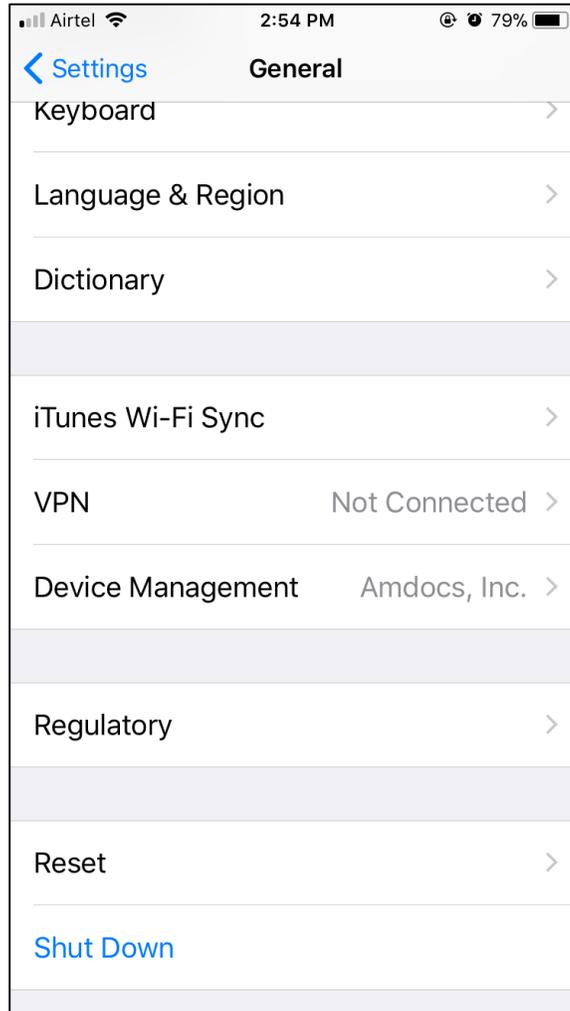
[Download](#) User Manual

# ApStat Installation on iPhone



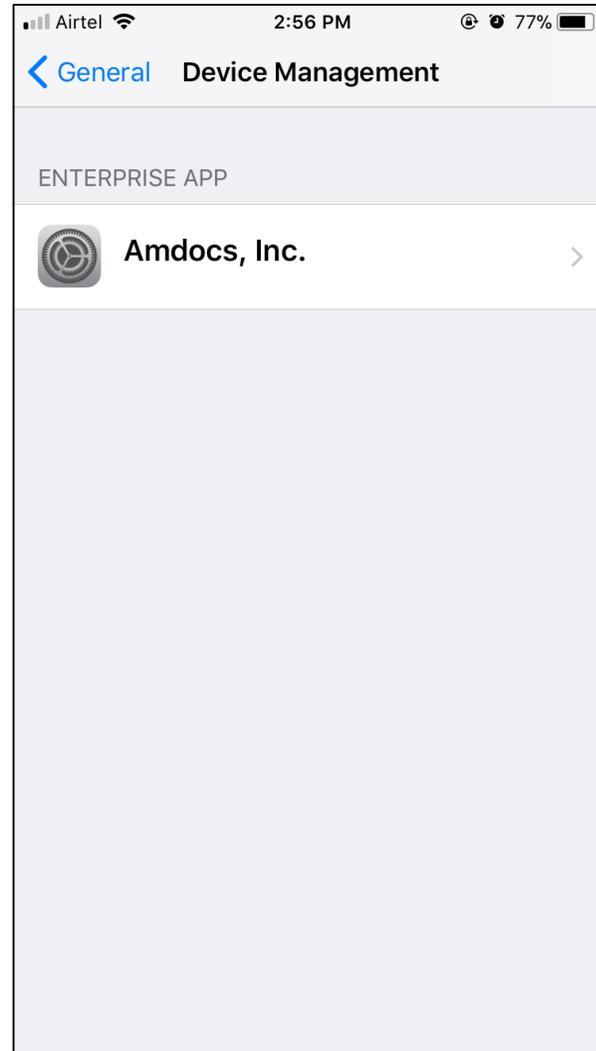
Tap on Install

# ApStat Installation on iPhone



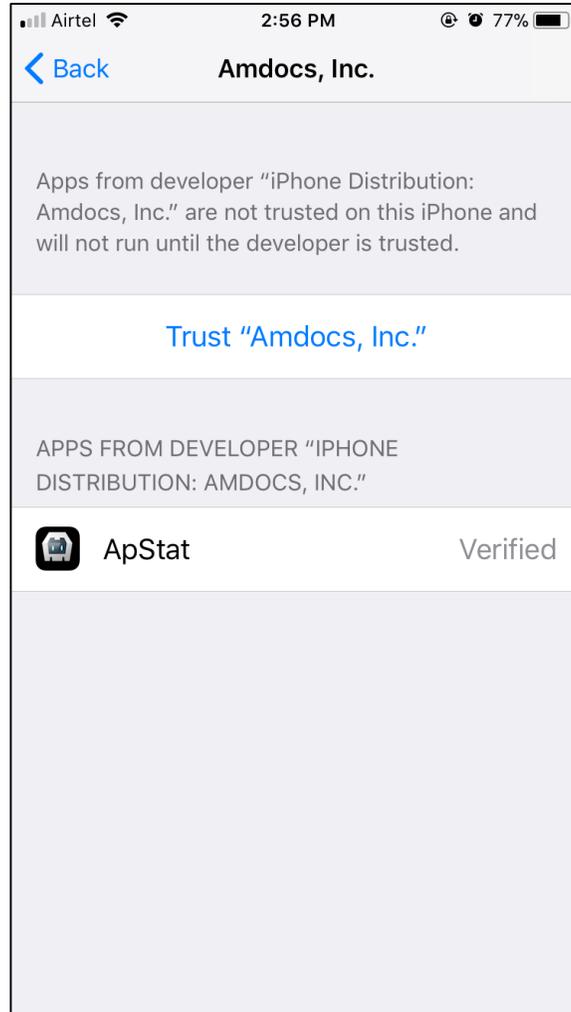
Go to Settings → General  
and tap on “Device Management”

