

Dental Record Manager Plus (DRM Plus) Application

Deployment, Installation, Backout, and Rollback Guide

DENT*1.2*90



Version 1.2

April 1989 (VA Release)

(Revised June 2024)

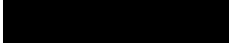
Department of Veterans Affairs
Office of Information and Technology (OI&T)
Enterprise Program Management Office




Revision History

When updates occur, the Title Page lists the new revised date, and this page describes the changes. Bookmarks link the described content changes to its place within manual. There are no bookmarks for format updates. Page numbers change with each update; therefore, they are not included as a reference in the Revision History.

Date	Version	Description	Author
June 2024	2.4	Patch 90 Updates: <ul style="list-style-type: none"> • Updated Cover Page for Patch 90. • Updated 1.2 Dependencies • Updated 3.1 Timeline • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure • Updated 6 Rollback Procedure 	
November 2023	2.3	Patch 89 Updates: <ul style="list-style-type: none"> • Updated Cover Page for Patch 89. • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure • Updated 6 Rollback Procedure 	

July 2023	2.2	<p>Patch 88 Updates:</p> <ul style="list-style-type: none"> • Updated Cover Page for Patch 88. • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure • Updated 6 Rollback Procedure 	
April 2023	2.1	<p>Patch 86 Updates:</p> <ul style="list-style-type: none"> • Updated Cover Page for Patch 86 • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure • Updated 6 Rollback Procedure 	
December 2022	2.0	<p>Patch 87 Updates:</p> <ul style="list-style-type: none"> • Updated Cover Page for Patch 87 • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation 	

		<ul style="list-style-type: none"> • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure • Updated 6 Rollback Procedure 	
August 2022	1.9	<p>Patch 85 Updates:</p> <ul style="list-style-type: none"> • Updated Cover Page for Patch 85 • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated Section 4 Installation references. • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure <p>Updated 6 Rollback Procedure</p>	

March 2022	1.8	<p>Patch 84 Updates:</p> <ul style="list-style-type: none"> • Updated Cover Page for Patch 84 • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation • Updated 5.2.2 User Acceptance Testing • Updated 5.6 Backout Procedure • Updated 5.7 Backout Verification Procedure • Updated 6 Rollback Procedure 	
December 2021	1.7	<p>Patch 80 Updates:</p> <ul style="list-style-type: none"> • Updated Patch information on Title Page. • Updated Dependencies. • Updated Test Site Information. • Updated Software Reqs. • Updated Database Creation. • Updated User Acceptance Testing. • Updated Backout Procedure. • Updated Backout Verification. • Updated Rollback Procedure. 	
December 2020	1.6	<p>Patch 79 Updates:</p> <ul style="list-style-type: none"> • Updated Cover Page for Patch 79 • Updated 1.2 Dependencies • Updated 3.2.2 Site Information • Updated 3.3.3 Software • Updated 4.4 Database Creation 	

		<ul style="list-style-type: none"> Updated 5.2.2 User Acceptance Testing Updated 5.6 Backout Procedure Updated 5.7 Backout Verification Procedure Updated 6 Rollback Procedure 	
December 2020	1.5	<p>Updated month to December.</p> <ul style="list-style-type: none"> Updated Roles and Responsibilities. Updated Access Requirements. 	
November 2020	1.4	Updated month to November	
October 2020	1.3	<ul style="list-style-type: none"> Updated dates. Added Test Case #4 and Test Case #6. 	
August 2020	1.2	<ul style="list-style-type: none"> Added User Acceptance Tests. Updated the Table of Contents. 	
July 2020	1.1	<p>Patch 78 Updates:</p> <ul style="list-style-type: none"> Updated Patch information on Title Page. Updated Dependencies. Updated Test Site Information. Updated Software Requirements. Updated Database Creation. Updated Backout Procedure. Updated Backout Verification. Updated Rollback. 	

Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback Plan for new products going into the VA Enterprise. The plan includes information about system support, issue tracking, escalation processes, and roles and responsibilities involved in all those activities. Its purpose is to provide clients, stakeholders, and support personnel with a smooth transition to the new product or software, and should be structured appropriately, to reflect particulars of these procedures at a single or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the Deployment, Installation, Back-out, and Rollback Plan is required to be completed prior to Critical Decision Point #2 (CD #2), with the expectation that it will be updated throughout the lifecycle of the project for each build, as needed.

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1 Introduction

This document describes how to deploy and install DENT*1.2*90 and how to backout the product and rollback to a previous version or data set.

1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and DENT*1.2*90 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

DENT*1.2*88

1.3 Constraints

This patch is intended for a fully patched VistA system.

2 Roles and Responsibilities

ID	Team	Phase/Role	Tasks	Project Phase (See Schedule)
1	Field Testing (Initial Operating Capability – IOC), Health Services Portfolio Technical Team, Sub-Product Line Specialty Care, Surgery and Dentistry/Clinical Services Product Line, Enterprise Program Management Office (EPMO)	Deployment	Test for operational readiness.	Testing

2	Field Testing (Initial Operating Capability – IOC), Health Services Portfolio Technical Team, Sub-Product Line Specialty Care, Surgery and Dentistry/Clinical Services Product Line, Enterprise Program Management Office (EPMO)	Installation	Plan and schedule installation.	Deployment
ID	Team	Phase/Role	Tasks	Project Phase (See Schedule)
3	Field Testing (Initial Operating Capability – IOC), Health Services Portfolio Technical Team, Sub-Product Line Specialty Care, Surgery and Dentistry/Clinical Services Product Line, Enterprise Program Management Office (EPMO)	Backout	Confirm availability of backout instructions and backout strategy (what criteria triggers a backout).	Deployment

3 Deployment

The deployment is planned as a national release.

3.1 Timeline

The duration of deployment and installation is 30 days (requested).

3.2 Site Readiness Assessment

This section discusses the locations that will receive the deployment of DENT*1.2*90.

3.2.1 Deployment Topology (Targeted Architecture)

******NOTE******

DENT*1.2*90 is to be nationally released to all VAMCs using DRM Plus.

VAMCs using eDRM (Cerner) should NOT install the updated executable released with this patch.

3.2.2 Site Information (Locations, Deployment Recipients)

The IOC sites are:

- [REDACTED]
- [REDACTED]
- [REDACTED]

Upon national release all VAMCs are expected to install this patch prior to or on the compliance date.

3.2.3 Site Preparation

The following table describes preparation required by the site prior to deployment.

Site/Other	Problem/Change Needed	Features to Adapt/Modify to New Product	Actions/Steps	Owner
N/A	N/A	N/A	N/A	N/A

3.3 Resources

3.3.1 Facility Specifics

The following table lists facility-specific features required for deployment.

Site	Space/Room	Features Needed	Other
N/A	N/A	N/A	N/A

3.3.2 Hardware

The following table describes hardware specifications required at each site prior to deployment.

Required Hardware	Model	Version	Configuration	Manufacturer	Other
Existing VistA system	N/A	N/A	N/A	N/A	N/A

3.3.3 Software

The following table describes software specifications required at each site prior to deployment.

Required Software	Make	Version	Configuration	Manufacturer	Other
Prerequisite patch for Dental Record Manager Plus GUI	N/A	DENT*1.2*88	N/A	N/A	N/A

3.3.4 Communications

The sites that are participating in field testing (IOC) will use the “Patch Tracking” message in Outlook to communicate with DSS and product support personnel.

3.3.5 Deployment/Installation/Backout Checklist

The Release Management team will deploy DENT*1.2*90, which is tracked nationally for all VAMCs in the National Patch Module (NPM) in FORUM. FORUM automatically tracks the patches as they are installed in the different VAMC production systems. One can run a report in FORUM to identify when and by whom the patch was installed into the VistA production at each site. A report can also be run to identify which sites have

not currently installed the patch into their VistA production system. Therefore, this information does not need to be manually tracked in the chart below.

