

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
8017493	tivoSYS	APPC Services	Closed	11/24/2006 7:45:01 AM	2
ECC Storage - Parameter EGS.alarms.disk.hotspare : Symmetrix: 000287751169 Dynamic spare device invoked					
Priority (Severity): Sev 2-Medium			Impact: Medium, Urgency: Medium		
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

+ Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	11/24/2006 7:45:00 AM	Tech Failure End	11/25/2006 4:00:00 PM
Priority (Severity)	Sev 2-Medium // Response Time Problems		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	External	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	Yes :
Customer Impact		Touchpoint	
Change Related			
Change Related?	Yes		
System	InfoMan	Reference Number	07818709

+ Document Details

Revision History		
Date Revised	Revision	Revised by
11/27/2006 12:53:46 PM	Ticket Closed	ar91297
11/27/2006 12:53:37 PM	APPC details updated. EMC has been replaced the Disk successfully.	ar91297
11/25/2006 10:54:26 AM	APPC details updated. ashok requested to be connected with the change librarian(wenley&safee)	ra56140
11/24/2006 7:54:05 AM	Ticket status modified from "Acknowledged" to "Work in Progress"	ar91297
11/24/2006 7:54:05 AM	APPC details updated. Checking the impact with platform team & vendor..	ar91297
11/24/2006 7:45:01 AM	Ticket Created	tivoSYS

[Revise Ticket](#)

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 12:53:41 PM

Owned by	
Group	
APPC Storage Open System	

Diagnosis (Root Cause)

Data Centre - Hardware - Storage

APPC Storage Open System

Set this ticket as Parent Ticket

Parent Ticket (2 Child Tickets)					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
8003811	 tivoSYS	APPC Services	Closed	11/23/2006 1:14:33 AM	2
SHPP20: Job CF06326AAAAAAADE.PRGHP_I_RE_BKPD failed, no recovery specified					
Priority (Severity): Sev 2-Medium			Impact: Medium, Urgency: Medium		
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Others				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	Multiple
Tech Failure Begin	11/23/2006 1:14:00 AM	Tech Failure End	11/24/2006 4:00:00 PM
Priority (Severity)	Sev 2-Medium // Any degradation of services to a business and/or site affecting external and/or internal clients or a failure in technology infrastructure diversity / redundancy.		
Affected Countries	Singapore	Component Affected	PRGH_P_I_RE_BKPD
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	External	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Applicable
Customer Impact		Touchpoint	
Change Related			
Change Related?	Yes		
System	InfoMan	Reference Number	07823648

Document Details

Revision History		
Date Revised	Revision	Revised by
11/27/2006 1:07:13 PM	Ticket Closed	ar91297
11/27/2006 1:07:04 PM	APPC details updated. Storagetek has been replaced the Tape drive 0,0,2,2. Working fine. Infomann#07823648	ar91297
11/23/2006 10:35:17 AM	Ticket status modified from "Transferred" to "Work in Progress"	ss84555
11/23/2006 10:35:17 AM	APPC details updated. Verifying with Vendor	ss84555
11/23/2006 10:30:40 AM	APPC details updated. Multiple Backup failures again with Write error on cintech drive 0,0,2,2 shpp20,shpp36 and shpp19 servers	sk97085
	789123 Done 84 hp_shpp36_app Daily shpp36 shpp36 11/22/06 20:00:48 11/22/06 21:02:50	
	789225 Done 84 hp_shpp36_app Daily shpp36 shpp36 11/22/06 21:12:54 11/23/06 03:40:25	
	789182 Done 84 hp_shpp20_os Daily shpp20 shpp20 11/22/06 21:00:20 11/23/06 02:52:40	
	789428 Done 84 hp_shpp20_app Daily shpp20 shpp20 11/22/06 23:01:07 11/23/06 00:36:37	
	789571 Done 84 hp_shpp20_app Daily shpp20 shpp20 11/23/06 00:47:24 11/23/06 01:14:25	
	789699 Done 84 hp_shpp20_app Daily shpp20 shpp20 11/23/06 02:07:23 11/23/06 02:52:40	
	789589 Done 84 hp_shpp19_app Daily shpp19 shpp19 11/23/06	