# ApStat Installation on iPhone



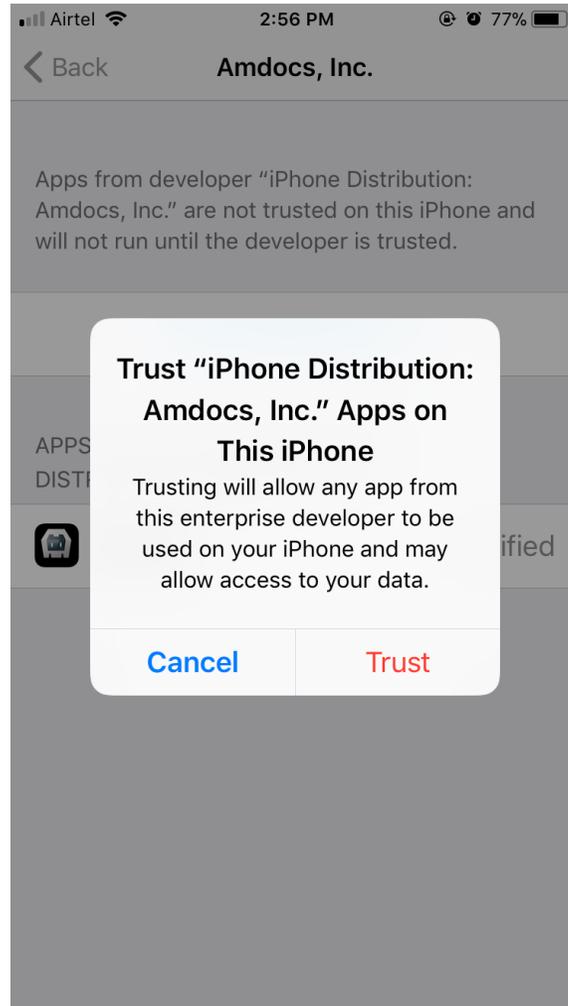
Tap on “Amdocs, Inc.”

# ApStat Installation on iPhone



Tap on "Trust Amdocs, Inc."

# ApStat Installation on iPhone



Tap on "Trust"

# ApStat Installation on Android

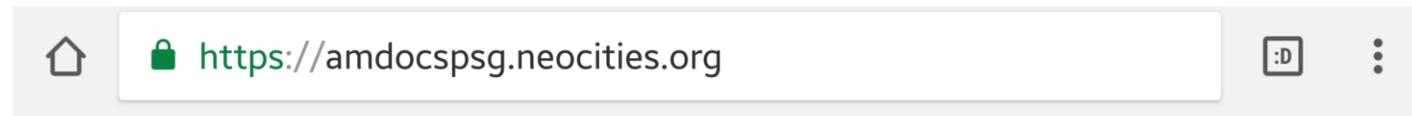
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# ApStat Installation on Android

Download the ApStat app from  
<https://amdocpspg.neocities.org>

Tap on link for Android



## Amdocs PSG iMoc

### APP DOWNLOAD

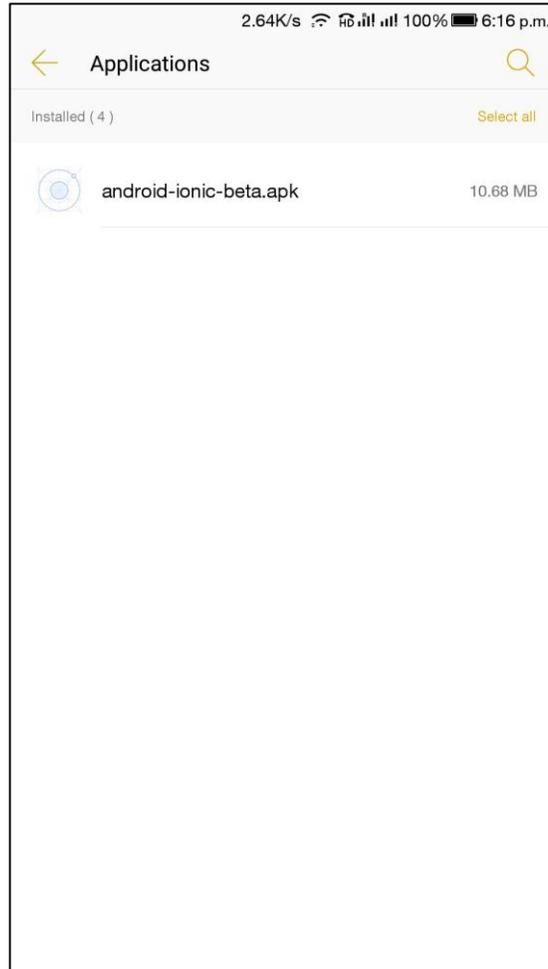
- [Download](#) the older app for iPhone
- [Download](#) the older app for Android
- [Download](#) the latest app for Android built on Ionic
- [Download](#) the latest app for iPhone built on Ionic