Activity	Day	Time	Individual who completed task
Deploy	N/A	N/A	N/A
Install	N/A	N/A	N/A

4 Installation

4.1 Preinstallation and System Requirements

The DENT*1.2*90 Patch is installable on a VistA system with the prerequisite patches installed.

4.2 Platform Installation and Preparation

Refer to the DENT*1.2*90 documentation and software retrieval in FORUM for the location of detailed installation instructions. These instructions include any pre-installation steps if applicable.

4.3 Download and Extract Files

Refer to the DENT*1.2*90 patch description in FORUM to find related documentation that can be downloaded.

4.4 Database Creation

DENT*1.2*90 Patch contains no new routines.

4.5 Installation Scripts

No installation scripts are needed for DENT*1.2*90 installation.

4.6 Cron Scripts

No Cron scripts are needed for DENT*1.2*90 installation.

4.7 Access Requirements and Skills Needed for the Installation

Staff performing the installation of this patch will need access to FORUM to view the patch description. Staff will also need access and ability to download from the following location:

/srv/vista/patches/SOFTWARE/DENT_1_2_90.ZIP

4.8 Installation Procedure

The installation guide for DENT*1.2*90 can be found on the VA Software Documentation Library at: <https://www.va.gov/vdl/>.

4.9 Installation Verification Procedure

Refer to the DENT*1.2*90 documentation and software retrieval in FORUM for the location of detailed installation instructions. These instructions include any post-installation steps if applicable.

4.10 System Configuration

No system configuration changes are required for this patch.

4.11 Database Tuning

No reconfiguration of the VistA database, memory allocations or other resources is necessary.

5 Backout Procedure

A DRM Plus backout would include backing out all of the components of a DRM Plus installation from a current patch. If only a KIDS build is included in the patch to be backed out, then all that would be required for a back out would be the KIDS back out. If only a dentalmrmtx executable was included in a patch, then all that would be required for a back out would be the dentalmrmtx executable back out. If only a setupPxx executable was included in a patch then all that would be required for a back out would be the setupPxx back out. With DRM Plus patches, it is possible that different combinations of these components would be included so it is important to note what is included in the patch to be backed out from and what was included in the patch to be backed up to.

KIDS Roll Back:

Directions for backing up a global are included in each DRM Plus Patch Description and Installation guide. It is this back up global that would be used to back out of the installed patch to the previous version of DRM Plus M routines.

All users should not access the DRM Plus application during a backout. If this cannot be coordinated with the Dental Service Chief, then removing the CPRS command line of DRM Plus (DRM Plus can only be accessed through CPRS) will not allow access of the DRM Plus application to any user. If the command line is removed prior to a back out, it must be replaced as soon as a successful back out is confirmed.

These procedures include the process of backing out of all the possible DRM Plus components that could be included in a patch release.

5.1 Backout Strategy

The vendor of Dental Record Manager Plus, Document Storage Systems, Inc., recommends that any site backing out of any component of any DRM Plus patch contact DRM Plus Technical Support at [REDACTED] or email at [REDACTED] for assistance.

5.1.1 Mirror Testing or Site Production Testing

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at [REDACTED] or email [REDACTED] for assistance.

5.1.2 After National Release

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at [REDACTED] or email [REDACTED] for assistance.

5.2 Backout Considerations

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM

Plus Technical Support at [REDACTED] or email [REDACTED] for assistance.

