

**TO: Store Managers**

**FROM: Jim Horton**

**RE: 2021 HS12 to HS23/ Gen10 RX Server Upgrade Project**

**DATE: March 19, 2021**

Please accept this memo along with the technician's State Driver's License as temporary CVS identification. The technician will be working in the Front Store Sales Floor, Manager's Office and backroom area per the store communications sent to you previously by CVS Store Operations to upgrade the existing HS12 RX Server.

This authorization is valid from March 19, 2021 to September 31, 2021.

If you have any questions regarding the person's identity or the work that he/she will be performing, please call one of the following:

- CVS Helpdesk @ 1-866-528-7272
  - 2. Select Option 1 for Store System Issues or Password Resets
  - 3. Select Option 4 for Hardware Issues Such as Registers, Scanners, Printers and Phones

FYI: The Helpdesk will need you to reference an HPSM ticket number that the technician will be able to provide you, if the technician does not have the HPSM ticket number, the Helpdesk will still need to be called so further investigation can take place.

Or

- Contact Crystal Gurley @ 401-770-6716
- Brandon Deignan @ 401-770-6745

Thank you,  
Jim Horton  
CVS Rollout Operations Center  
Phone 401-770-6660  
Mobile 401-255-6633



## 2021 Hs-12 (IBM Blade Server) to Gen 10 Upgrade

3-10-2021

## Table of Contents

2021 HS-12 (IBM BLADE SERVER) TO GEN 10 UPGRADE .....	1
<b>CVS CODE OF CONDUCT .....</b>	<b>3</b>
<b>CANCELLATIONS &amp; RESCHEDULES.....</b>	<b>3</b>
<b>ROLLOUT OPERATIONS CENTER PROTOCOL .....</b>	<b>4</b>
PURPOSE.....	4
TECHNICIAN PROTOCOL.....	4
DRESS CODE FOR CVS ROC VENDORS .....	5
RECOMMENDED TOOLS.....	6
LOGGING OUT .....	6
ARRIVING ON SITE.....	8
SECTION 2.....	9
PERFORMING FRONT END .....	9
SECTION 3.....	22
PERFORMING BACK END .....	22
APPENDIX A.....	40
PACKAGING EQUIPMENT FOR RETURN.....	40

## CVS Code of Conduct

CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.

Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.

A box and bag check will be required when leaving the Pharmacy and the store with your tool bags and/or any boxes that you walk out of the Pharmacy with. This is to ensure nothing has been improperly removed from the Pharmacy or Store.

As the technician in the store you will be responsible for asking the Pharmacist and the Store Manager to perform these checks.

## The Rollout Operations Center

25 Blackstone Valley Place

Suite 210

Lincoln, RI 02865

Fax: 1-401-770-6642

Telephone: Phone 1-888-401-4601, option 4 then option 4

Have the Following information ready each time you call:

- a) Your Name
- b) The CVS store number

Result:

**Your call will be placed in a queue to be answered by the first available ROC agent.**

## Cancellations & Reschedules

The technician's Project Manager should be contacted immediately if a technician cannot make it to a store because of uncontrollable factors (weather, traffic, etc...) the PM will work with the ROC to reschedule or find an alternate technician.

**Under no circumstances should a technician contact a store to reschedule an install.**

# Rollout Operations Center Protocol

## Purpose

The Rollout Operations Center (ROC) serves as a 2<sup>nd</sup> level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.

## Technician Protocol

Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the CVS Store number, address and location with the SM or MSC.

- You should have been supplied with the HPSM ticket number from your Project Manager
- If the technician is denied access to the CVS site, the technician should immediately call their vendor to report the issue from outside the store in the parking lot.
- Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.

Technician should quickly survey the key locations in the store as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.

The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.

- In the event that an unforeseen situation arises, the following steps are to be followed: If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc....
- If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.
- It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.

If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.

## Dress Code for CVS ROC Vendors

Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.

### **Acceptable business casual dress**

- Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants
- Appropriate jeans/denim (neat in appearance without tears, holes, or frays)
- Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts
- Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder
- Skirts: appropriate length and proper fitting
- Footwear: clean loafers, boots, flats, business casual shoes
- Athletic shoes/sneakers (clean, tied and in good condition)
- Vendor branded attire

### **Unacceptable dress includes, but not limited to:**

- Clothing that exposes the midriff
- Crop tops, halter tops, tank tops, spaghetti straps
- Off the shoulder clothing
- Shorts or skorts
- Dresses that expose the back
- Sweat suits, sweatpants, spandex leggings and other form-fitting pants
- Hooded Sweatshirts
- Athletic Jerseys
- Exposed undergarments, revealing or transparent clothing
- T-shirts
- Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)
- Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals
- Hats
- Visible piercings in body parts other than the ear
- Branded attire (non Vendor)
- Advertising or messaging attire (non Vendor)

The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.

Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.





## Recommended Tools

- 13 mm socket and ratchet and/or adjustable crescent wrench
- 5/32" Allen key / wrench
- Flathead and Philips screw drivers
- Spare Cat5 Ethernet Patch cable
- Velcro for cable management
- **Smart Phone with Camera and the ability to email photos**

## Logging Out

- When all tasks and testing are successfully completed the onsite technician **must** log out with the ROC.
- The ROC will request to speak with the Store Manager/Pharmacist at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.
- The ROC will be asking if you allowed the Pharmacist and Manager to do a bag check prior to leaving the Pharmacy and the store so make sure that you do.
- Upon satisfactory answers from the Store Manager/Pharmacist, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database.
- The release code must be recorded by the onsite technician. This is needed for billing.
- Failure to log in/out and obtaining the release code will delay payment.

Description of “New” Equipment

<p>Gen 10 server</p> 	<p>Patch Cables</p> 
<p>Return shipping box</p> 	<p>Security bag</p> 



# Arriving On Site

Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit.

- **Verify** the CVS store number and address with the SM/MSC.
  - You are required to have a government issued photo ID, the Letter of Authorization and the HPSM ticket # from your project manager upon request by store personnel
- **Request** the following from the manager:
  - Permission to use a CVS phone to call into the ROC to login (**1-888-401-4601option 4 then option 4**).
  - Access to the location of the new equipment
  - Access to the front counter area and the pharmacy (request the SM/MSC to escort you to the pharmacy and introduce you to the Pharmacist-in-Charge).

**Call into the ROC.** During this initial call the ROC will log you into the site and instruct you to locate the equipment if not yet located.

# **Section 2**

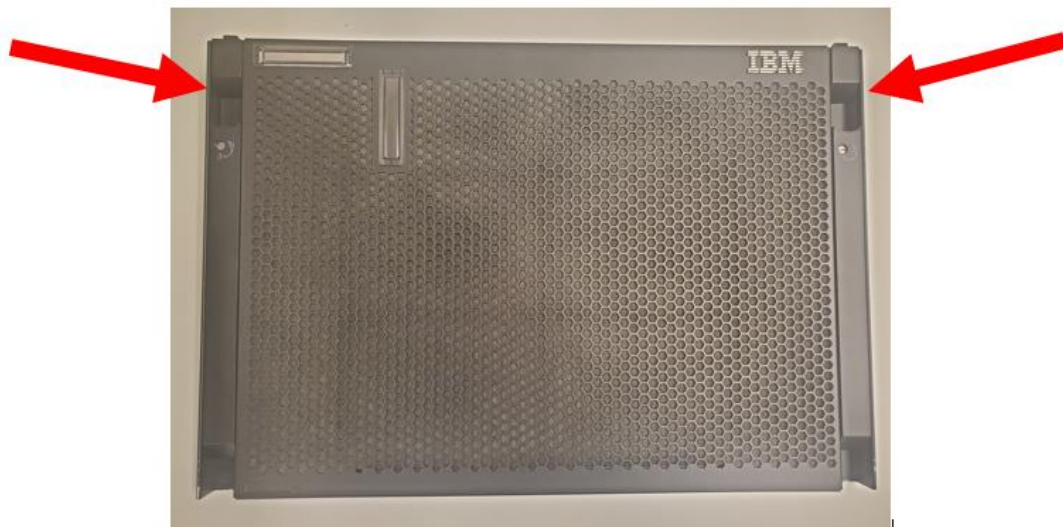
## **Performing Front End**

(Performed on Old Blade Server)

Locate the old blade server. The server is usually located in the Managers office under counter. (Some stores will have a 7' Rack in a different room)



Remove the cover from the front of the blade chassis. Pull down slides located on the top left and right of cover and remove. This will expose the three blade units.