### DOCUMENTATION

- [Download](#) User Manual

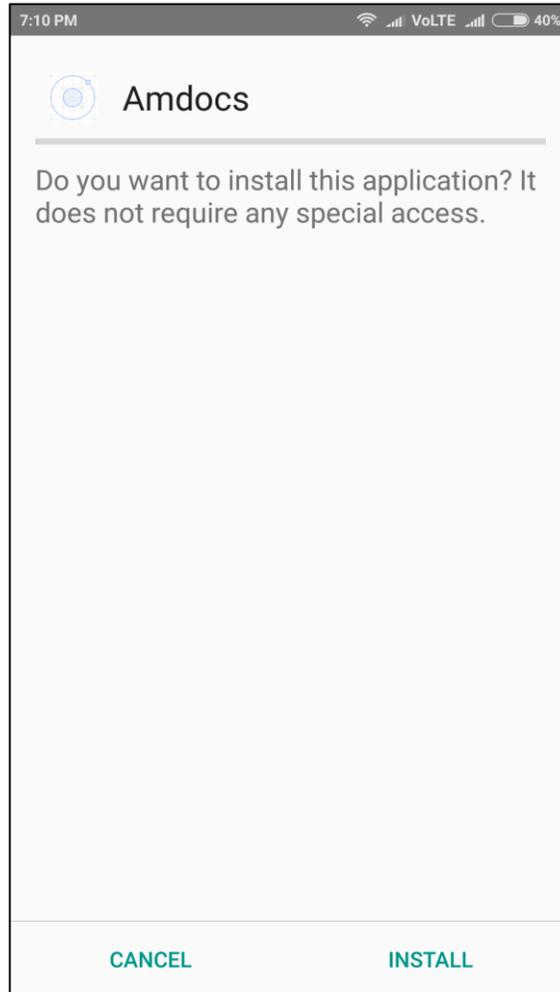
# ApStat Installation on Android

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Look for notifications.  
Tap on “android-ionic-beta.apk”

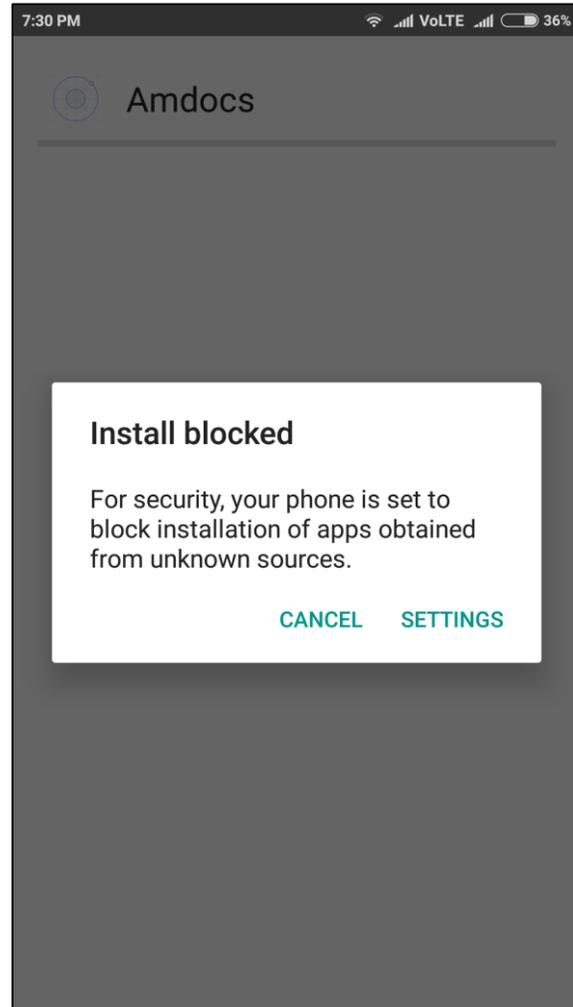
# ApStat Installation on Android



Select Package Installer by tapping on “Just Once”

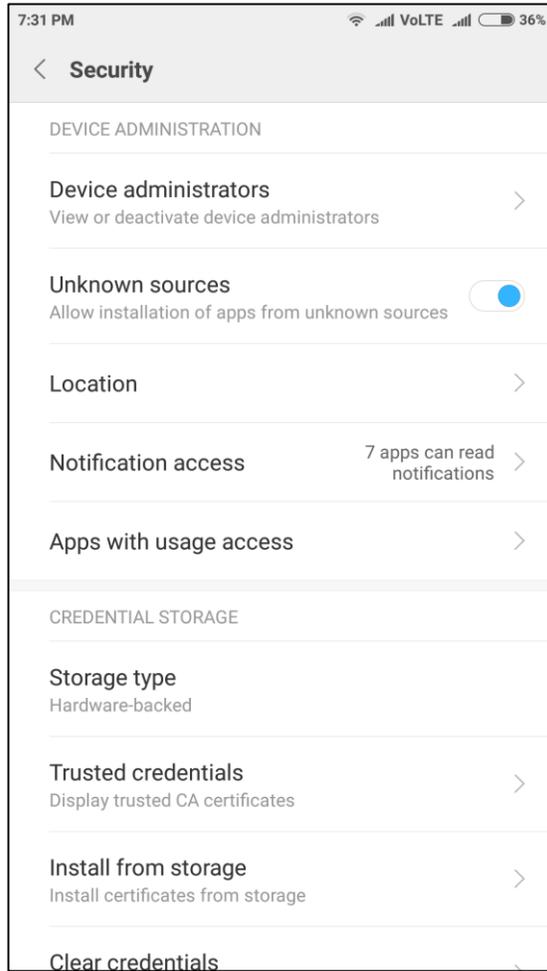
# ApStat Installation on Android

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Tap on "SETTINGS"