5.2.1 Load Testing

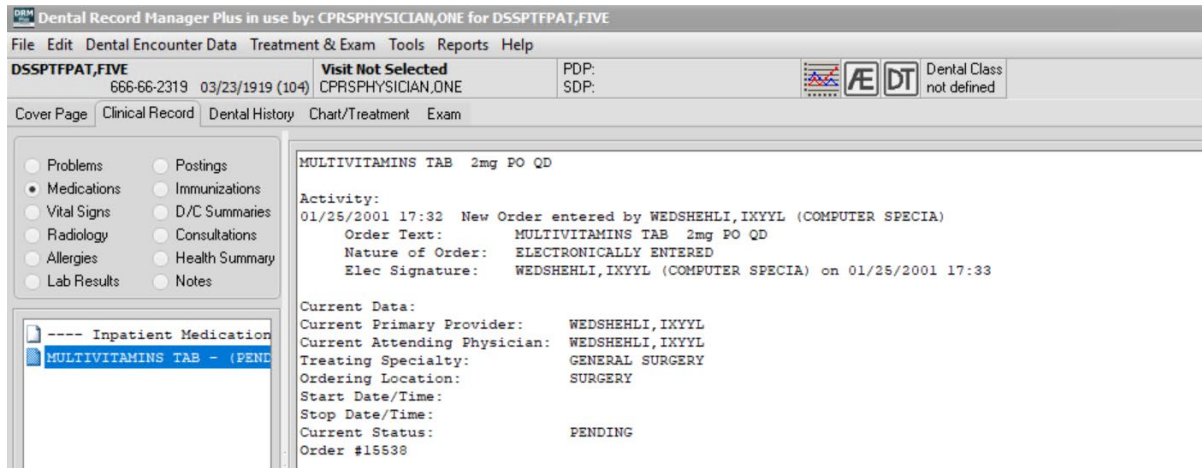
Not Applicable. The performance demands on the system will be unchanged.

5.2.2 User Acceptance Testing

Below are the acceptance criteria for each test case included in DENT*1.2*90.

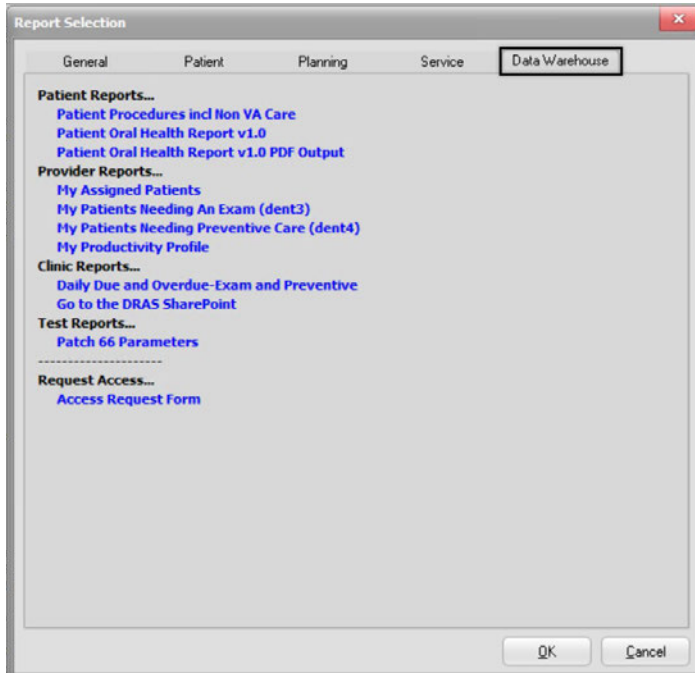
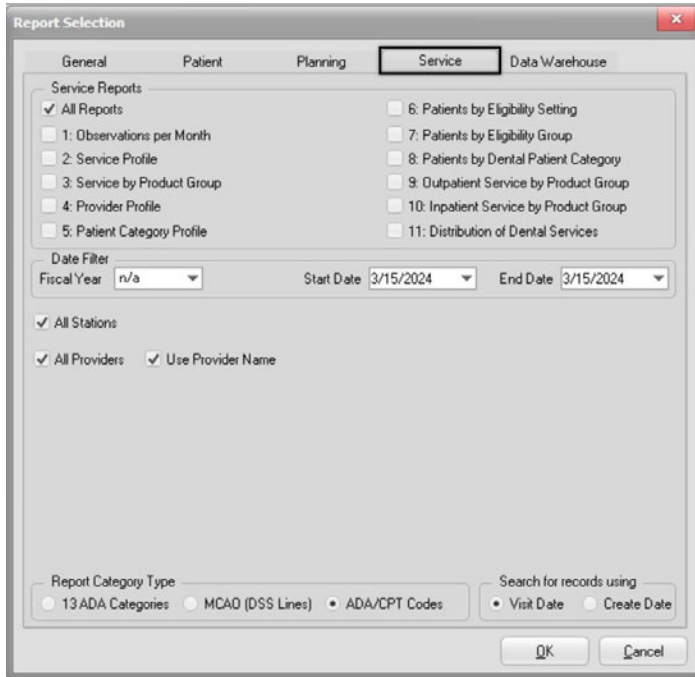
Test Case #1 – Added fix for indications blank line returns in active medications.

