

Installation Lessons Learned (NAVAIR Site)

4.1e SR06 – 4.2 Increment 1 Upgrade Lessons Learned

1. Receiving the Documentation for the upgrade at least 2 weeks in advance will allow the site to better prepare for the upgrade process.
2. Documentation on what Database Devices need to be set up, and suggestions on the Size of those Devices 2 weeks prior to the upgrade, would allow local DBA's/Administrators the ability to preset these devices (in a UNIX environment), which would allow for a smoother transition
3. Let the site know they have to have the database upgraded to 4.1e SR06 prior to the upgrade. This would have saved some upgrade time, if NAVAIR would have know this.
4. Documentation needs to spell out that if a site is planning on utilizing EDI with 4.2 Increment 1, they will have to install the SPS-I product. NAVAIR was not aware of this parameter, so they had to find a server to load SPS-I on. The AMS deployment team was also not aware of this, so it was not in their original plan of action.
5. In loading SPS-I on a server that is running other applications (in NAVAIR's case WebMethods), the deployment team needs to look at the configuration of the Environment Paths and system configuration prior to the install, and after the installation of SPS-I to ensure the paths/environments are set the same. NAVAIR's WebMethods interface stopped processing transactions for 3 days because the Path statements were overwritten by the SPS-I installation. Recommend the install team document the "pre-install/upgrade configuration " on and existing server. Then, after the upgrade/installation is completed, a comparison should be made by the install team. The install team should then compare the differences with the site's technical lead to ensure the changes to the configuration will not impact production.
6. Site needs to ensure that if utilizing Bitmap Signatures in their existing environment, to let the installation team know, so they can run a script that will automatically transfer the signatures from 4.1e SR06 to 4.2 Increment 1. This will save the Functional SPS Administrator a lot of time after the upgrade associating each signature with a user on an individual basis.
7. Make sure to follow the Pre-Upgrade and Post-Upgrade tasks identified in the System Administration Upgrade/Installation Guide (SAUIG). This is imperative if the site wants the users to be able to take advantage of the new functionality in 4.2 Increment 1.

8. If a site has changed the configuration of the CLIN Templates in 4.1e, and wants those templates to be available in 4.2 Increment 1, the site will need to copy those CLIN templates to a disk/drive prior to the upgrade, then import them back in after the upgrade. The upgrade does not transfer over the site unique CLIN Templates, but places the default PD2 templates instead.
9. Allow ample time for performing the Database Consistency Checks (DBCC). NAVAIR's did not run successfully the first time, so the Install team had to run it again.
10. Update all of the Groups after the upgrade. There are numerous additional objects in 4.2 Increment 1 that will have to be mapped to a class. This is the same for the Attachments. If you want to be able to attach templates to those additional objects, the site will need to update the Attachments to associated the new objects. These tasks are outlined in the SAUIG.
11. Ensure the site representative(s) are aware that AMS has 48 hours to complete the upgrade. These 48 hours start right when the AMS Install team walks in the door at the site. The site can determine whether the 48 hours are going to be 2 – 24 hour days, or spread over a 3-4 day period. There was one night where the AMS Install team and the site representatives were at NAVAIR until 11:00 at night.
12. Pre and Post planning is key to the success of the upgrade. Sites need to follow the SAUIG, and if they have questions, need to contact their Desk Officer to receive clarification.
13. Fill out the Site Survey, and return any of the information contained in the survey. This will allow the Installation team to identify if there are any hardware issues, or existing database issues which need to be addressed prior to the installation team coming to the site. If a site has not received this document at least 2 weeks prior to their scheduled upgrade, the site needs to contact the Desk Officer.
14. Perform the Measures of Success. This requires identifying the documents prior to the interface that will be used to go through the MOS. The AMS Install Team will not perform the MOS. This is a requirement for the Site. AMS does some technical MOS prior and after the upgrade, but not the functional MOS scripts that are provided.
15. Recommend that sites print out a sampling of Documents from the database prior to the upgrade, and print out those same documents after the upgrade, and perform an analysis. This helps ensure that the data transferred successfully from one version to the next.

16. If sites are planning on utilizing EDI, they will need to start the coordination with the DEBX prior to the upgrade, so they can receive all the FTP information for when they go "Live" in production.
17. If sites are not currently utilizing the EDA feed to NAFI, but plan on doing so, coordination will need to be made with NAFI to receive the FTP information so the site can send the EDA files to NAFI.
18. Read the SPS-I documentation to see what EDI file sets are supported by the 4.2 Increment 1 SPS-I. Those not supported by SPS-I will need to be processed the same way they were in 4.1e.
19. The EDI 838 (CCR) is not working in 4.2 Increment 1. The issue has been identified, and is being worked. The delimiters in the file received from the DEBX are not what is expected by SPS-I. Once the delimiters are changed, the load works.
20. The documentation for SPS-I provided to NAVAIR was not updated. Ensure updated SPS-I documentation is provided to the site.