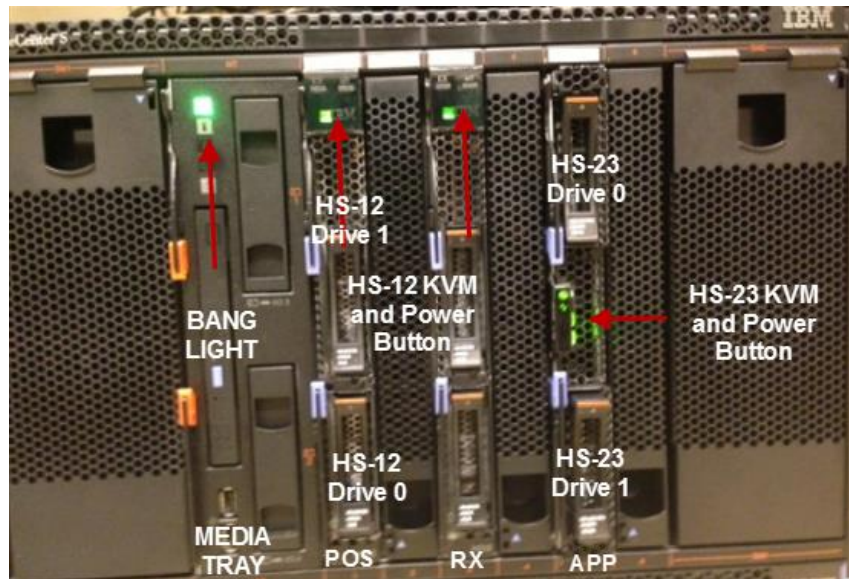




(BACK VIEW of IBM BLADE)

Connect Keyboard and monitor to back of blade chassis.

Locate the App blade (slot 5) in blade chassis and press KVM switch buttons. KVM switch buttons are located below the app blade power button. Both lights should turn green and Keyboard/Monitor will activate.



(FRONT VIEW of IBM BLADE, After dust cover is removed)



KVM Switch  
buttons are located  
under white power  
button.

It is important that the front end starts as soon as the pharmacy closes

1. Call the ROC and inform them that the keyboard and monitor are attached to the Blade Chassis and you are ready to begin the front end process. The ROC will Flag the server for front end and provide you with the username and password to begin the process.

As the Front and Back end process runs, the monitor will go to sleep. Press the CTRL button on the keyboard to wake up monitor.

Log in to the console using the “servupg” account and the password provided by the ROC.

You will see the following menu:

```
t68528app::CentOS 7.4      VMHost1 Store Support      2019-10-02 08:28
                          Support Menu Functions

1. Add/Format/Restore Drive Menu [HS-23 only]
2. Run System Backup
3. Special Process Menu
4. Set TimeZone
5. Change HostName
6. System Shutdown Menu

X. Exit

[SELECTION]: 3
```

Select option “3. Special Process Menu”

```
t68528app::CentOS 7.4      Manage Special Store Process      2019-10-02 08:28
                          Main Menu

1. New Store Process
2. Relocate Store Process
3. Close Store Process
4. Server Upgrade Process
5. Mobile Pharmacy Process

X. Exit

[SELECTION]: 4
```

Select “Option 4. Server Upgrade Process”

You will see the following screens:

```
Manage Special Store Processes
t68528app::CentOS 7.4 Process 'ServerUpgrade' Activated 2019-10-02 08:28
```

```
ServerUpgrade - Process has been activated.
```

```
I
```

```
Manage Special Store Processes
t68528app::CentOS 7.4 'ServerUpgrade' Process 2019-10-02 08:28
```

```
Process activated is [ServerUpgrade], start process now? [Y/N]: y
```

```
I
```

Type “Y”, then enter.

You will see the following screens:



Oct 02 08:28:56 RSYNC COMPLETE|Ready to extract ServerUpgradeUpdate.tgz

Extracting updated ServerUpgrade.tar file. Please wait...

Oct 02 08:28:56 SUCCESS|ServerUpgradeUpdate.tgz extract

I

Extracting ServerUpgrade step files. Please wait...

usr/local/cvsadmin/tools/process/steps/ServerUpgrade/01ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/02ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/03ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/04ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/05ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/06ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/07ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/08ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/09ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/10ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/11ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/12ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/13ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/14ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/15ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/16ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/17ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/18ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/19ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/20ServerUpgrade  
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/21ServerUpgrade



The CVS RX and CVS DB backups will start, you will see the following screens:

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.4 Backing up Files to upgrade system 2019-10-02 08:29

Backing up all files to Upgrade system...

Backing up CVSRX on RXSERVER...

*****

The system is preparing to perform a '/cvsrx' backup.

The '/cvsrx' backup requires that ALL users be logged off of
the system until the backup is complete.

Please log off now !

*****

Press <Enter> to continue:

Preparing to log off all users before backup starts
This may take a few minutes to complete . . .
█
```

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.4 Backing up Files to upgrade system 2019-10-02 08:29

Backing up all files to Upgrade system...

Backing up CVSRX on RXSERVER...

*****

The system is preparing to perform a '/cvsrx' backup.

The '/cvsrx' backup requires that ALL users be logged off of
the system until the backup is complete.

Please log off now !

*****

Press <Enter> to continue:

Preparing to log off all users before backup starts
This may take a few minutes to complete . . .

Backing up CVSDB on RXSERVER... █
```

RX BACKUPS will then be copied to VMHOST1, you will see the following:

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.4      Copying RX BACKUPS      2019-10-02 08:35

      fSRunRXBackup: Copying RX BACKUPS to VMHOST1 BACKUP DRIVE...
cvsrxFs_20191002.tgz      100% 2937MB 3.2MB/s 15:12
cvSDB_20191002.dmp.gz      I      100% 11MB 3.3MB/s 00:03
█
```

VMHOST1 BACKUPS will now be performed, **THIS PROCESS COULD TAKE UP TO 2 HOURS**, please be patient. Use this time to mount digital encoders, place Gen10 server in office/rack.

You will see the following:

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.4      Backing up VMH1 Files      2019-10-02 08:50

      Backing up all VMH1 files to Upgrade system...
      Backing up ALL FILES on VMHOST1... █
```

Place gen10 server on top of existing blade being careful not to power down blade server while backup is in progress.

\*\*\*If store has a 7ft Network Rack Gen10 will be installed there instead.\*\*\*



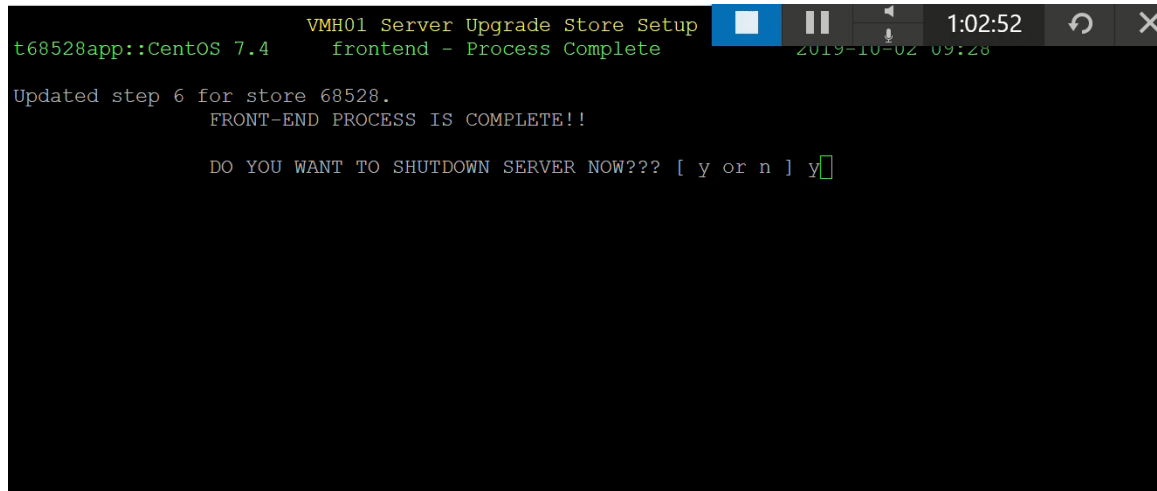
Connect both the power cords to the power supplies on the back of the Gen10 chassis and plug power cords into existing UPS units. Do not press power button at this time.