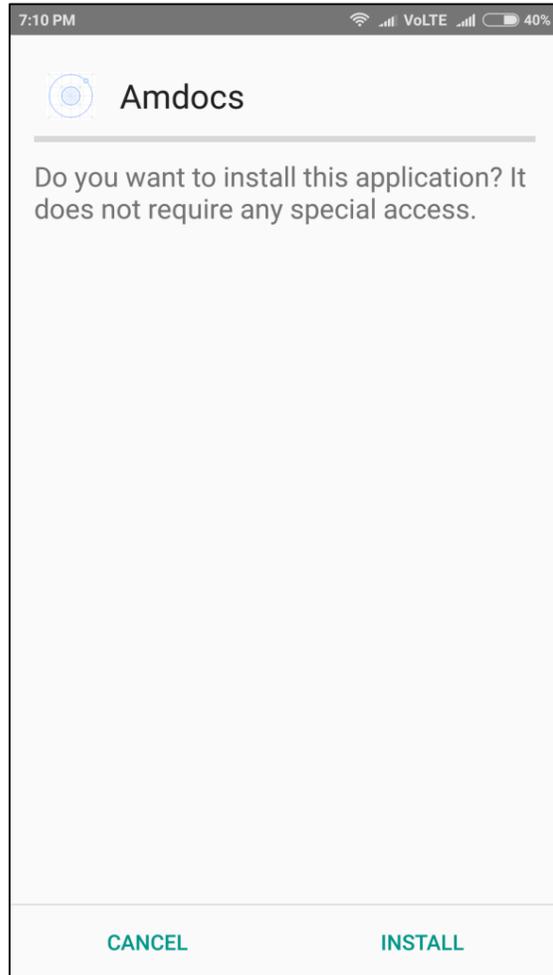
# ApStat Installation on Android



Tap on “Unknown sources”  
and enable it

# ApStat Installation on Android

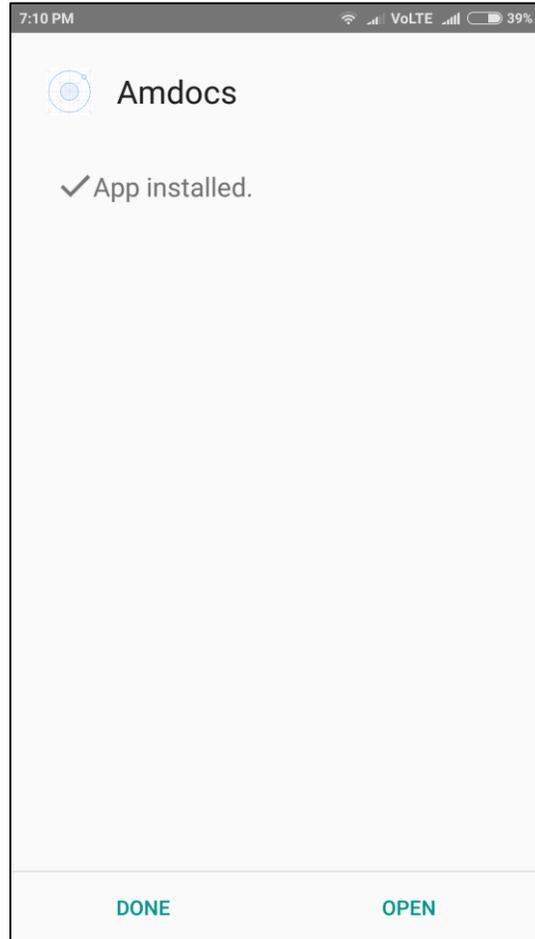
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Tap on "INSTALL"

# ApStat Installation on Android

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Tap on “OPEN” to open the App

# How to get access to ApStat and P0

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# Access to ApStat and P0 Notifications

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- **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](mailto:am478d@att.com)
  - [santhosr@amdocs.com](mailto:santhosr@amdocs.com)
  - [jn389w@att.com](mailto:jn389w@att.com)

# Registering Device on ApStat

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# Registering Device on ApStat

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0.00b/s 98% 6:21 p.m.

Username

Password

Log in

 Production Services Group 

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

# How to create P0 Notifications

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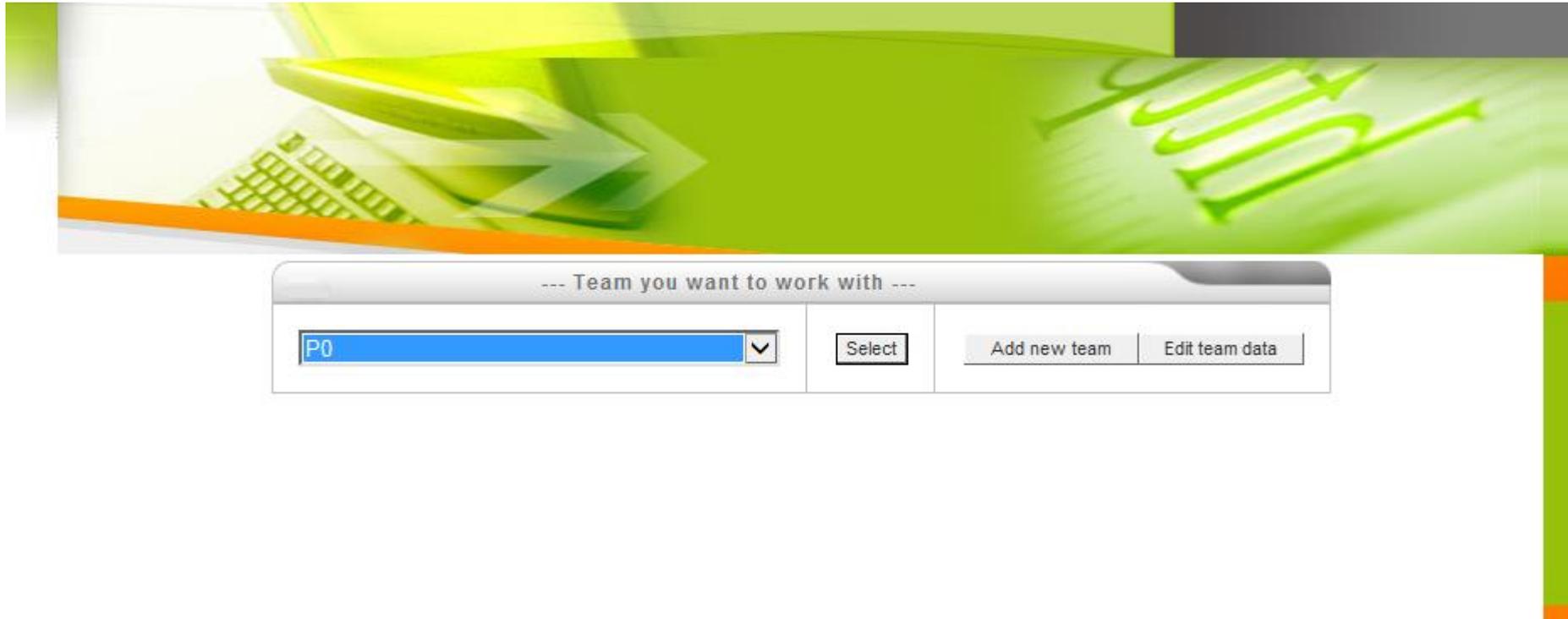