Acceptance Criteria: Medications load without error if there is a blank line in the indications field from CPRS.



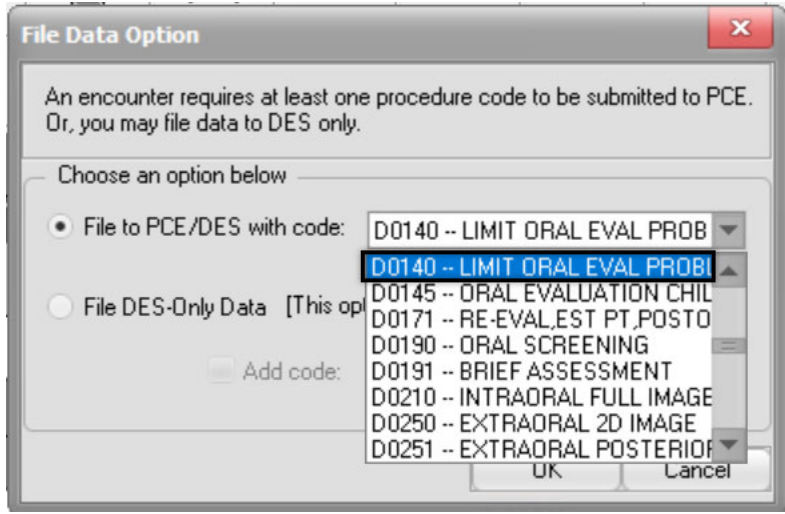
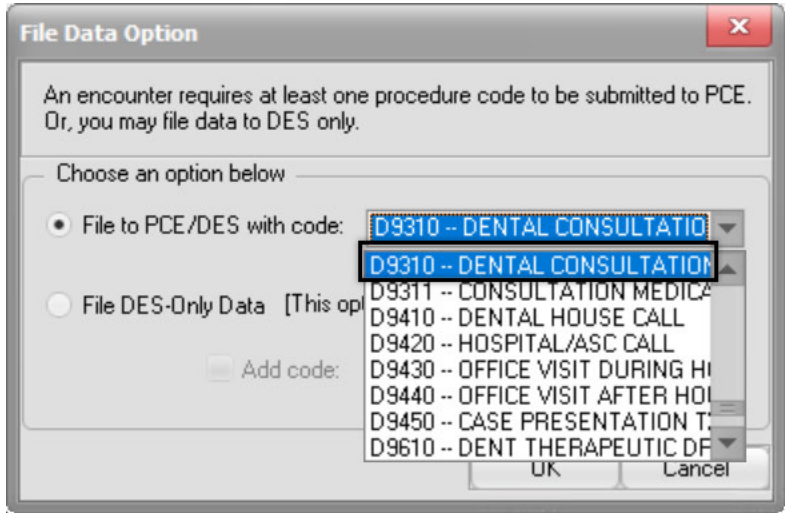
Test Case #2 – Moved Data Warehouse reports and Service reports in the Report Selection screen as tabs.

Acceptance Criteria: Data Warehouse Reports and Service Reports Tabs show in the Report Selection screen.



