

From: Dietz, Sidney  
Sent: 7/14/2014 6:36:22 AM  
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. It's like old times!

-----  
Do I seem terse? Blame the thumb keyboard.

**From:** [Redacted]  
**Sent:** Monday, July 14, 2014 06:33 AM Pacific Standard Time  
**To:** [Redacted]; alterpointadmins@pge.com  
<alterpointadmins@pge.com>; [Redacted]; Auth Admins; [Redacted]  
[Redacted]; IT I&O DCO CS COD UNIX Operations; [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; Bridgeman, Rodney; CompassSupportGroup;  
IT Messaging Team; [Redacted]; IT I&O DCO CS COD UNIX Operations; [Redacted]  
[Redacted]  
[Redacted] Lemons, Loren;  
[Redacted];  
CompassSupportGroup; [Redacted]  
L; Chaturvedi, Shetal; 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; [Redacted]  
**Subject:** RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

Thanks..... I've spent A LOT of time trying to figure out how to remove myself from  
"another electronic debacle"

**From:** [Redacted] (ET)  
**Sent:** Monday, July 14, 2014 6:27 AM  
**To:** [Redacted]; alterpointadmins@pge.com; [Redacted]; Auth Admins; [Redacted]  
[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; Emmering, [Redacted]

Redacted

Redacted; Lemons, Loren; HRedacted

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; Redacted

**Subject:** RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

I agree... Here's my fix... Right click email, select "Rules", click "Always Move Messages from..." then select Deleted Items. Happy Monday everyone!

Redacted

GCC/North Bay Sierra

Transmission System Operator

Redacted

**From:** Redacted

**Sent:** Saturday, July 12, 2014 12:08 PM

**To:** Redacted; 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; DBA Complex Team; ECM Operations; Redacted

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; 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

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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:** alternpointadmins@nce.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; 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:** RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

We are starting the prep work for the change.

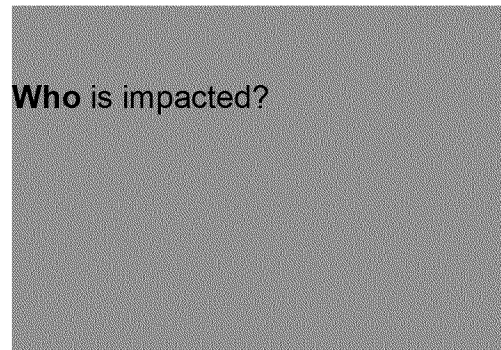
Saif

**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], Shetal; 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.

<b>What is impacted?</b>	<p>The EMC frame needs to be upgraded. Upgrade process will take 6-8 hours, but actual outage will be for about an hour.</p> <p>The shares will come online right after the reboot. No user intervention required.</p> <p>Prep work will start at 12 noon.</p>
<b>When did the outage start?</b>	<p>Start: 7/12/14 7 2:30pm</p> <p>End: 7/12/14 3:30pm.</p>
<b>Estimated Time to Repair?</b>	<p>6-8 hours</p>
<b>Next Update?</b>	<p>7/12/14 11am</p>

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/>.