# P0 Notifications

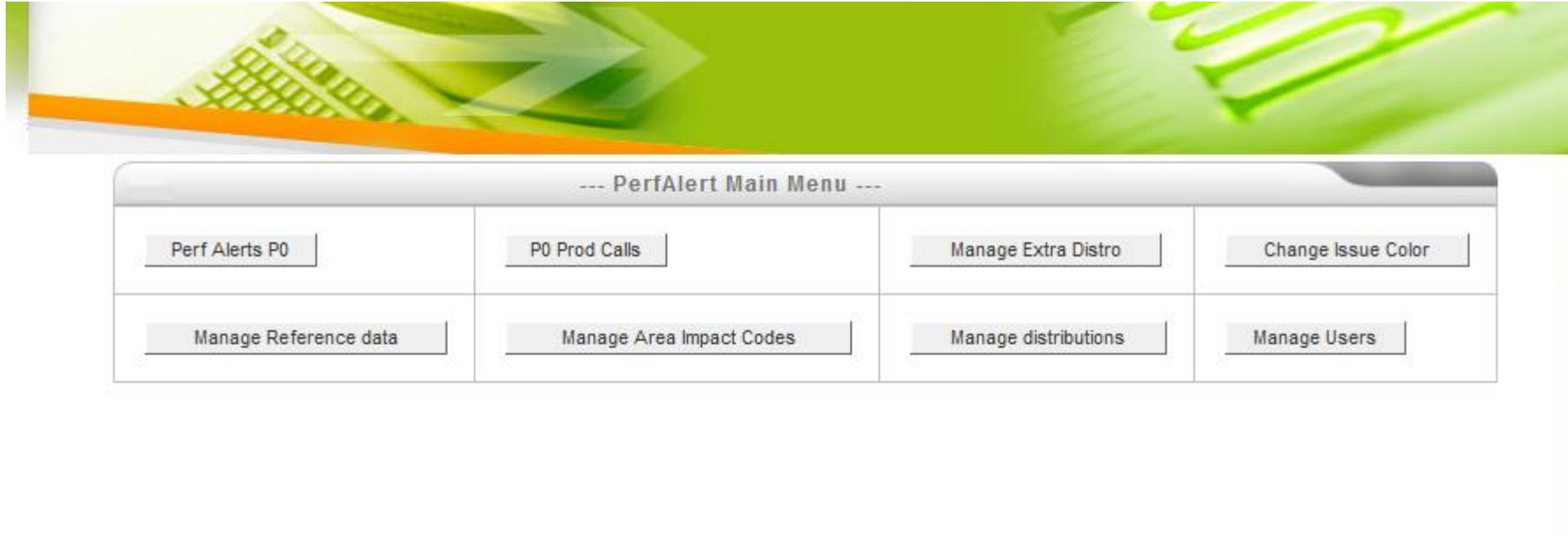
<http://bhptgprf.edc.cingular.net:2150/perf/AVRAM/42/html/AVRAM1.php>

The screenshot shows the Amdocs Production Delivery Group website. At the top left is the Amdocs logo. A navigation bar contains various system codes: BDS, BID, CCPM, CMG, CSI, Clarify, ENB, ENB LS, IDB, LS ACS, LS CRM, LS OMS, MGS, OPUS, P EBILL, P1, RPL, and SC. Below this is a search bar with the text 'Search on the site' and buttons for 'Wiki', 'Forums', and 'Database'. A large dropdown menu is open, listing various support and tool categories. The main content area features a banner for 'Amoc Validation Readiness Application Monitoring' with a computer monitor icon. The footer includes 'Amdocs @ ATT' and a row of links: PDGWIKI, AMOC SP, Tools, Dashboard, and Contact us.

# 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

--- Create New PerfAlert ---

Subject : \_\_\_\_\_

PerfAlert: **LS OMS - P0** Initial

Issue : Test P0 perfalet

Update Notes: Test P0 perfalet

Business impact : Test P0 perfalet

Root cause : \_\_\_\_\_

Resolution : \_\_\_\_\_

Mitigation : \_\_\_\_\_

Mitigation : \_\_\_\_\_

Start time : (CST) 2017/08/28 17:20:03

End time : (CST) \_\_\_\_\_

Email Distribution: AM478D@ATT.COM

Manual Email Distribution: \_\_\_\_\_

Additional Distribution: Clarify CM - P0  
Unknown - P0  
DTV - P0  
Datacenter - P0  
E-BILL - P0

# 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?

Send SMS?

# P0 Notifications

--- PerfAlert preview ---

---

**Record updated successfully!**

Sending email...

