



**Office of the Chief Commercial Manager (Passenger Marketing),  
South Central Railway, Ministry of Railways, Government of India.  
1<sup>st</sup> Floor, Reservation Complex, Secunderabad - 500025 (Telangana State)**

No.C/CR/CONSOLE/2021.

Dt: 26-08-2021

**Sr. Divisional Commercial Managers/  
SC, HYB, BZA, GTL, GNT & NED**

Sub: Operationalisation of new PRS/UTS Data center at Chennai- Reg.

- Ref: 1. This office letter No. C/CR/Console/2021 dated 24-08-2021.  
2. CRIS letter No.CRIS/MAS/PRS/2 dated 25-08-2021 (copy enclosed).  
3. CRIS letter No.CRIS/MAS/Data center-59/vol.II dated 25-08-2021.

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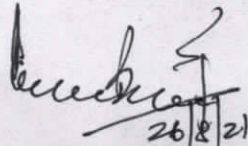
The physical shifting of servers for the operationalisation of new Data center at Chennai is scheduled for 29-08-2021 (Sunday). In this regard DR activity will be conducted from 02:00 hrs of 29-08-2021 to 02:00 hrs of 30-08-2021. The activities to be ensured by all the PRS and UTS locations for the smooth transition from MAS site to SC (DR)site, on 23:45 hrs of 28-08-2021 and return from DR site to MAS site at 02:00 hrs of 30-08-2021, along with detailed operating instructions are enclosed herewith.

**GENERAL INSTRUCTIONS:**

1. An Officer or an Inspector shall be deputed to be available at Divisional Commercial Control for necessary coordination and assistance from 28-08-2021 to 30-08-2021, particularly on the two nights between midnight and 04:00 hrs.
2. Necessary staff may be deputed in the counters and charting. stations should report any failure to console for immediate assistance.
3. The Divisions may contact Console for necessary assistance on land line 040-23446826,23446829, Rly No. 88426, 86771. CUG - 9701370186.
4. In order to reduce the network congestion at the DR site the accounting reports for 28-08-2021 and 29-08-2021 may be taken after 10:00 hrs of 30-08-2021, after returning back to MAS site.

All PRS/UTS locations may be advised to adhere to the enclosed instructions.

Encl: As above.

  
26/8/21  
Dy.CCM/PRS

C/- PCCM/SC & CCM/PS for kind information please.

## CHENNAI PRS DR ACTIVITY ON 29-08-2021

**Sub: Operationalization of new PRS/UTS Data Center at Chennai in new location- Reg.**

Ref: Letter from CCM/PM S.Rly vide Letter No.C.625/PRS/Modernization, Dated 23-08-2021.

PRS/UTS services offered by Chennai PRS site will be transferred to Disaster Recovery (DR) site of Secunderabad to shift the servers to a new location at Chennai Data Center in the regard DR activity will be conducted from 02:00 hrs of 29th of August 2021 to 02:00 hrs of 30th August 2021.

### PRS:

- A. 23:45 hrs of 28<sup>st</sup> August, 2021. - All the PRS users to logout from Chennai server.
- B. 00:00 to 02:00 hrs of 29<sup>th</sup> August, 2021 - Shifting of PRS activity from the Chennai server to the DR servers at Secunderabad. The booking of PRS tickets through counters for all trains and through internet for the trains served by the Chennai server will not be available (including all the trains of SCR). The Current Day Booking (CDB), Charting, Enquiry, Refunds and other PRS related activities will not be available during this period.
- C. **The operators will Login into DR servers**, The PRS users are advised to log on to the DR Servers at Secunderabad from 02:00 hrs of 29<sup>th</sup> August,2021 onwards and can continue to issue PRS tickets upto 23:45 hrs.

#### In Dumb Terminal:

**Login procedure to connect to PRS DR servers at Secunderabad:**

1. Local > **C DRFE1**, or C 10.224.66.20
2. Local > **C DRFE2**, or C 10.224.66.21  
(Username: RESVN, using existing User Id's and password)

#### In Thin Clients:

**Login procedure to connect to PRS DR servers at Secunderabad:**

1. In the Profile Manager user has to select **DRFE1/DRFE2** instead of MASFE1/MASFE2  
(Username: RESVN, using existing User Id's and password)

#### Charting Terminals:

**Login procedure to connect to PRS DR servers at Secunderabad**

#### Dumb Terminals:

1. At Local > **C MDRBE1**, or C 10.224.66.19  
(Username: AUTOCHART using existing password)

#### Thin Clients:

1. In the Profile Manager user has to select **MDRBE1**  
(Username: AUTOCHART using existing password)

#### Refund Terminals:

**Login procedure to connect to PRS DR servers at Secunderabad**

#### Dumb Terminals:

1. At Local > **C DDRBE1**, or C 10.224.66.18  
(Username: REFUND, and password is PASSWD)

D. 23:45 hrs of 29<sup>th</sup> August, 2021 all PRS users are to Logout from DR servers.

E. **00:05 hr -02:00 hrs of 30<sup>th</sup> August, 2021**- PRS activity will again be transferred from DR server to the Chennai server. During this period CDB, charting, Enquiry and Refunds and other PRS related activities will not be available.

