

From: Dietz, Sidney
Sent: 7/12/2014 12:55:46 PM
To: Michael.Campbell@cpuc.ca.gov (Michael.Campbell@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

Fyi. I know Ken, too. Heh.

Do I seem terse? Blame the thumb keyboard.

From: [Redacted]
Sent: Saturday, July 12, 2014 12:07 PM Pacific Standard Time
To: [Redacted] alterpointadmins@pge.com <alterpointadmins@pge.com>; [Redacted] Auth Admins; [Redacted]; IT I&O DCO CS COD UNIX Operations; [Redacted]
[Redacted]; RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; [Redacted]; DBA Complex Team; ECM Operations; [Redacted] SFShared NAS Group Shared Users; SFShared NAS Pdrive Users; [Redacted]; CompassSupportGroup; IT Messaging Team; [Redacted] IT I&O DCO CS COD UNIX Operations; [Redacted]
[Redacted]
[Redacted] Lemons, Loren; [Redacted]
[Redacted] CompassSupportGroup; [Redacted]
[Redacted]; IT I&O DCO CS COD Infrastructure Services Operations
Cc: [Redacted]; IT ITI IOC SAN; IT I&O DCO CS COD Storage and Data Protection Operations; [Redacted] OC Computer Operations Center; OC Computer Operations Center; ENOC Shift
Subject: RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

It might be a good idea to determine whether or not the addressees on this distribution list actually need to receive this type of email, or find it relevant to their immediate job assignments.

[Redacted]

Office: [Redacted] | Cell: [Redacted]

Email: [Redacted]

Address: 77 Beale Street, Room 3178, MC B30A, San Francisco, CA 94120

From: [Redacted]
Sent: Saturday, July 12, 2014 11:59 AM
To: alterpointadmins@pge.com; [Redacted]; Auth Admins; [Redacted]; [Redacted]; IT I&O DCO CS COD UNIX Operations; [Redacted]; [Redacted]; [Redacted] RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; [Redacted]; [Redacted]; DBA Complex Team; ECM Operations; [Redacted]; SFSHared NAS Group Shared Users; SFSHared NAS Pdrive Users; [Redacted]; CompassSupportGroup; IT Messaging Team; [Redacted]; IT I&O DCO CS COD UNIX Operations; [Redacted]; [Redacted]; [Redacted]; Lemons, Loren; [Redacted]; [Redacted]; CompassSupportGroup; [Redacted]; [Redacted]; IT I&O DCO CS COD Infrastructure Services Operations
Cc: [Redacted]; IT ITI IOC SAN; IT I&O DCO CS COD Storage and Data Protection Operations; [Redacted]; OC Computer Operations Center; OC Computer Operations Center; ENOC Shift
Subject: RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

We are starting the prep work for the change.

Saif

From: [Redacted]
Sent: Thursday, July 10, 2014 4:55 PM
To: alterpointadmins@pge.com; [Redacted]; Auth Admins; [Redacted]; [Redacted]; IT I&O DCO CS COD UNIX Operations; [Redacted]; [Redacted]; [Redacted] RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; [Redacted]; [Redacted]; DBA Complex Team; ECM Operations; [Redacted]; SFSHared NAS Group Shared Users; SFSHared NAS Pdrive Users; [Redacted]; CompassSupportGroup; IT Messaging Team; [Redacted]; IT I&O DCO CS COD UNIX Operations; [Redacted]; [Redacted]; [Redacted]; Lemons, Loren; [Redacted]; [Redacted]; CompassSupportGroup; [Redacted]; [Redacted]; IT I&O DCO CS COD Infrastructure Services Operations
Cc: [Redacted]; IT ITI IOC SAN; IT I&O DCO CS COD Storage and Data Protection Operations; [Redacted]; OC Computer Operations Center; OC Computer Operations

Center; OC Computer Operations Center; ENOC Shift
Subject: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

Planned Maintenance *(Brief service interruption, possible)

ATTENTION: SFEMCVNX01 clients.