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

Message :

<i>Event Summary</i>	
<i>Problem Description:</i>	Test P0 perfalet
<i>Current Status:</i>	Test P0 perfalet
<i>Start Date/Time:</i>	08/28/2017 17:20 CT
<i>Business Impact:</i>	Test P0 perfalet
<i>Previous Status:</i>	<a href="#">Click here to view all statuses</a>

<i>MML, Q, &amp; Contact Information</i>	
<i>Meet Me Line Number:</i>	
<i>Q Chat Link:</i>	
<i>Notification Contact:</i>	<a href="#">AJAY MANTRI (AM478D)</a>
<i>Prod Ops GM:</i>	

# P0 on ApStat

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# 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.

**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

**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

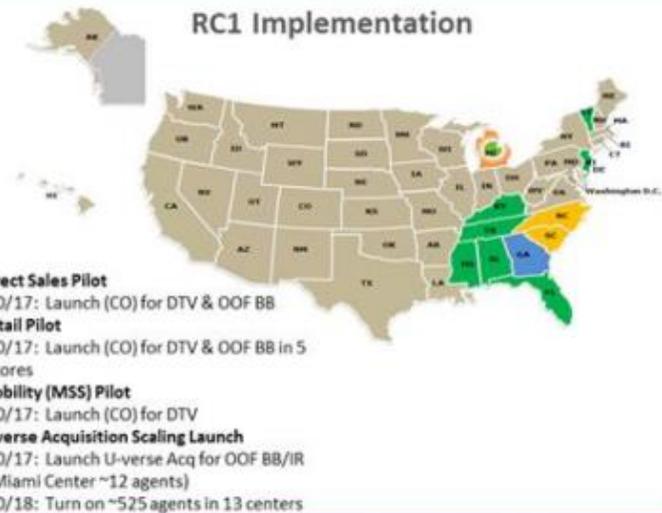
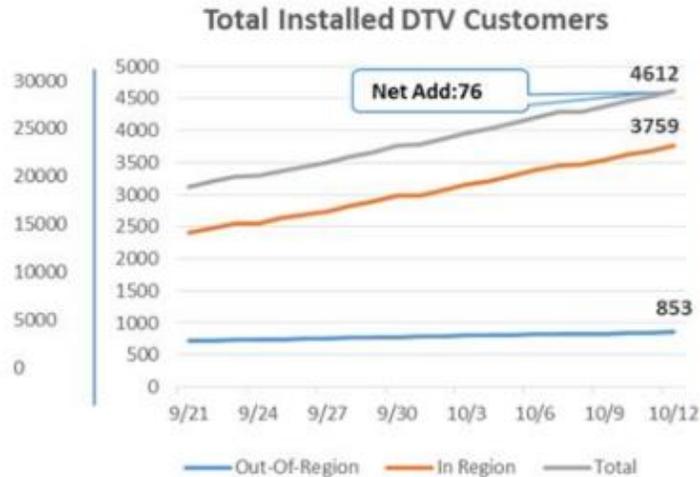
**Update Note:** At 0433 CT, Servers were up and running. Application teams validated and confirmed all processes are up and running fine on these servers. As per VMWare, the ESXi host alhoov1vmesxv3m.bhdc.att.com on which the

# DTV Dashboard – DTV Summary

## DTV Dashboard

### DTV Summary

CSR Counts & Customer Info.



# DTV Dashboard – Order Information



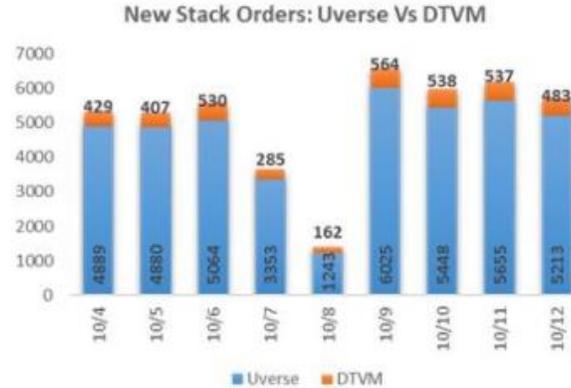
## DTV Dashboard

### Order Information

New Vs Old Stack



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 test) per day by product type. Subset of New vs. Old Stack.