11/23/2006 10:30:40 AM	01:00:26 11/23/06 01:54:02 Reason: drive problem again on 0,0,2,2 drive.	sk97085
11/23/2006 10:30:40 AM	Action: ticket ownership assigned from "APPC HP Unix Support" to "APPC Storage Open System".	sk97085
11/23/2006 6:04:08 AM	Ticket set as Parent Ticket.	sk97085
11/23/2006 6:04:02 AM	Ticket set as Parent Ticket.	sk97085
11/23/2006 1:52:16 AM	Severity Modified to Sev 3-Low	sk97085
11/23/2006 1:52:16 AM	APPC details updated. Media error: 84.. frozen the media	sk97085
11/23/2006 1:29:41 AM	11/22/2006 23:45:49 shpp20 shpp20 begin writing backup id shpp20_1164210307, copy 1, fragment 1, to media id UP7711 on drive index 0 11/23/2006 00:36:37 shpp20 shpp20 CLIENT shpp20 POLICY hp_shpp20_app SCHED Daily EXIT STATUS 84 (media write error) APPC details updated. checking	sk97085
11/23/2006 1:19:51 AM	APPC details updated. SHPP20: Job CF06326AAAAAAAE.PRGHP_IKE_BKPD failed.	rp45142
11/23/2006 1:19:50 AM	Action: ticket ownership assigned from "APPC PCO Midrange Support" to "APPC HP Unix Support".	rp45142
11/23/2006 1:19:50 AM	Reason: BACKUP ABEND.	rp45142
11/23/2006 1:14:33 AM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To		Comment	Status	Date
SOE ID	Group			
AR91297	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
bv05985	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
kv13183	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
nt97709	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
PJ72498	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
pk31352	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
PR72496	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM
SS84555	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:07:08 PM

Owned by Group
[APPC Storage Open System](#)

Diagnosis (Root Cause)
Data Centre - Hardware - Storage
[APPC Storage Open System](#)

Children Tickets (2 Tickets)

Call Reference	SOE ID	Product Name	Status	Date
8004868	tivoSYS	APPC Services	Closed	11/23/2006 2:52:48 AM
SSUNNBUP01: Job CF06326AAAAAAAE9.PRGHP_SHPP20_UNIX_BKPD failed, no recovery specified				
8005372	tivoSYS	APPC Services	Closed	11/23/2006 3:40:36 AM
SHP_PGIAPP: Job CF06326AAAAAAAFB.PRGHP_RGI_GIAPPL_BKPD failed, no recovery specified				

Remove Parent Designation

Parent Ticket (8 Child Tickets)

Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7992504	 tivoSYS	APPC Services	Closed	11/22/2006 10:10:30 AM	2
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 14B - Physical disk drive failure					
Priority (Severity): Sev 2-Medium			Impact: Medium, Urgency: Medium		
Print this page					

CSI/TAS Information

Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support**Asia Pacific Processing Centre Information**

Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	11/22/2006 10:00:00 AM	Tech Failure End	11/25/2006 4:00:00 PM
Priority (Severity)	Sev 2-Medium // Any degradation of services to a business and/or site affecting external and/or internal clients or a failure in technology infrastructure diversity / redundancy.		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	External	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A N/A
Customer Impact		Touchpoint	
Change Related			
Change Related?	Yes		
System	InfoMan	Reference Number	07818709

Document Details**Revision History**

Date Revised	Revision	Revised by
11/27/2006 1:16:36 PM	Ticket Closed	ar91297
11/27/2006 1:16:21 PM	APPC details updated. EMC has been replaced the Disk successfully.	ar91297
11/23/2006 2:37:51 AM	Ticket set as Parent Ticket.	ar91297
11/22/2006 12:30:53 PM	APPC details updated. Meta heads : 14b,21a,2ec,3b9,48b,55a,62b,6fb,7cb,89b,969,a3b,b09,bdb,ca9,d9f	ar91297
11/22/2006 10:38:29 AM	planning to repl the disk on Saturday.. Ticket set as Parent Ticket.	ar91297
11/22/2006 10:29:36 AM	Ticket set as Parent Ticket.	ar91297
11/22/2006 10:26:20 AM	Ticket status modified from "Acknowledged" to "Work in Progress"	ar91297
11/22/2006 10:26:20 AM	APPC details updated. Verifying the Impact with Vendor..	ar91297
11/22/2006 10:24:30 AM	Ticket set as Parent Ticket.	ar91297
11/22/2006 10:22:56 AM	Ticket set as Parent Ticket.	ar91297
11/22/2006 10:22:20 AM	Ticket set as Parent Ticket.	ar91297

11/22/2006 10:22:07 Ticket set as Parent Ticket. AM	ar91297
11/22/2006 10:20:54 Ticket set as Parent Ticket. AM	ar91297
11/22/2006 10:17:36 Ticket set as Parent Ticket. AM	ar91297
11/22/2006 10:10:32 Ticket Created AM	tivoSYS
Revise Ticket	

Assigned To		Comment	Status	Date
SOE ID	Group			
	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:16:31 PM

Owned by
Group
[APPC Storage Open System](#)

Diagnosis (Root Cause)
Data Centre - Hardware - Storage
[APPC Storage Open System](#)

