From: Dietz, Sidney
Sent: 7/14/2014 10:44:00 AM
To: Michael.Campbell@cpuc.ca.gov (Michael.Campbell@cpuc.ca.gov)
Cc:
Bcc:
Subject: Re: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ000000051223 - SFIOC

I really don't know. But I'm glad rmware upgrades are being attended to.

Do I seem terse? Blame the thumb keyboard.

From: Campbell, Michael [mailto:Michael.Campbell@cpuc.ca.gov]
Sent: Monday, July 14, 2014 08:00 AM Pacific Standard Time
To: Dietz, Sidney
Cc: Campbell, Michael <Michael.Campbell@cpuc.ca.gov>
Subject: Re: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ000000051223 - SFIOC

Indeed!
But why ARE you on that distribution list?

On Jul 14, 2014, at 6:36 AM, "Dietz, Sidney" <SBD4@pge.com> wrote:

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 ; IT I&O DCO CS COD
UNIX Operations; Redacted
Redacted (RATES); Redacted ;
RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; Emmering,
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

Redac ; 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; Redac Redact (ET)
Subject: RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ000000051223 - 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
Auth Admins; Redacted   S; IT I&O DCO CS COD UNIX Operations; Redacted
Redacted   (RATES); Redacted
M: 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

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; Redact Redact (ET)
Subject: RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm - CRQ000000051223 - 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 alterpointadmins@pge.com; 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

Redact ; 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 -
CRQ000000051223 - 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 ; Auth Admins; Redacted
Redacted IT I&O DCO CS COD UNIX Operations;
Redacted
R; Lau, Simon (RATES); 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
Redacte ; CompassSupportGroup; IT Messaging Team; Redacted IT I&O DCO CS
COD UNIX Operations; 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
Subject: RE: SFEMCVNX01 firmware upgrade on 7/12/14 @12 pm -
CRQ000000051223 - 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 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
Redacte CompassSupportGroup; IT Messaging Team; Redacted IT I&O DCO CS
COD UNIX Operations Redacted
Redacted

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 - CRQ000000051223 -
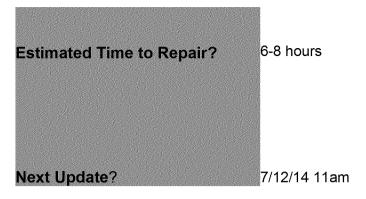SFIOC

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 un-available for about an hour during this period. The following applications have been identified which a 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

Curtailment system (ENVOY)

Solaris Global Zones

Kana connect (Regina Pasynkova)

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 data during the outage window and should automa reconnect, after the upgrade. For detail list of all h shares, please see the attached files. There are so individual hosts/share as well, not linked to any application.

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.

What is impacted?

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/.

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To learn more, please visit
http://www.pge.com/about/company/privacy/customer/