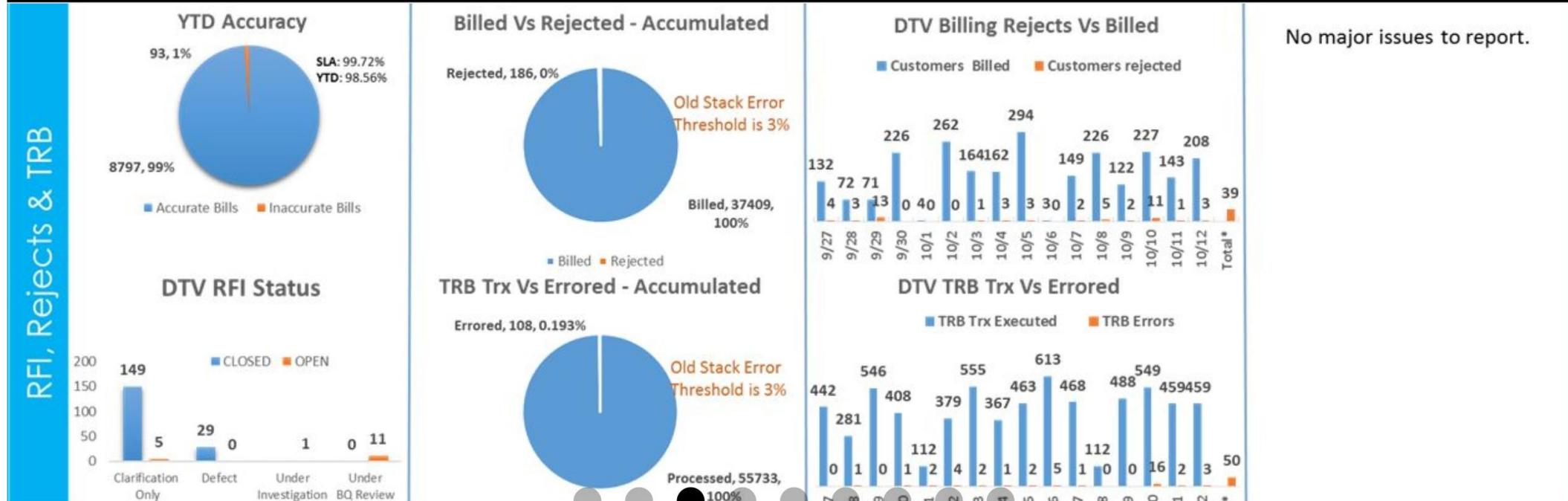


A-copy submitted Provide and Provide Move orders as per day by Sales Channel. This shows the number of new provide orders that were submitted to provisioning



# DTV Dashboard – Billing Information

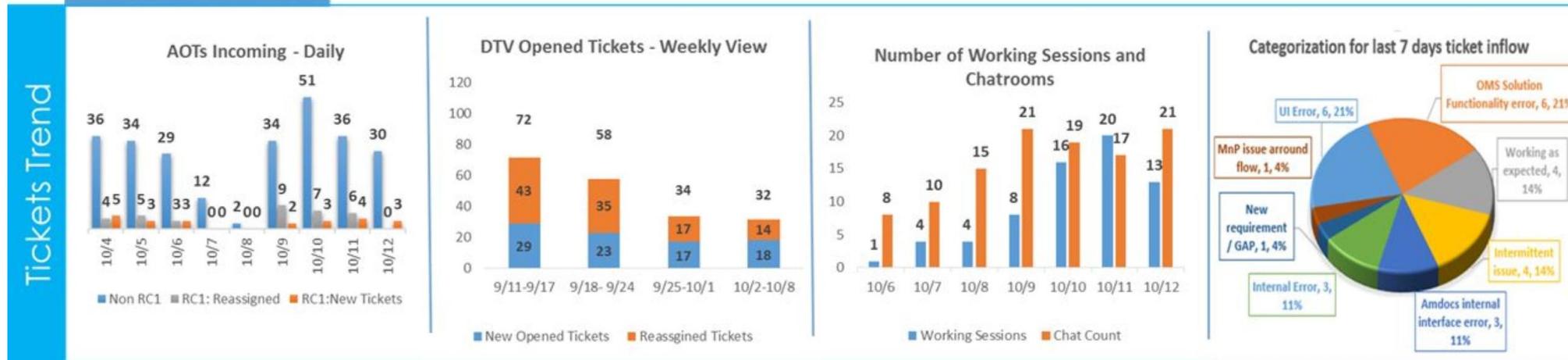
## DTV Dashboard



# DTV Dashboard – Tickets Information



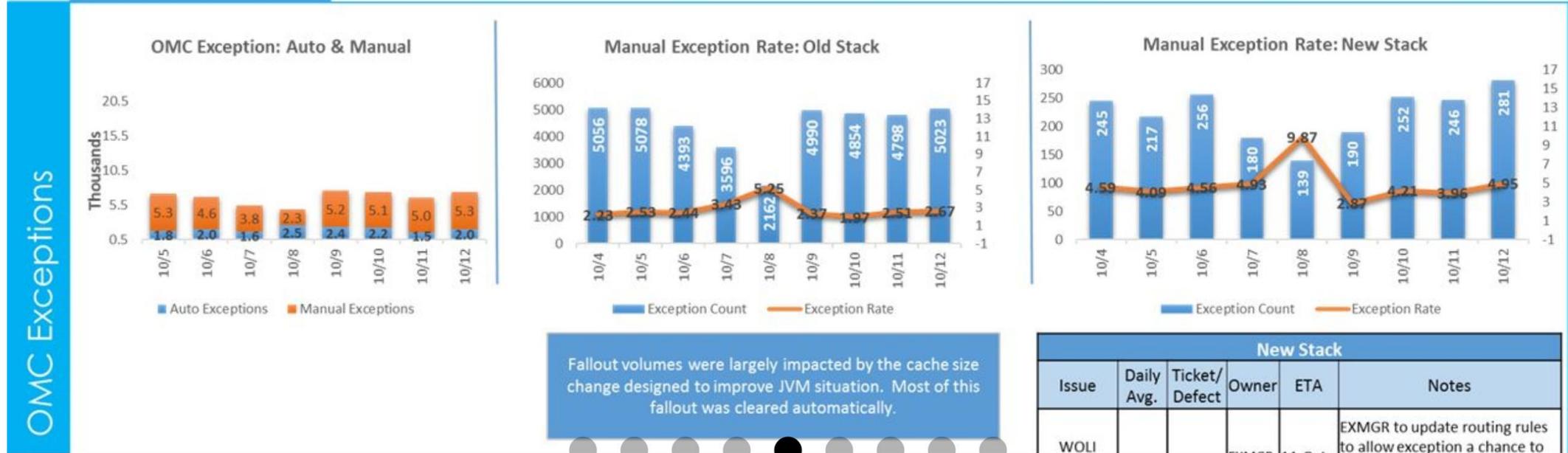
## Tickets Information



# DTV Dashboard – Fallout Information

## DTV Dashboard

### Fallout Information



OMC Exceptions



# DTV Dashboard – Workarounds and Amends

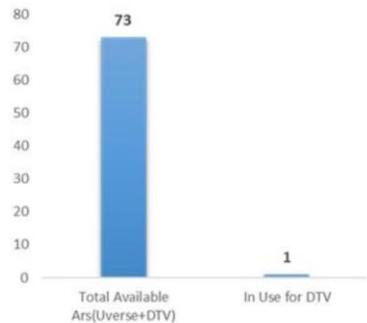
## Workarounds & Amends



### DTV Dashboard

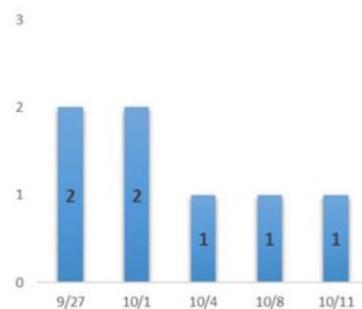
Auto Resolver & Amends

DTV Auto-Resolver - OMS IT



AR name	Related TDP	RC Fix ETA	RC Owner	AR Retirement ETA
AR_DTVM_ADDNSERVI CFS_ADD	287365	27-Sep	OMS ERC	13-Oct