#### **1. HO/EQ Feeding:**

- a) On 28<sup>th</sup> and 29<sup>th</sup> August, 2021, Complete the release of HO/EQ in advance for trains leaving before 08:00 hrs of the following Day, so that the charting for these trains can be completed by 23:30 hrs.

#### **2. Charting:**

- A. The final charts for trains leaving till 08:00 hrs of 29<sup>th</sup> August,2021 are to be completed before 23:30 hrs of 28<sup>th</sup> August,2021. (From the source and remote locations should be generated by 23:30 hrs.) Similarly charts for trains leaving till 08:00 hrs of 30<sup>th</sup> August, 2021 should be generated by 23:30 hrs of 29<sup>th</sup> August 2021.
- B. Current Day booking Charts are to be completed before 23:30 hrs of 28<sup>th</sup> August, 2021 for trains leaving till 03:00 hrs of 29<sup>th</sup> August,2021 and likewise for the following day.
- C. Charting locations to inform Console after the completion of charting activity.

**3. Refund:** Manual refunds have to be arranged by the Divisions in case of exigencies during the transition period viz., shifting from Chennai server to DR server and from DR server to Chennai server.

### UTS:

UTS services offered by the Chennai site will be shifted to DR site at Secunderabad from 00:00 hrs to 23:59 hrs of 29-08-2021. The UTS Dumb terminals, Thin Clients, ATVM/CoTVM, SMC and Mobile application of S.C Rly will be functional from the DR site during this period.

**Login procedure to connect to UTSDR servers at Secunderabad**

#### UTS Dumb Terminals:

1. At Local > **C UTSDR**, or C 10.224.65.85  
login user ID: drusrscr

Ensure that the DR activity is conducted without any hitch duly informing all Stations/Staff concerned.

No. CRIS/MAS/PRS/2

25-Aug-2021

CCM/PM/SR  
CCM/PM/SWR  
CCM/PM/SCR

**Sub:** Shifting of PRS Services from Chennai to Secunderabad site on 29/08/2021

With reference to Southern Railway letter number C.625/PRS/Modernization dated 23/08/2021, it is planned to shift PRS services offered at Chennai site to Secunderabad Site on 29<sup>nd</sup> August 2021 as servers, storage, switches are moved to the new data center. All PRS services offered at Chennai DC Site will be offered from the Secunderabad DR Site on 29/08/2021. Activity Timings are given below.

28/08/2021 23:45 to 01:10	Switching PRS Services from Chennai DC site to Secunderabad DR Site. PRS Booking, Charting, Enquiry, Coaching Refund Services will not be available.
29/08/2021 01:10 to 02:00	CONSHUT & CONBOOT at Secunderabad DR Site. PRS Booking, Charting, Enquiry and Coaching Refund Services will not be available.
29/08/2021 02:00 to 23:45	Chennai Site PRS services like Booking, Charting, Enquiry and Coaching Refund Services will be available from Secunderabad DR Site
29/08/2021 23:45 to 01:10	Switching PRS Services from Secunderabad DR site to Chennai DC Site. PRS Booking, Charting, Enquiry, Coaching Refund Services will not be available.
30/08/2021 01:10 to 02:00	CONSHUT & CONBOOT at Chennai DC Site. PRS Booking, Charting, Enquiry and Coaching Refund Services will not be available.
30/08/2021 02:00 onwards	All PRS services like Booking, Charting, Enquiry and Coaching Refund Services will be available from Chennai Site.

It is requested that all charting locations may be informed to prepare charts of trains scheduled between 23:45 hours of 28/08/2021 to 08:00 hours of 29/08/2021 and also between 23:45 hours of 29/08/2021 to 08:00 hours of 30/08/2021 in advance.

Terminal server Maintenance agency are to be instructed to verify DR Node IP address and hosts are configured in Terminal servers to enable the operators to login to DR nodes.

Thin client locations are requested to verify whether thin clients have provision to choosing DRFE1/DRFE2/MDBE1/DDRBE1.

Database staffs are to be deputed to coordinate with locations in drill and to do testing pre and post drill.

Instructions to be given to the operators participating during drill are enclosed.

  
Tej Partap Singh  
Regional General Manager

Encl: Operator Instructions.

Copy: Director/Passenger Services/CRIS/NDLS & GM/PRS/CRIS/NDLS for Kind Information  
PCCM/SR ,PCCM/SWR, PCCM/SC for kind Information.  
RGM/SC for kind information and necessary action.  
RGM/BMB,RGM/NDLS, RGM/KOL,CPE/CN for kind Information and necessary action please