Disaster Recovery Plan (DRP)

DRP Plan Alterations and Modifications

DRP Revision	DRP date	Comments	Revision made by
1.0	03/11/2017	First Draft	A Roff (Smart IT)
1.1	05/01/2018	MCR Technical Amendments	A Roff (Smart IT)
1.2	08/01/2018	NCL Technical Amendments	A Roff (Smart IT)
1.3	20/07/2018	Recovery Location Amendments	A Roff (Smart IT)
1.4	18/08/2021	MCR/NCL Technical Amendments	D Potter (Smart IT)
1.5	10/11/2021	MCR/NCL Technical Amendments	D Potter (Smart IT)

Disaster Recovery Plan (DRP) Contact information

Contact	Phone Number	Working Hours	Comments
Smart IT	0330 223 3525	8:30AM-5:00PM	In Hours Technical Contact
Mentor BS	0844 879 1690	9:00am – 5:00pm	In Hours CASH Contact
CLK Software	0117 902 2012	8:30am – 5:30pm	In Hours CLIK Contact

Purpose and Objective

Smart IT developed this disaster recovery plan (DRP) to be used in the event of a significant disruption to the features of the service running from ABCA Systems, Oldham - Manchester Office. The goal of this plan is to outline the key recovery steps to be performed during and after a disruption to return to normal operations as soon as possible.

The scope of this DRP document addresses technical recovery only in the event of a significant disruption to the ABCA Systems Network located in Oldham, Manchester.

This Disaster Recovery Plan provides:

- Guidelines for determining plan activation;
- Technical response flow and recovery strategy;
- Guidelines for recovery process;
- Rollback procedures that will be implemented to return the standard operating state;
- Checklists outlining considerations for escalation, incident management, and plan activation.

The specific objectives of this disaster recovery plan are to:

- Set technical priorities for the recovery team during the recovery period;
- Minimize the impact of the disruption to the impacted features and selected staff groups;
- Stage the restoration of operations to full processing capabilities;
- Enable rollback operations once the disruption has been resolved if determined appropriate by the recovery team.

Within the recovery procedures there are significant dependencies between and supporting technical groups within and outside ABCA Systems Ltd. This plan is designed to identify the steps that are expected to take place and be coordinated with other groups / vendors to enable their own recovery where applicable. This plan is not intended to outline all the steps or recovery procedures that other departments need to take in the event of a disruption, or in the recovery from a disruption.

Initiating the Disaster Recovery Plan (DRP)

Upon a failure within Manchester's Oldham Office IT Infrastructure the following plan shall be carried out step-by-step.

1. Confirm that the infrastructure cannot be accessed, and no applications can be contacted before proceeding with the following steps.

2. Connect to the server in Newcastle's Office Server Room directly or via. Remote Desktop

3. (NCL-HOST01 – 10.0.0.249)

4. (Login Username: Disaster Recovery | Password: As Given to the designated DR Personnel)

5. Double Click Hyper-V Manager shortcut on the Desktop

6. Highlight CLIKSERVER2_replica and Right Click and Click Settings

7. Select Network Adapter option on the left pane

8. Dropdown Box Virtual Switch > Select ABCA-VMs and click OK

9. Right Click on CLIKSERVER2_replica and click Start

1. Once Booted > Right click on CLIKSERVER2_replica and click Connect

2. Login to recovered VM (Login as Given to the designated DR Personnel) change Network Card to:

3. IP: 10.0.0.226

4. Subnet: 255.255.255.0

5. Gateway: 10.0.0.138

6. DNS1: 10.0.0.222

7. Open DNS on "NCL-DC" and within "abcasystems.local" change CLIKSERVER2 from 10.0.4.223 to 10.0.0.226

8. Navigate to temporarily booted CLIKSERVER2 VM and Change CASH in file located:

9. C:\Cash4W\Bin\ADS.ini

10. Change Line 14 Which currently reads "LAN_IP=10.0.4.223" to "LAN_IP=10.0.0.226" and Save

11. NEED TO FIND OUT WHAT TO CHANGE FOR CASHCABINET

12. Open "Services.msc" and restart "SQL Server (MSSQLSERVER)" & Start "SQL Server Agent (MSSQLSERVER)"

13. Go back to the Hyper V Manager, right click on CashComms_replica and click Start

14. Once booted > Right click on CashComms_replica and click Connect

15. Login to Recovered VM (Login as the Designated DR Personnel) and change network card to:

16. IP: 10.0.0.57

17. Subnet: 255.255.255.0

18. Gateway: 10.0.0.138

19. 28.DNS1: 10.0.0.222

20. Reboot CashComms PC after IP change

21. Go back to the Hyper V Manager, right click on MCRAPP replica and click Start

22. Once Booted > Right click on MCRAPP and click connect then (login as the Designated DR Personnel) and change network card to:

23. IP: 10.0.0.230

24. Subnet: 255.255.255.0

25. Gateway: 10.0.0.138

26. DNS1: 10.0.0.222

27. Remote Desktop to 10.0.0.230 and check access to CLIK & CASH

28. If no access to some software restart the Remote PC (10.0.0.230)

29. Once confirmed all software is working restart all PCs onsite at Newcastle and load CASH/CLIK as required.

30. Also Inform Manchester Office that a remote connection can now be made to 10.0.0.230 and they can load CLIK & CASH.

31. Next, login to 1 and 1 for the abcasystems.co.uk domain and change the following A-Records: engineers.abcasystems.co.uk/rds.abcasystems.co.uk > 5.157.70.158

32. Test Connectivity to RDS

Initiating the Disaster Recovery Plan (DRP)

Upon a failure within Newcastle's Mylord Crescent Office IT Infrastructure the following plan shall be carried out step-by-step.

1. Confirm that the infrastructure cannot be accessed, and no files can be retrieved before proceeding with the following steps.

2. Connect to the router in Newcastle's Office (Internal – http://10.0.0.138:64080) (External – http://5.157.70.158:64080) (Login: admin | Password: As Given to the designated DR Personnel)

3. Navigate to LAN > General Setup Select "Details Page" for LAN 1 Select "Enable Server" and click "OK"

4. All PC's will need rebooting to get IP address from Router

5. NCL Shares will be unavailable until it is restored.