

From: Campbell, Michael  
Sent: 7/14/2014 8:00:56 AM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc: Campbell, Michael (Michael.Campbell@cpuc.ca.gov)  
Bcc:  
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!

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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]  
RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; [Redacted],  
[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]  
[Redacted] Lemons, Loren; [Redacted]  
[Redacted]; CompassSupportGroup; [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; [Redacted]  
[Redacted]  
**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] (ET)  
**Sent:** Monday, July 14, 2014 6:27 AM  
**To:** [Redacted] alterpointadmins@pge.com; [Redacted];  
Auth Admins; [Redacted]; IT I&O DCO  
CS COD UNIX Operations; [Redacted];  
[Redacted]  
**M:** 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 IT IIOC 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 -  
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]

RSSOpsSupport; WebLogic Operations; EBPP DBA Support; WWWAdmin; [Redacted]  
[Redacted]; DBA Complex Team; ECM Operations; Ramirez, [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]

[Redacted]

[Redacted] Lemons, Loren; [Redacted]  
[Redacted]; CompassSupportGroup; [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; Gordillo, Silvio; 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

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]

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] 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]

[Redacted] CompassSupportGroup; IT Messaging Team; [Redacted] IT I&O DCO CS  
COD UNIX Operations; Emmering, [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:** 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@pae.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; Redacted  
Redacted; CompassSupportGroup; IT Messaging Team; Redacted; IT I&O DCO CS COD UNIX Operations; Emmering; 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 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

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 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 several 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/>.

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