Please be aware that we have identified an outage on the SFEMCVNX01

Who is impacted?

All servers that are attached to SFEMCVNX01 (in SFIOC) will see their network shares become unavailable for about an hour during this period. The following applications have been identified which access this data storage frame:

Alterpoint Network Management

Remedy Ticketing System (ARS)

EI Webserver Siteminder

CC&B

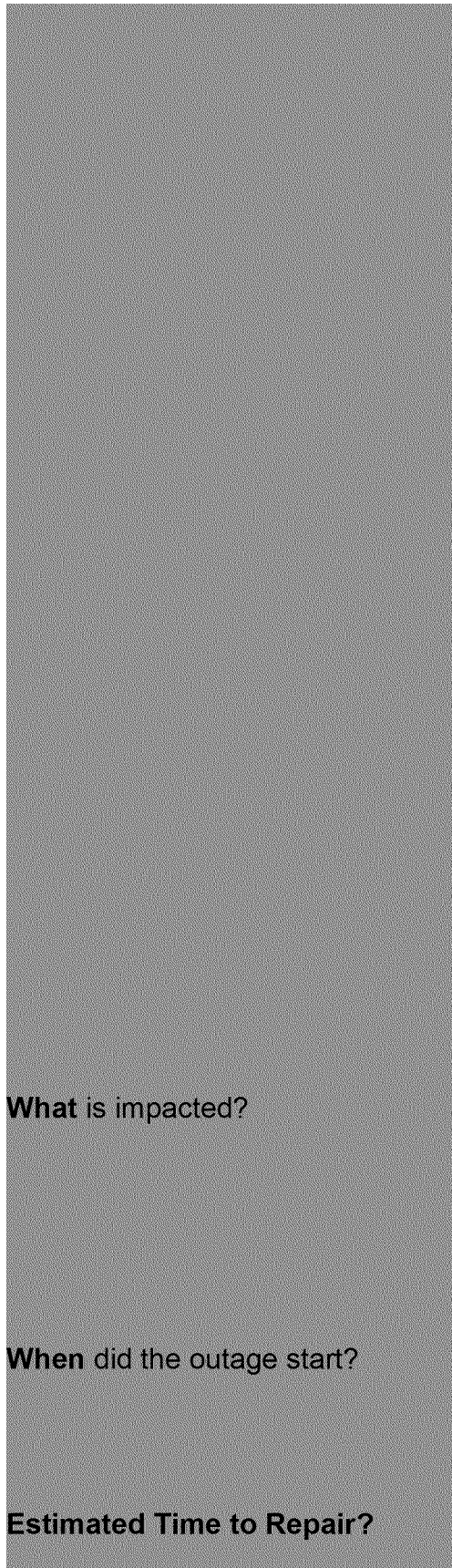
Identity access server

EAI Iplanet

Dynamo

Kana web Server

Curtilment system (ENVOY)



Solaris Global Zones
Kana connect (Regina Pasyukova)
Rates Energy Analysis System
RSS, BRIO
Web Servers
Solaris Global Zones
Web Servers
Weblogic Server
Checkfree
Tait Radio Servers for Radio over IP
User's P Drive

These applications will not be able to access their shared data during the outage window and should automatically reconnect, after the upgrade. For detail list of all hosts, shares, please see the attached files. There are some individual hosts/share as well, not linked to any application.

What is impacted?

The EMC frame needs to be upgraded. Upgrade process will take 6-8 hours, but actual outage will be for about an hour.
The shares will come online right after the reboot. No user intervention required.

Prep work will start at 12 noon.

When did the outage start?

Start: 7/12/14 7 2:30pm
End: 7/12/14 3:30pm.

Estimated Time to Repair?

6-8 hours



Next Update?

7/12/14 11am

If you have questions or experience any issues after the outage has been cleared, Please contact the **Technology Solution Center (TSC) - IT Service Desk** at 223-9000 or 415-973-9000 for assistance. For self-help or to submit non-urgent IT requests, please visit our website at <http://tsc/>.