

# Service Documentation

Change process:

1. Open ticket/set ticket to "in progress"
2.
  - a. If template change: Update template in lab first, test and then go to prod
  - b. If settings change: Update settings in prod instance
3. Dry run, if change might have a big impact implement on just a single device first or ask a colleague to verify diff as well
4. Notify NOC if something might break
5. Live run
6. Check monitoring
7. Update/close ticket

Firmware upgrade process:

1. Open ticket/set ticket to "in progress"
2. Verify in lab and document expected downtimes
3. Upgrade isolated building/location first, wait 1 day
4. Upgrade first half/partition of network
5. Upgrade second half/partition of network
6. Check monitoring
7. Update/close ticket

Replace switch:

1. Save any special interface configs: `curl -ks -H "Authorization: Bearer $JWT_AUTH_TOKEN" ${CNAASURL}/api/v1.0/device/eosaccess/interfaces`
2. Remove device from database
3. ZTP new switch with same name
4. Re-apply any interface configs ( [migrate-interfaces.py](#) compatible with nms v1.x to convert output json to input json , then `curl ks -H "Authorization: Bearer $JWT_AUTH_TOKEN" ${CNAASURL}/api/v1.0/device/eosaccess/interfaces -X PUT -d outputfile.json -H "Content-Type: application/json" )`
5. Update serial etc in NI?
6. Update monitoring etc if management IP changed