

From: Dietz, Sidney
Sent: 7/14/2014 10:43:27 AM
To: Michael.Campbell@cpuc.ca.gov (Michael.Campbell@cpuc.ca.gov)
Cc:
Bcc:
Subject: Fw: Why did you receive this email ?? - SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ00000051223 - SFIOC

Fyi.

Do I seem terse? Blame the thumb keyboard.

From: [Redacted]
Sent: Monday, July 14, 2014 08:02 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] (RATES); [Redacted]
RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; [Redacted]
[Redacted] DBA Complex Team; ECM Operations; [Redacted] (IT); [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]
CompassSupportGroup; [Redacted]
L; [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] (ET)
Subject: Why did you receive this email ?? - SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm -
CRQ00000051223 - SFIOC

Although I'm doing a reply-all to this, there is a reason.

First, when you get emails and you can't figure out WHY you are receiving them, please DO NOT reply-all! Just reply to the SENDER. Otherwise you just annoy everyone else on the distribution list(s) who might already be simply just ignoring it, fill up others' email boxes and put even more load on the already worn-out Exchange servers.

Second, you received this because [Redacted] included 2 distribution lists which contain a lot of users : ; SFShared NAS Group Shared Users; SFShared NAS Pdrive Users

So while you probably didn't know WHY you were on the list, you were actually affected if you needed to use your P drive or 1 or more shared network drives during the scheduled outage time.

Granted, the subject line might not have been something you could relate to, but in the outage notification was this:

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

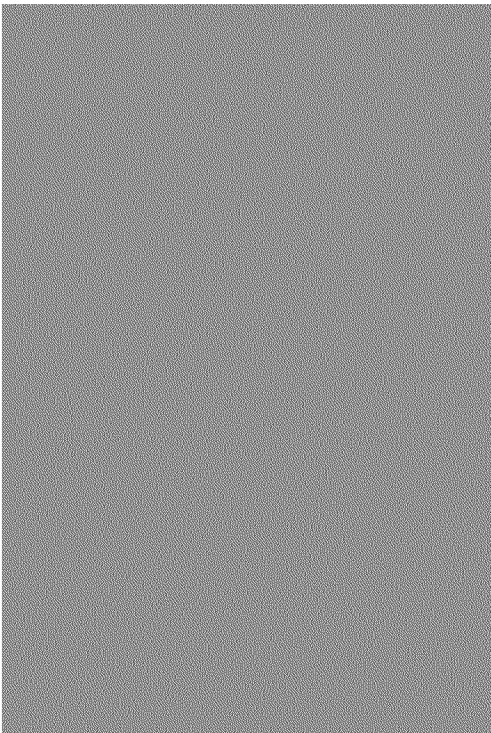
Kana connect (Regina Pasyukova)

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.

thanks,

[Redacted], PG&E, IT - Database Support, [Redacted]

For DBA requests, please open a ticket here → <http://databaserequest> and specify support team "Oracle – Complex Team"
"Lack of planning on your part does not constitute an emergency on my part - and vice-versa"

From: [Redacted]
Sent: Monday, July 14, 2014 6:34 AM
To: [Redacted]
[Redacted] IT I&O DCO CS COD UNIX
Operations; [Redacted]
[Redacted] RATES); [Redacted] RSSOpsSupport; WebLogic Operations; EBPP
DBA Support; WWWAdmin; [Redacted] DBA Complex Team; ECM
Operations; [Redacted] (IT); [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]
(Merchant); [Redacted]; CompassSupportGroup; [Redacted]

Redacted

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 (ET)

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

Sent: Monday, July 14, 2014 6:27 AM

To: Redacted; alterpointadmins@pge.com; Redacted Auth Admins; Reda

Andy; Bailey, Deborah; Dev, Joydeep; Phang, Justin S; IT I&O DCO CS COD UNIX Operations;

Redacted

(RATES); Redacted RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; Redacted DBA Complex Team; ECM Operations; Redacted (IT); 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 (Merchant); Redacte

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 (ET)

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

Redacted

From: Redacted

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

To: Redacted

Redacted

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

From: Redacted

Sent: Saturday, July 12, 2014 11:59 AM

To: alterpointadmins@pge.com; Redacted

Redacted

Redacted

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.

Reda

From: Redacted
Sent: Thursday, July 10, 2014 4:55 PM
To: alterpointadmins@pge.com; Redacted

Redacted

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/>.