Network will be reset on the old VMHOST1, this screen flashes very quickly and you may miss it.

```
FRONT-END PROCESS - VMH01 Server Upgrade St
t68528app::CentOS 7.4      Setting Network
                             2019-10-02 09:28

Resetting network to 192.168.58.4 for HS23 server
```

Front-end process is now complete, you will see the following:

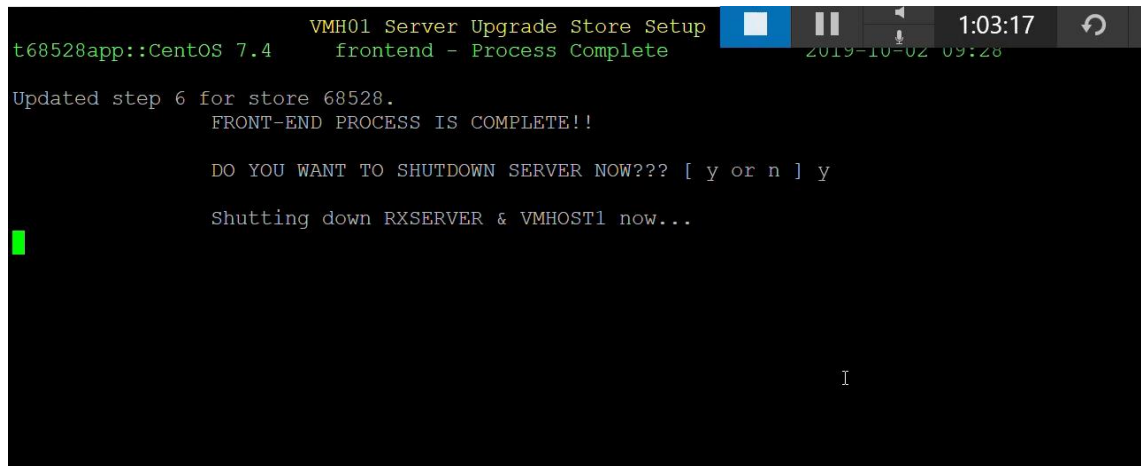


A screenshot of a terminal window titled "VMH01 Server Upgrade Store Setup". The terminal shows the prompt "t68528app::CentOS 7.4" followed by "frontend - Process Complete". Below this, it says "Updated step 6 for store 68528." and "FRONT-END PROCESS IS COMPLETE!!". Then it asks "DO YOU WANT TO SHUTDOWN SERVER NOW??? [ y or n ]" with the letter "y" entered. The terminal window has a standard Linux interface with window controls and a timestamp of 1:02:52 on 2019-10-02.

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.4 frontend - Process Complete
Updated step 6 for store 68528.
FRONT-END PROCESS IS COMPLETE!!
DO YOU WANT TO SHUTDOWN SERVER NOW??? [ y or n ] y
```

Type "Y", then enter.

You will be prompted to shut down the server:



A screenshot of a terminal window titled "VMH01 Server Upgrade Store Setup". The terminal shows the prompt "t68528app::CentOS 7.4" followed by "frontend - Process Complete". Below this, it says "Updated step 6 for store 68528." and "FRONT-END PROCESS IS COMPLETE!!". Then it asks "DO YOU WANT TO SHUTDOWN SERVER NOW??? [ y or n ]" with the letter "y" entered. Below that, it says "Shutting down RXSERVER & VMHOST1 now...". The terminal window has a standard Linux interface with window controls and a timestamp of 1:03:17 on 2019-10-02.

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.4 frontend - Process Complete
Updated step 6 for store 68528.
FRONT-END PROCESS IS COMPLETE!!
DO YOU WANT TO SHUTDOWN SERVER NOW??? [ y or n ] y
Shutting down RXSERVER & VMHOST1 now...
```

Type "Y", then enter.

THIS COMPLETES THE FRONT-END process:

```
This completes step# "22ServerUpgrade" for store t68528app.stores.cvs.com .
```

**THE FRONT-END PROCESS IS NOW COMPLETE!**  
**The old server will shut down.**

You can now move the network connection from port 16 to port 22 on the Cisco switch

Power the old VMHOST1 (slot 5) server back on. Also, make sure the RXSERVER (slot 3) is powered down.

Power  
light will  
blink when  
server is  
off



# IMPORTANT

At this point you should remove the RX blade from the old server from slot 3.



Call the ROC and inform them that the front end process completed. The ROC will verify that the front end completed and that the existing cable in port 16 of the cisco switch was moved to port 22 on the cisco switch.

# **Section 3**

## **Performing Back end**

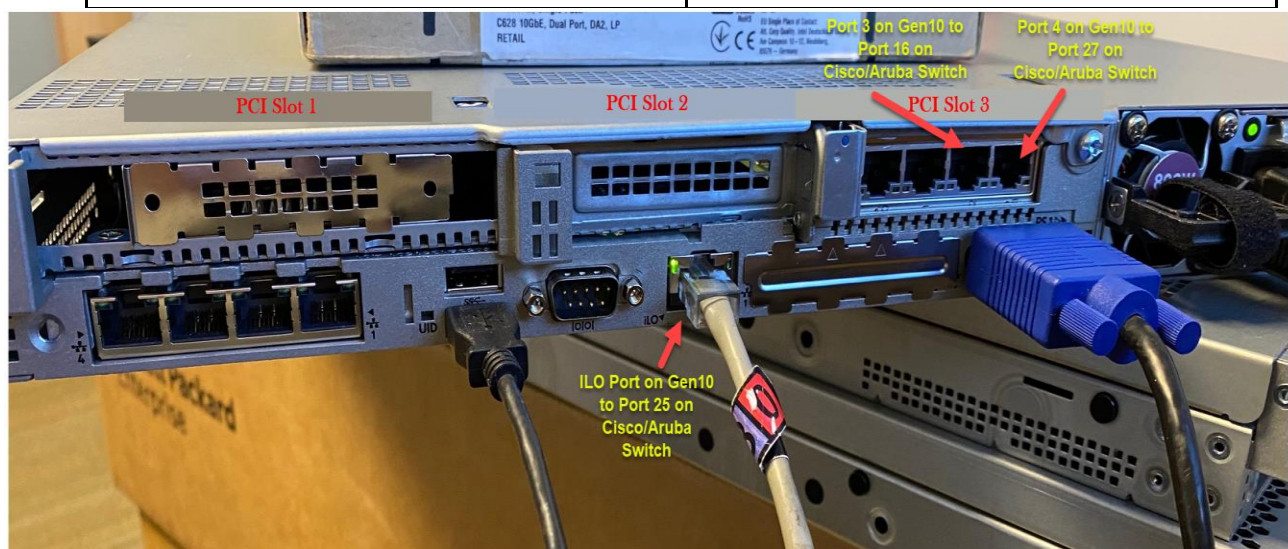
(Performed on New Gen10 Server)



The Gen10 connections can now be made to the switch. When making connections, use the four Ethernet ports that are located just above the VGA Port (PCI Slot 3).

\*Remove existing cables from port 25 and put it in open port 28-45 of Cisco switch

Gen10 Network port (NIC's from left to right)	Corresponding Cisco port
3 - VMHOST1 (VLAN 58 Network)	16
4 - RxServer (172.*.*.*)	27
ILO Port	25
AMMPort on old server	26



\*\*If the MoneyGram is in Port 26 Call the ROC they will advise what to do\*\*



After connections are made, move keyboard and monitor to Gen10 server and power server on.