Scrubs Implemented



No Future scrubs in pipeline.

DTV vs UVerse : Daily Amends Per Provide



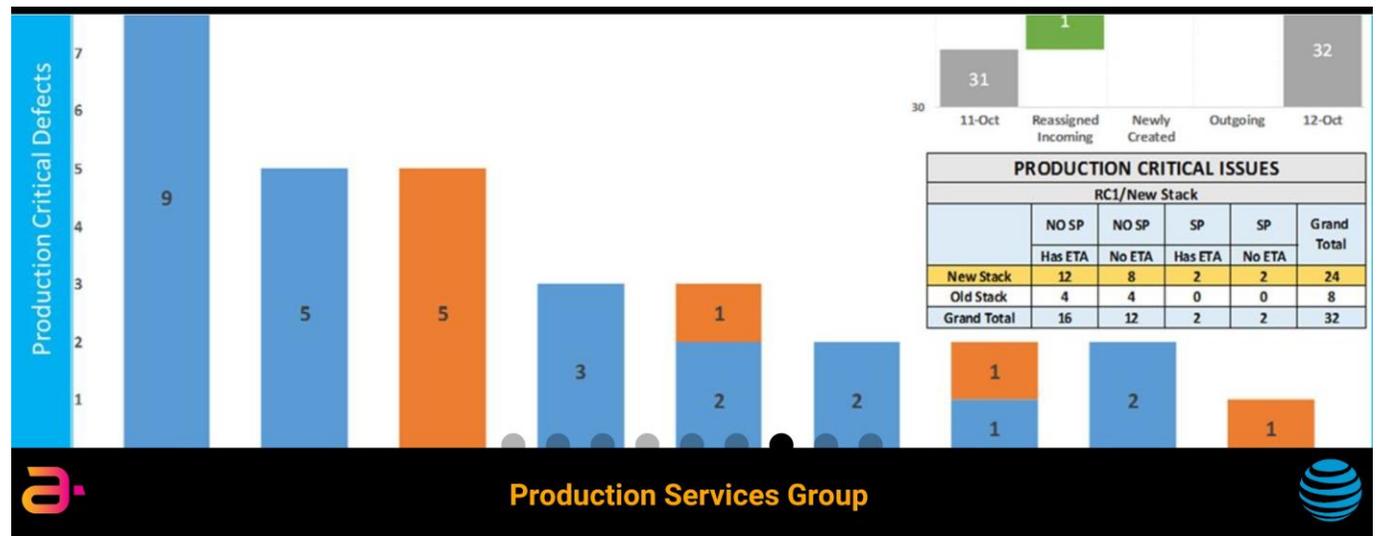
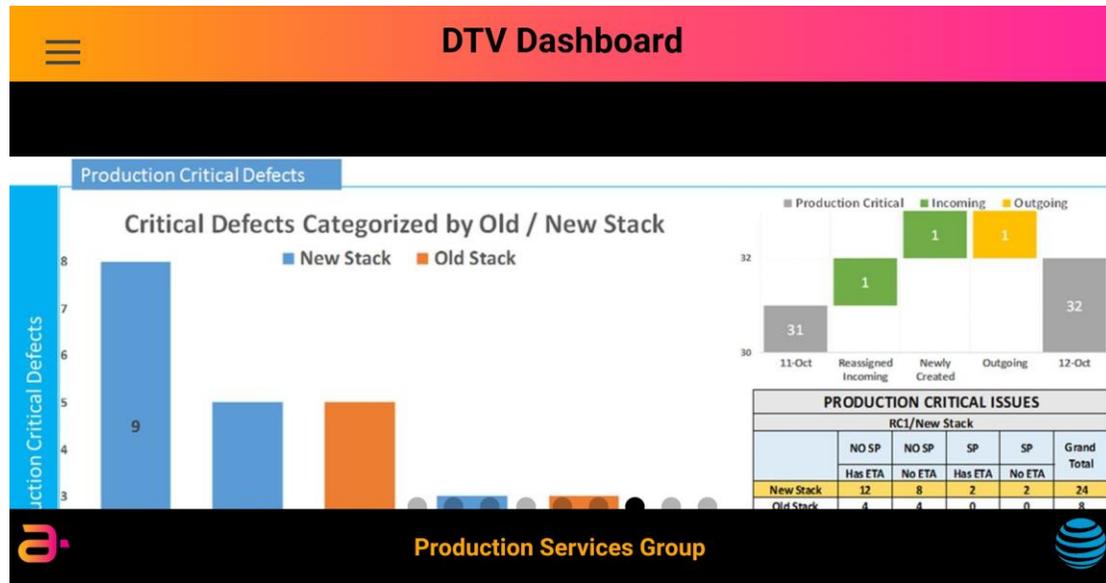
Due date changes due to missed appointment[2036] or dummy DD[2035] causing multiple amends.  
The daily number of amends on closed orders can fluctuate.



Production Services Group



# 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



Production Services Group





# Thank You

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