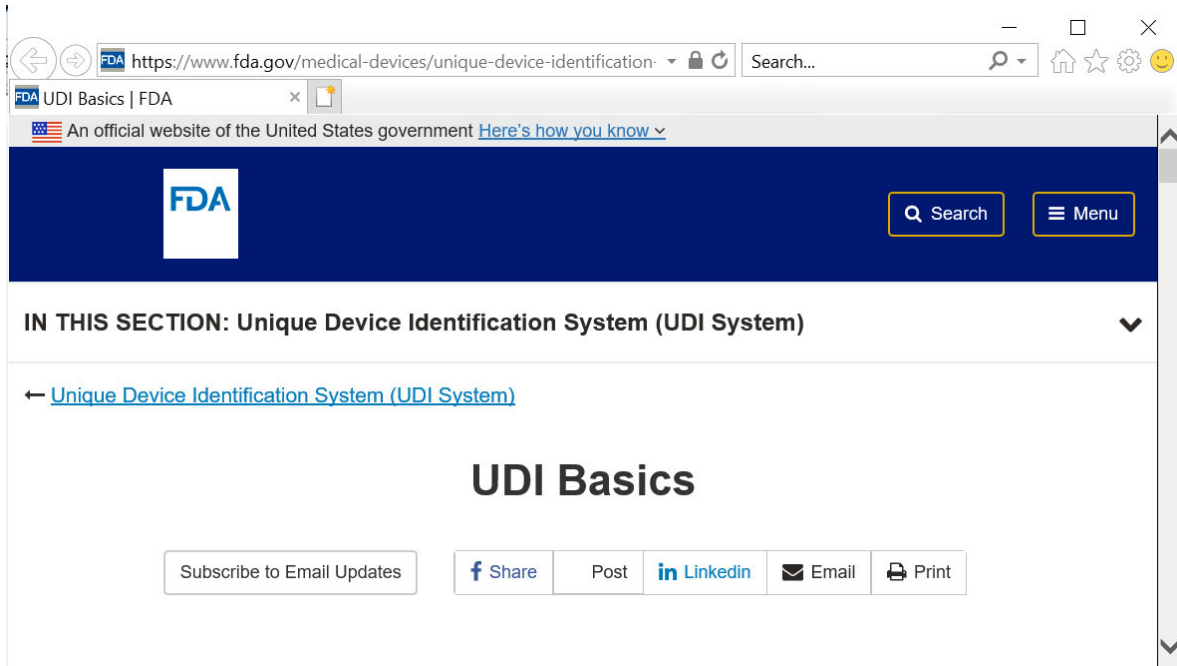
Test Case #3 – Fixed codes for selection into D9999 and D4999 default code selection screen.

Acceptance Criteria: D9310 Dental Consultation and D0140 Limited Oral Eval Problem Focus Codes are available to select.



Test Case #4 – Updated device tracking FDA link for UDI guidance.

Acceptance Criteria: FDA website on UDI basic loads correctly when selected.



5.3 Backout Criteria

It may be decided to back out this patch if the project is canceled, the requested changes implemented by DENT*1.2*90 are no longer desired by VistA Applications and Office Information & Technology (OIT), Development, Security and Operations (DevSecOps), and the Office of Dentistry, or the patch produces catastrophic problems.

5.4 Backout Risks

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at [REDACTED] or email [REDACTED] for assistance.

5.5 Authority for Backout

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM

Plus Technical Support at [REDACTED] or email [REDACTED] for assistance.

5.6 Backout Procedure

A DRM Plus backout would include backing out all of the components of a DRM Plus installation from a current patch. For DENT*1.2*90 (Patch 90), only a dentalmrmx executable is included in the patch, then all that would be required for a back out would be the dentalmrmx executable back out by replacing the DENT*1.2*90 dentalmrmx executable with the DENT*1.2*88 dentalmrmx executable.

5.7 Backout Verification Procedure

Successful backout is confirmed by verification that the executable version is 8.8.0.0.

6 Rollback Procedure

Rollback pertains only to visual representation of data.

6.1 Rollback Considerations

Not applicable.

6.2 Rollback Criteria

Not applicable.

6.3 Rollback Risks

Not applicable.

6.4 Authority for Rollback

Not applicable.

6.5 Rollback Procedure

Not applicable.

6.6 Rollback Verification Procedure

Not applicable.