Call the ROC and inform them that the keyboard and monitor are attached to the New Gen10 server and you are ready to begin the Back end process. The ROC will Flag the server for Back end and provide you with the username and password to begin the process.

Log on to the Gen10 sever locally with the “servupg” account and password provided by the ROC.

You will see the following menu:

```
sxxxxxapp::CentOS 7.6      VMHost1 Store Support
                           Support Menu Functions      2019-09-30 13:47

1. Add/Format/Restore Drive Menu [HS-23 only]
2. Run System Backup
3. Special Process Menu
4. Set TimeZone
5. Change HostName
6. System Shutdown Menu

X. Exit

[SELECTION]: 3
```

Select option “3. Special Process Menu”

```
Manage Special Store Process
sxxxxxapp::CentOS 7.6      Main Menu      2019-09-30 13:47

1. New Store Process
2. Relocate Store Process
3. Close Store Process
4. Server Upgrade Process
5. Mobile Pharmacy Process
X. Exit

[SELECTION]: 4
```

Select option “4. Server Upgrade Process”

You will see the following screens as process updates are downloaded:

```
Manage Special Store Processes
sxxxxxapp::CentOS 7.6      'ServerUpgrade' Process      2019-09-30 13:47

Process activated is [ServerUpgrade], start process now? [Y/N]: y
```

Answer “Y”.

```

FAILED to create LCK..ServerUpgradeprocess, 1 attempt

    Checking for ServerUpgrade process updates. Please wait...
Sep 30 13:47:26 INFO|Ready to retrieve remote ServerUpgradeUpdate.tgz file
Sep 30 13:47:26 RSYNC COMPLETE|Ready to extract ServerUpgradeUpdate.tgz

    Extracting updated ServerUpgrade.tar file. Please wait...
Sep 30 13:47:26 SUCCESS|ServerUpgradeUpdate.tgz extract

    Extracting ServerUpgrade step files. Please wait...
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/01ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/02ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/03ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/04ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/05ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/06ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/07ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/08ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/09ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/10ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/11ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/12ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/13ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/14ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/15ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/16ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/17ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/18ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/19ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/20ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/21ServerUpgrade

```

New Store setup will start for VMHOST1 Gen10:

```

VMH01 New Store Setup
sxxxxxapp::CentOS 7.6      Set Hostname      2019-09-30 13:47

    Setting vmhost1 hostname...

```

If you get prompted to set the time zone enter appropriate time zone from the list, then press “Y” to confirm.

The data disk is now setup, you will see the following screens:

```

VMH01 New Store Setup
t68528app::CentOS 7.6      Partition Disk      2019-09-30 14:48

Sep 30 14:48:00 Partioning DISK sdb

2019-09-30 14:48:02 Starting Data drive setup...
█

```

```

VMH01 New Store Setup
t68528app::CentOS 7.6      Encrypt Disk Partitions  2019-09-30 14:48

2019-09-30 14:48:03 Setting up encryption...this will take several minutes, please wait
2019-09-30 14:48:04 Encrypting device /dev/sdb4...
2019-09-30 14:48:10 Creating Logical volumes and filesystem..
2019-09-30 14:48:11 Encrypting device /dev/sdb5...
2019-09-30 14:48:18 Creating Logical volumes and filesystem..
2019-09-30 14:48:19 Encrypting device /dev/sdb6...
2019-09-30 14:48:25 Creating Logical volumes and filesystem..
2019-09-30 14:48:26 Encrypting device /dev/sdb7...
2019-09-30 14:48:33 Creating Logical volumes and filesystem..
█

```

Cvsapp file system will be extracted:

```

VMH01 New Store Setup
t68528app::CentOS 7.6      Extract cvsadmin tarball  2019-09-30 14:48

2019-09-30 14:48:40 Extracting files from cvsapp-admin-home.tgz
2019-09-30 14:48:48 Running setpermissions
█

```

Docker images will be loaded:

```

VMH01 New Store Setup
t68528app::CentOS 7.6      Load Docker Images      2019-09-30 14:48

4881d35d1b4fcb6cfaf15ff6cc7a43224563d063e2198affd2f5d8cb72fc968a
2019-09-30 14:49:01 Loading docker images...
2019-09-30 14:49:01 This could take up to 10 minutes...please wait
Loaded image: rxa-docker01.stores.cvs.com:5000/cvsapache:Prod-24
Loaded image: rxa-docker01.stores.cvs.com:5000/apt-cacher-ng:Prod-6
Loaded image: rxa-docker01.stores.cvs.com:5000/aftsvcs:Prod-84
Loaded image: rxa-docker01.stores.cvs.com:5000/gwsvcs:Prod-79
Loaded image: rxa-docker01.stores.cvs.com:5000/storemdb:3
2019-09-30 14:49:51 Admin Docker Images Loaded Successfully..
2019-09-30 14:49:53 Updating name_based_host.conf
2019-09-30 14:49:53 Restarting CVS firewall
Loaded image: rxa-docker01.stores.cvs.com:5000/storedevices:2.22.0.dockopt-prod-26
Loaded image: rxa-docker01.stores.cvs.com:5000/batchapp:rel-2.22.0-docker-opt-prod-12
Loaded image: rxa-docker01.stores.cvs.com:5000/orderapp:12.0-dock-prod-12
Loaded image: rxa-docker01.stores.cvs.com:5000/cvsbeats:3.0.0-5
Loaded image: rxa-docker01.stores.cvs.com:5000/wbeapp:1.0.1-prod-4
Loaded image: rxa-docker01.stores.cvs.com:5000/notificationbeats:release-2
Loaded image: rxa-docker01.stores.cvs.com:5000/websvcs:2.22.0.dockopt-prod-37
Loaded image: rxa-docker01.stores.cvs.com:5000/customerordersvcs:2.22.0.dockopt-prod-38
Loaded image: rxa-docker01.stores.cvs.com:5000/rfapps:release-StoreDonation-7
Loaded image: rxa-docker01.stores.cvs.com:5000/inventory:Rel-12.1-prod-22
Loaded image: rxa-docker01.stores.cvs.com:5000/hostapp:12.0-dock-prod-10
Loaded image: rxa-docker01.stores.cvs.com:5000/msgapp:2.22.0.dockopt-SNAPSHOT-prod-3
Loaded image: rxa-docker01.stores.cvs.com:5000/storerulesengine:release-prod-21
Loaded image: rxa-docker01.stores.cvs.com:5000/transmitapp:rel-2.22.0-prod-122

```

Vm Disks will be created, you will see the following:

```
t68528app::CentOS 7.6      VMH01 New Store Setup
                             Create Rx01 CVSRX Disk      2019-09-30 14:59

2019-09-30 14:59:44 Creating CVSRX drive for Rx01 VM.... this will take a few minutes.
█
```

```
t68528app::CentOS 7.6      VMH01 New Store Setup
                             Create Rx01 Backup Disk     2019-09-30 15:02

2019-09-30 15:02:36 Creating Backup drive for Rx01 VM....
2019-09-30 15:02:51 Creating Backup drive for Rx01 VM....COMPLETE
█
```

```
t68528app::CentOS 7.6      VMH01 New Store Setup
                             Start Rx01 VMguest         2019-09-30 15:02

Domain rx01 defined from /var/vm-guests/rx01/rx01.xml
Domain rx01 started
█
```

```
VMH01 New Store Setup
t68528app::CentOS 7.6      Setting up DVR Image On Host      2019-09-30 15:03

2019-09-30 15:03:05 DVR Image Setup in progress...
Setting up for 'enol'
█
```

```
VMH01 New Store Setup
t68528app::CentOS 7.6      Creating DVR01 Disk Images      2019-09-30 15:03

Sep 30 15:03:05 Checking dvr01-DATA disk
Sep 30 15:03:05 Extracting DVR01 data disk, this might take several minutes
Sep 30 15:06:47 copy of DVR01 OS disk successful
Sep 30 15:06:47 Extracting DVR01 camdata disk, this might take several minutes
Sep 30 15:08:50 Copy of camdata disk successful
Sep 30 15:08:50 Starting DVR01, please wait...
█
```

```
VMH01 New Store Setup
t68528app::CentOS 7.6      Set DVR01 time zone      2019-09-30 15:09

2019-09-30 15:09:22 Setting TIMEZONE on dvr01 guest to US/Eastern ...please wait
Sep 30 15:09:22 Restarting ntpd on dvr01 guest ...please wait
█
```

```
VMH01 New Store Setup
t68528app::CentOS 7.6      Creating DVR01 store info      2019-09-30 15:09

Sep 30 15:09:37 Getting store info from supportLink service...please wait

Tranferring store info file to dvr01...
STORE#=68528
STITENAME=t68528dvr
STOREIPADDRESS=172.23.6.152
STOREADDRESS=",, "

Sep 30 15:09:38 Transfer of store config to dvr01 succeeded
█
```

RX Newstore setup will be run:

```
BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6      Running RX Newstore      2019-09-30 15:13

Running RX Newstore STEPS... █
```



You will see the following screen as RX Services are restarted:

```
Shutting down service MySQL ..done
Starting service MySQL ..done
  Enabling Startup Script: admin_startup
  Enabling Startup Script: apache2
  Enabling Startup Script: atd
  Enabling Startup Script: centralsync
  Enabling Startup Script: cron
  Enabling Startup Script: cups
  Enabling Startup Script: cvs_encryption
  Enabling Startup Script: centralsync
  Enabling Startup Script: cvs_mysqlRestore
  Enabling Startup Script: cvs_netcfg
  Enabling Startup Script: cvs_sendQueuedrxsAlerts
  Enabling Startup Script: cvs_runRootBackup
  Enabling Startup Script: dhcpd
  Enabling Startup Script: echoserver
  Enabling Startup Script: rxc-ReadyFill
  Enabling Startup Script: fsck_Backup_partition
  Enabling Startup Script: msglistener
  Enabling Startup Script: mysql
  Enabling Startup Script: named
  Enabling Startup Script: nfs
  Enabling Startup Script: nfsserver
  Enabling Startup Script: ntp
  Enabling Startup Script: pdreceiver
  Enabling Startup Script: permissions
  Enabling Startup Script: pure-ftpd
  Enabling Startup Script: squid
  Enabling Startup Script: SuSEfirewall2_init
  Enabling Startup Script: SuSEfirewall2_setup
  Enabling Startup Script: tomcatRxservices
  Enabling Startup Script: unifiedCommFwk
  Enabling Startup Script: wks_reboot
  Enabling Startup Script: zabbix_agentd
```

Files will be copied from the OLD server, the following will be displayed:

```
BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6 Copying RX Files from old server 2019-09-30 16:14

Mounting BACKUP drive on OLD server...

Copying RX files from OLD server...
cvsrxFs_20190926.tgz 100% 2937MB 108.9MB/s 00:26
cvrsDB_20190926.dmp.gz 100% 11MB 100.6MB/s 00:00
[]
```

```

BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6 Copying VMHOST1 Files from old server    2019-09-30 16:15

Mounting BACKUP drive on OLD server...

Copying VMHOST1 files from OLD server...
backup_image_gwsvcs_20190926T1421.tgz      100% 179MB 108.0MB/s 00:01
backup_image_aftsvcs_20190926T1422.tgz     100% 296MB 108.7MB/s 00:02
backup_image_cvsapache_20190926T1424.tgz   100% 777MB 108.7MB/s 00:07
backup_image_apt-cacher-ng_20190926T1427.tgz 100% 7795KB 97.7MB/s 00:00
backup_image_storemdb_20190926T1427.tgz    100% 486MB 108.6MB/s 00:04
backup_image_websvcs_20190926T1430.tgz     100% 635MB 108.8MB/s 00:05
backup_image_inventory_20190926T1432.tgz    100% 575MB 108.8MB/s 00:05
backup_image_customerordersvcs_20190926T1434.tgz 100% 230MB 108.5MB/s 00:02
backup_image_storedevices_20190926T1435.tgz 100% 537MB 108.8MB/s 00:04
backup_image_msgapp_20190926T1437.tgz      100% 549MB 108.6MB/s 00:05
backup_image_batchapp_20190926T1438.tgz    100% 525MB 108.5MB/s 00:04
backup_image_hostapp_20190926T1440.tgz     100% 221MB 108.4MB/s 00:02
backup_image_orderapp_20190926T1441.tgz    100% 208MB 108.3MB/s 00:01
backup_image_rfapps_20190926T1443.tgz      100% 441MB 108.6MB/s 00:04
backup_image_cvsbeats_20190926T1444.tgz    100% 385MB 108.0MB/s 00:03
backup_image_utilfilebeat_20190926T1447.tgz 100% 95MB 107.7MB/s 00:00
backup_image_wbeapp_20190926T1447.tgz      100% 184MB 108.1MB/s 00:01
backup_image_storeutil_20190926T1448.tgz   100% 182MB 108.3MB/s 00:01
backup_image_transmitapp_20190926T1448.tgz 100% 609MB 108.6MB/s 00:05
backup_image_stororulesengine_20190926T1450.tgz 100% 176MB 108.4MB/s 00:01
backup_image_notificationbeats_20190926T1450.tgz 100% 2289KB 93.6MB/s 00:00
backup_repos_20190926T1518.tgz            100% 665 133.6KB/s 00:00
backup_cvsapp_20190926T1457.tgz           100% 383MB 108.6MB/s 00:03
backup_data_20190926T1458.tgz             53% 326MB 108.8MB/s 00:02 ETA

```

Backups will be restored and docker images will be loaded, this will take a while:

```

BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6 Restoring Files needed to upgrade system 2019-09-30 16:16

Restoring all files needed to Upgrade system...

Shutting down rx01 VM...

Restoring VMHOST1 BACKUPS, This will take a while...

383MiB 0:00:03 [99.4MiB/s] [=====>] 100%

606MiB 0:00:06 [98.8MiB/s] [=====>] 100%

665 B 0:00:00 [ 4.4MiB/s] [=====>] 100%

Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_gwsvcs_20190926T1421.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_aftsvcs_20190926T1422.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_cvsapache_20190926T1424.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_apt-cacher-ng_20190926T1427.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_storemdb_20190926T1427.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_websvcs_20190926T1430.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_inventory_20190926T1432.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_customerordersvcs_20190926T1434.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_storedevices_20190926T1435.tgz File
Loading Docker /var/backup/vmh01/ServerUpgrade/backup_image_msgapp_20190926T1437.tgz File

```

Process changes will be applied and you will be logged out:

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6      Apply Process Change      2019-09-30 16:26

Please wait while process changes are applied.

Updated step 15 for store 68528.Updated step 15 for store 68528.[]
```

Log back into the console with “servupg” and the password provided by the ROC.

You will see the following menu:

```
VMHost1 Store Support
sxxxxxxapp::CentOS 7.6      Support Menu Functions      2019-09-30 13:47

1. Add/Format/Restore Drive Menu [HS-23 only]
2. Run System Backup
3. Special Process Menu
4. Set TimeZone
5. Change HostName
6. System Shutdown Menu

X. Exit

[SELECTION]: 3
```

Select option “3. Special Process Menu”

```
Manage Special Store Process
sxxxxxapp::CentOS 7.6      Main Menu      2019-09-30 13:47

1. New Store Process
2. Relocate Store Process
3. Close Store Process
4. Server Upgrade Process
5. Mobile Pharmacy Process
X. Exit

[SELECTION]: 4
```

Select option “4. Server Upgrade Process”

You will see the following screens as process updates are downloaded:

```
Manage Special Store Processes
sxxxxxapp::CentOS 7.6      'ServerUpgrade' Process      2019-09-30 13:47

Process activated is [ServerUpgrade], start process now? [Y/N]: y
```

Answer “Y”.

```

FAILED to create LCK..ServerUpgradeprocess, 1 attempt

    Checking for ServerUpgrade process updates. Please wait...
Sep 30 13:47:26 INFO|Ready to retrieve remote ServerUpgradeUpdate.tgz file
Sep 30 13:47:26 RSYNC COMPLETE|Ready to extract ServerUpgradeUpdate.tgz

    Extracting updated ServerUpgrade.tar file. Please wait...
Sep 30 13:47:26 SUCCESS|ServerUpgradeUpdate.tgz extract

    Extracting ServerUpgrade step files. Please wait...
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/01ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/02ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/03ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/04ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/05ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/06ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/07ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/08ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/09ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/10ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/11ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/12ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/13ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/14ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/15ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/16ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/17ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/18ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/19ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/20ServerUpgrade
usr/local/cvsadmin/tools/process/steps/ServerUpgrade/21ServerUpgrade

```

VMHOST1 RPM will be re-applied:

```

BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app:CentOS 7.6 fSURunRestoreVmhlRPMDB 2019-09-30 16:27

RE-APPLYING VMHOST1 RPMs... 2019-09-30 16:27:10 START FUNCTION fReinstallLatestSTArpms

```

RX SERVER will be shutdown and restored:

```
BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6 Restoring Files needed to upgrade system 2019-09-30 16:28

Shutting down RXSERVER Before file restore, This will take a while...

Mounting RX01 PRIMARY DISK...
Restoring RX01 ROOT files...

2.87GiB 0:00:28 [ 101MiB/s] [=====>] 100%

Mounting RX01 CVSRX DISK...
Restoring RX01 CVSRX BACKUP...

2.87GiB 0:06:16 [ 7.8MiB/s] [=====>] 100%

ALL CVSRX FILES RESTORED SUCCESSFULLY! []
```

RX SERVER will be started:

```
BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6 Starting RX01 2019-09-30 16:38

Starting RX01, This will take several minutes... []
```

RX RPM Database will be restored, this will take about 20 minutes:

```
BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6 Restoring RPM DB 2019-09-30 16:42

Restoring RPM DB on RXSERVER, This will take a while...
Updating RX01 RPM RXA Database...
Updating RX01 RPM RXC Database...
Updating RX01 RPM RXR Database... []
```

CVS Offline DB will be restored:

```
BACK-END PROCESS - VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6      Restoring CVSDB      2019-09-30 16:57

Restoring CVSDB on RX01, This will take several minutes... [ ]
```

DVR VM will be updated:

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6      Creating DVR01 store info      2019-09-30 16:59

Sep 30 16:59:03 Getting store info from supportLink service...please wait

Tranferring store info file to dvr01...
STORE#=68528
SITENAME=t68528dvr
STOREIPADDRESS=
STOREADDRESS=",, "

Sep 30 16:59:04 Transfer of store config to dvr01 succeeded
[ ]
```

You Will be prompted that BACK-END process is complete:

```
VMH01 Server Upgrade Store Setup
t68528app::CentOS 7.6      backend - Process Complete      2019-09-30 16:59

Updated step 22 for store 68528.
BACK-END PROCESS IS COMPLETE!!

DO YOU WANT TO REBOOT SERVER NOW??? [ y or n ] y

I
```

System will be rebooted:

```
VMH01 Server Upgrade Store Setup
t68528app:CentOS 7.6          System Reboot          2019-09-30 17:03
2019-09-30 17:03:30 System Rebooting now....
Sep 30 17:03:30 Shutting down - rx01
Sep 30 17:03:30 Shutting down - dvr01
Sep 30 17:03:31 Waiting for VM shutdown to complete
█
```

```
This completes step# "22ServerUpgrade" for store t68528app.stores.cvs.com .
█
```

**NOTE: The system will take a full 15 minutes to reboot, please allow this time before any validation testing is performed.**

Call the ROC and inform them that the Back end process has completed. The ROC will validate that the process has finished.



# Appendix A

## Packaging Equipment for Return

All equipment will be returned to Twinsburg

1. Remove Old app server and Rx server from blade chassis (slot 5 and slot 3). DO NOT TOUCH THE BLADE IN SLOT 1
2. Remove hard drives from old RX blade server and old APP server



3. Place the four hard drives in security bag and seal bag



4. Place Both blade servers and hard drive bag in return box and affix Twinsburg return label



# **2021 HS12 to HS23 RX Server Upgrade** **Installation Rollout**

*March 16, 2021*

*Version 1.0*

## Visit Expectations

<b>CVS Code of Conduct</b>	<p>CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.</p> <p>Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.</p>
<b>Dress Code for all CVS ROC Vendors</b>	<p>Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.</p> <p><b>Acceptable business casual dress</b></p> <ul style="list-style-type: none"> <li>• Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants</li> <li>• Appropriate jeans/denim (neat in appearance without tears, holes, or frays)</li> <li>• Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts</li> <li>• Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder</li> <li>• Skirts: appropriate length and proper fitting</li> <li>• Footwear: clean loafers, boots, flats, business casual shoes</li> <li>• Athletic shoes/sneakers (clean, tied and in good condition)</li> <li>• Vendor branded attire</li> </ul> <p><b>Unacceptable dress includes, but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Clothing that exposes the midriff</li> <li>• Crop tops, halter tops, tank tops, spaghetti straps</li> <li>• Off the shoulder clothing</li> <li>• Shorts or skorts</li> <li>• Dresses that expose the back</li> <li>• Sweat suits, sweatpants, spandex leggings and other form-fitting pants</li> <li>• Hooded Sweatshirts</li> <li>• Athletic Jerseys</li> <li>• Exposed undergarments, revealing or transparent clothing</li> <li>• T-shirts</li> <li>• Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)</li> <li>• Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals</li> <li>• Hats</li> <li>• Visible piercings in body parts other than the ear</li> <li>• Branded attire (non Vendor)</li> <li>• Advertizing or messaging attire (non Vendor)</li> </ul> <p>The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.</p> <p>Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.</p>

<b>The Rollout Operations Center</b>	<p>25 Blackstone Valley Place Suite 210 Lincoln, RI 02865 Fax: 1-401-770-6641 Telephone: 9-1-888-401-4601 <b>Press 4 then option 4 for Server Installs</b></p> <p>Have the Following information ready each time you call.</p> <ul style="list-style-type: none"><li>a) Your Name and the company you work for</li><li>b) The site number</li></ul> <p>Project Log In/ Log Out Guidelines: First Store Log In: Upon Arrival Last Store Log In Time: Upon Completion</p>
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## Rollout Operations Center Protocol

<b>Purpose</b>	The Rollout Operations Center serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.
<b>Technician Protocol</b>	<p>a) Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the Store number, address and location with the SM or MSC.</p> <p>(1) If requested, the vendor will provide a Technician Letter of Authorization to the SM/MSC and/or main contact.</p> <p>(2) If the technician is denied access to the CVS site, the vendor is required to contact the ROC immediately from outside the store.</p> <p>(3) Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.</p> <p>b) Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.</p> <p>c) Technician should quickly survey the key locations as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.</p> <p>d) The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.</p> <p>e) In the event that an unforeseen situation arises, the following steps are to be followed:</p> <ol style="list-style-type: none"> <li>If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc....</li> <li>If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.</li> <li>It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.</li> </ol> <p>f) If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.</p>
<b>Logging Out</b>	<ul style="list-style-type: none"> <li>When all tasks and testing are successfully completed the onsite technician <b><u>must</u></b> log out with the ROC.</li> <li>The ROC will request to speak with the SM/MSC at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.</li> <li>Upon satisfactory answers from the SM/MSC, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database.</li> <li>The release code must be recorded by the onsite technician. This is needed for billing.</li> <li>Failure to log in/out and obtaining the release code will delay payment.</li> </ul>

## Objective

Upgrade existing HS12 RX Server with new HS23 Model. Confirm RX is functional after upgrade. Package old HS12 server and prepare for site to have shipped out during next UPS pickup. Follow Redbook and standard log in / log out procedures with the CVS Rollout Operations Center.

## Arriving On Site

- Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the store number, address and location with the SM or MSC.
- Confirm access to the RX area.
- Locate inventory needed to preform upgrade. Site will be shipped 1 box (pictured below) with a new HS23 and return shipping label for old equipment. If unable to locate package contact ROC for tracking information.



**Note:** Do not dispose of box, packing material, or return shipping label as it will be needed to ship back old HS12.

- Once the equipment has been located and access has been granted, request to use a CVS store phone and contact the ROC to be logged in. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

**Telephone: 9-1-888-401-4601 Press 4 then option 4 for Server Installs**

## Recommended Materials

It is recommended that techs carry a USB Keyboard, a standard VGA Monitor, and VGA Cable to avoid any issues with accessing these while on site. If techs do not have available, they will need to utilize an onsite Keyboard and Monitor to preform install if one is not already present at the server.



## Equipment Descriptions

Below is a list of equipment you will be working with during install

New HS23



- New HS23 Server as it would appear out of the box. Will be replacing HS12.

Old HS12



- Old HS12 RX Server which will be replaced with the new HS23. Server will be housed inside slot 3 of Blade Chassis.

Blade Chassis



- Blade Chassis that houses current servers. The HS12 server is installed in slot 3 of Chassis.

Hard Drives



- Hard Drives that will be removed from HS12 and installed into new HS23



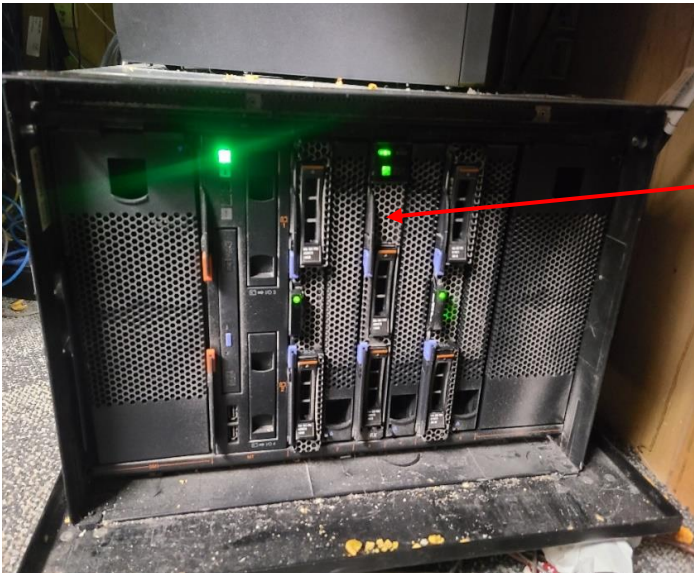


**Important:** Before beginning install contact the ROC to confirm backend Support Link process has been run. **DO NOT** power down existing server until ROC tech confirms and gives the go ahead to begin install.

**Telephone: 9-1-888-401-4601 Press 4 then option 4 for Server Installs**

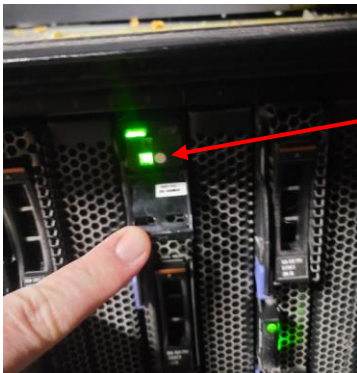
## Installation Process

- Once ROC has given the go ahead to begin remove cover from Blade Chassis and locate HS12 RX Blade server in slot 3 of Chassis.



HS12 RX Blade Server located in Slot 3 of Blade Chassis.

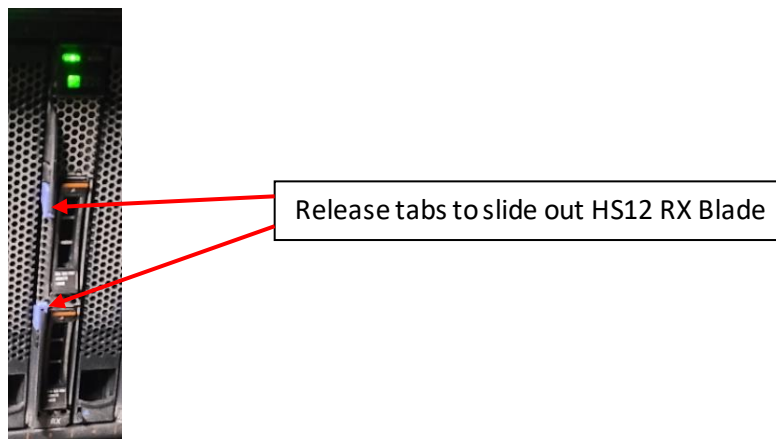
- Power off HS12 RX blade by lowering door/ flap at top of HS12 and pressing button once. Lights on HS12 should begin to flash indicating it is shutting down then light should turn off.



Power button for HS12 RX Blade Server



- Once powered down remove HS12 by pulling Blue/Purple tabs and sliding out of Blade Chassis.



- Remove Hard Drives from HS12 one at a time and label before moving to next hard drive to assure drives do not get mixed up. The drives will be placed in reverse order in the new HS23. Remove the top hard drive from the HS12 and label with a B as this hard drive will be installed in the bottom slot of the new HS23. Remove the bottom hard drive from the HS12 and label with a T as this will be placed in the top slot of the new HS23.



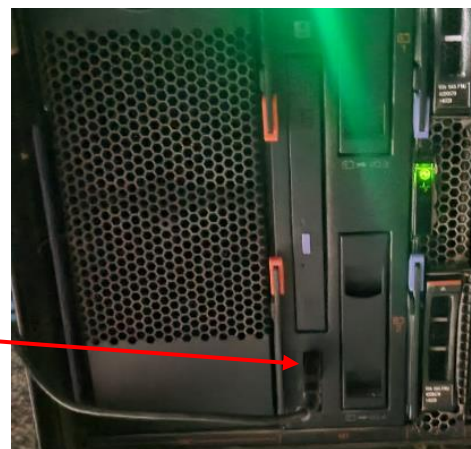
<b>HS-12 (Old) Drive Assignment</b>	
Top Slot Drive	Backup
Bottom Slot Drive	Primary
<b>HS-23 (New) Drive Assignment</b>	
Top Slot Drive	Primary
Bottom Slot Drive	Backup

- Insert Hard Drives into their correct drive slots on the new HS23 and slide HS23 into Slot 3 of Blade Chassis
- Note: DO NOT power on new HS23 yet**
- Connect Monitor to back of Blade Chassis on AMM card via VGA cable and USB Keyboard to front of Blade Chassis. If you do not have a Monitor or Keyboard available, you will need to use a store Monitor and Keyboard via Managers workstation or another possible workstation available.

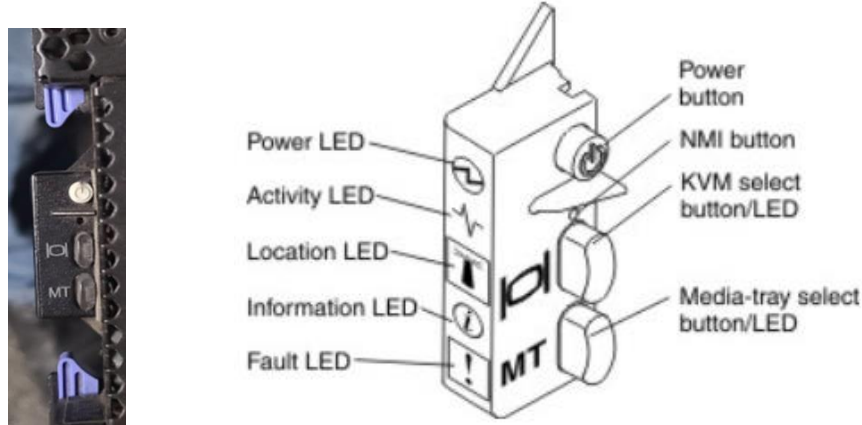


VGA Port on back of Blade Chassis.

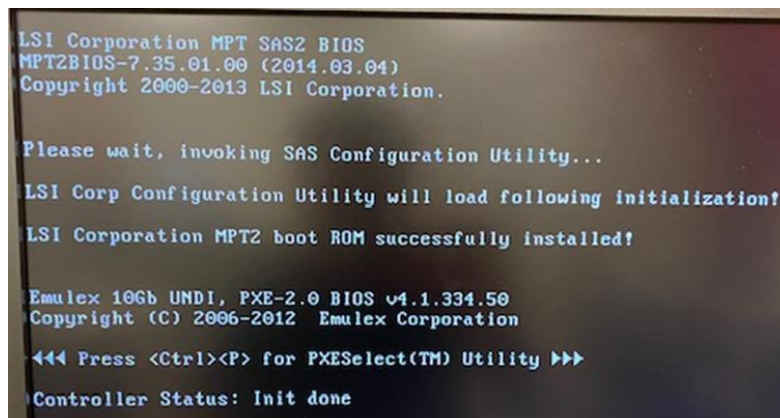
USB Port for USB Keyboard on Front of Blade Chassis.



- New HS23 has 3 buttons on the front center of the card. Once the HS23 is installed in the Chassis and Monitor and Keyboard are connected press the top button on the new HS23 to power up the new server followed by the middle button to activate the Monitor feed.



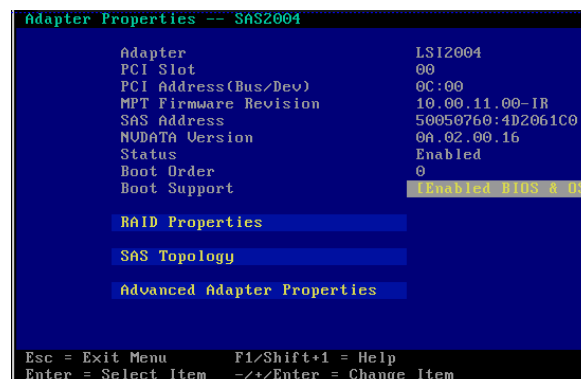
- During system boot after IBM splash screen will change to initializing and be prompted to press CTRL + C to enter setup. Please press “**Ctrl C**” on keyboard until entering SAS topology screen.



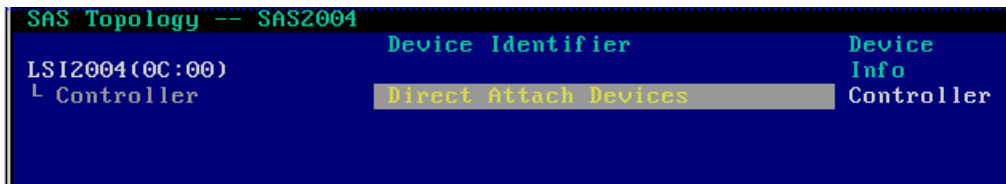
- At the LSI Logic SCSI Utility Menu, the “LSI2004” Adapter will be highlighted. Press [enter].

Adapter List Global Properties							
Adapter	PCI Bus	PCI Dev	PCI Fnc	PCI Slot	FW Revision	Status	Boot Order
LSI2004	0C	00	00	00	10.00.11.00-IR	Enabled	0

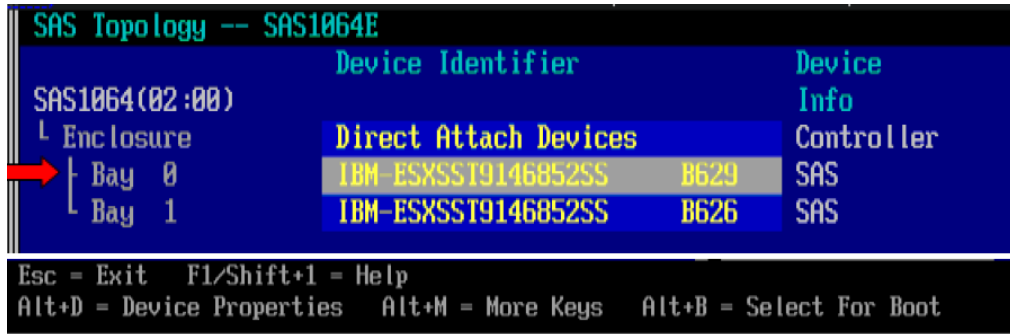
- Arrow down to “SAS Topology” and “press <Enter>”



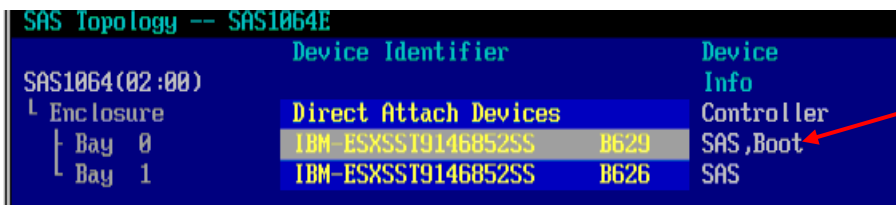
- “Direct Attach Devices” is highlighted “press <Enter>”



- Arrow down to “Bay 0” (May also be labeled Slot 0)

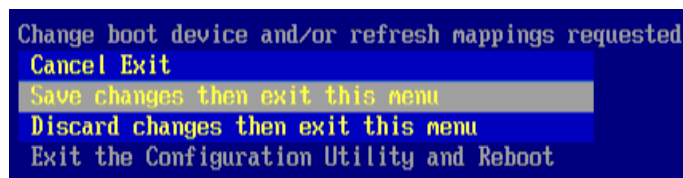


- Confirm drive is labeled as the boot drive by looking at the device info column to the right. If it is not labeled as “SAS, Boot” Press “ALT+B” to select it as the Boot drive.

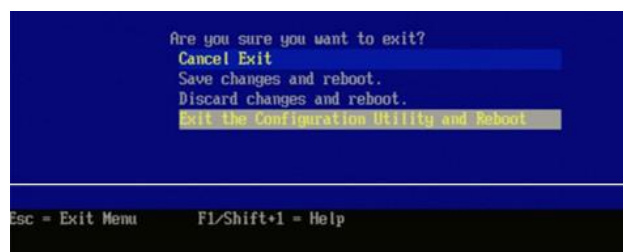


Now labeled as Boot Drive.

- Press the “ESC” key.
- Arrow down to “Save changes then exit this menu” and Press <Enter>.



- Press the “ESC” key 2 times.
- Arrow down to “Exit the Configuration Utility and Reboot” and Press <Enter>.



- New HS23 RX Blade Server will now reboot.
- Disconnect Monitor and Keyboard and reconnect front cover to Blade Chassis.

**Note:** *If you utilized store Monitor and Keyboard for the above steps please reconnect back to original locations and confirm they are working as they were before borrowing.*



*Contact ROC once complete to confirm RX server and RX workstations are back online.*

**Telephone: 9-1-888-401-4601 Press 4 then option 4 for Server Installs**

## **Logging Out**

Before logging out you will need to go through the following checks.

- Pack up Old HS12 into box HS23 was delivered in utilizing included packing material to assure HS12 is packed securely.
- Seal box with packing tape and adhere return shipping label included with shipment to the return box. Document return tracking for logout records.
- Confirm work area is as neat and clean as it was upon arrival and dispose of any trash that may have been made during install.
- Visit RX to confirm systems are up and running and they are having no issues. If RX is still closed at time of completion you will need to wait for RX to open to confirm. RPH will need to run a test script on any workstation and confirm printing is working.
- If any workstations are stuck on waiting for CVS configuration screen for longer than 10 minutes have RPH attempt workstation reboot before contacting ROC for further support. Some workstations may automatically reboot several times as the server comes back online.
- Once RX testing is confirmed contact ROC for logout. ROC tech will need to speak with RPH on site and Store Manager or Site Supervisor before logging out.
- Before leaving the site confirm with SM where to leave return equipment box for next UPS pickup.
- ROC will provide a release code to you upon logout.

**Contact CVS Rollout Operation Center for Logout**

**Telephone: 9-1-888-401-4601 Press 4 then option 4 for Server Installs**