Children Tickets (8 Tickets)				
Call Reference	SOE ID	Product Name	Status	Date
 7992472	tivoSYS	APPC Services	Closed	11/22/2006 10:08:11 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 2EB - Physical disk drive failure				
 7992516	tivoSYS	APPC Services	Closed	11/22/2006 10:12:09 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 89B - Physical disk drive failure				
 7992540	tivoSYS	APPC Services	Closed	11/22/2006 10:16:10 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: A3B - Physical disk drive failure				
 7992558	tivoSYS	APPC Services	Closed	11/22/2006 10:18:10 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 07B - Physical disk drive failure				
 7992575	tivoSYS	APPC Services	Closed	11/22/2006 10:20:14 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 55B - Physical disk drive failure				
 7992612	tivoSYS	APPC Services	Closed	11/22/2006 10:26:11 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 21B - Physical disk drive failure				
 7992673	tivoSYS	APPC Services	Closed	11/22/2006 10:36:10 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: 3BB - Physical disk drive failure				
 8004468	tivoSYS	APPC Services	Closed	11/23/2006 2:14:14 AM
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000287890720 Device: CAB - Physical disk drive failure				
Remove Parent Designation				

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7958286	 tivoSYS	APPC Services	Closed	11/20/2006 12:48:09 PM	2
ECC Storage - Parameter EGS.alarms.disk.hotspare : Symmetrix: 000287751168 Dynamic spare device invoked					
Priority (Severity): Sev 2-Medium			Impact: Medium, Urgency: Medium		
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

[+ Application Support](#)

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	11/20/2006 12:48:00 PM	Tech Failure End	11/25/2006 3:00:00 PM
Priority (Severity)	Sev 2-Medium // Response Time Problems		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	External	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A N/A
Customer Impact		Touchpoint	
Change Related			
Change Related?	Yes		
System	InfoMan	Reference Number	7801005

[+ Document Details](#)

Revision History		
Date Revised	Revision	Revised by
11/27/2006 1:29:27 PM	Ticket Closed	ar91297
11/27/2006 1:29:20 PM	APPC details updated. EMC has been replaced the DISK successfully. Infoman#7801005	ar91297
11/20/2006 2:45:15 PM	APPC details updated. HotSpare Quicked IN. meta Heads : 91,E1,128,176,1BE,205,24E,295,6,55; so replacing the Disk on weekend. No application IMPACT.	ar91297
11/20/2006 12:56:53 PM	Ticket status modified from "Acknowledged" to "Work in Progress"	ar91297
11/20/2006 12:56:53 PM	APPC details updated. Verifying with EMC Vendor..	ar91297
11/20/2006 12:48:09 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Closed	11/27/2006 1:29:22 PM

Owned by	
Group	
APPC Storage Open System	

Diagnosis (Root Cause)

Data Centre - Hardware - Storage

APPC Storage Open System

Set this ticket as Parent Ticket

Parent Ticket (3 Child Tickets)

Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7920362	tivoSYS	APPC Services	Closed	11/16/2006 10:20:14 AM	2
ECC Storage - Parameter EGS.alarms.dir.status : Symmetrix 000287751170 Fibre Channel Adapter FA-8A is now Dead					
Print this page					

CSI/TAS Information

Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support**Asia Pacific Processing Centre Information**

Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	11/16/2006 10:20:00 AM	Tech Failure End	11/20/2006 12:13:00 PM
Priority (Severity)	Sev 2-Medium // Any degradation of services to a business and/or site affecting external and/or internal clients or a failure in technology infrastructure diversity / redundancy.		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	Yes :
Customer Impact	none	Touchpoint	
Change Related			
Change Related?	No		
System	Not Specified	Reference Number	

Document Details**Revision History**

Date Revised	Revision	Revised by
11/20/2006 12:14:16 PM	Ticket Closed	kv13183
11/20/2006 12:14:06 PM	APPC details updated. replaced the faulty FA	kv13183
11/20/2006 11:48:57 AM	Ticket set as Parent Ticket.	kv13183
11/20/2006 11:48:51 AM	Ticket set as Parent Ticket.	kv13183
11/20/2006 11:48:44 AM	Ticket set as Parent Ticket.	kv13183
11/16/2006 1:01:50 PM	Ticket status modified from "Acknowledged" to "Work in Progress"	kv13183
11/16/2006 1:01:50 PM	APPC details updated. work in progress	kv13183
11/16/2006 10:20:14 AM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To

SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Closed	11/20/2006 12:14:11 PM

Owned by

Group

APPC Storage Open System

Diagnosis (Root Cause)

Data Centre - Hardware - Storage

APPC Storage Open System

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7581069	tivoSYS	APPC Services	Closed	10/19/2006 6:02:10 PM	2
ECC Storage - Parameter EGS.alarms.comm.servproc : Symmetrix 000287751452 - Service processor down					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/19/2006 6:02:11 PM	Tech Failure End	
Priority (Severity)	Sev 2-Medium // Response Time Problems	Component Affected	STORAGE
Affected Countries	Singapore		
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact		Touchpoint	
Change Related			
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:42:05 AM	Ticket Closed	kv13183
10/20/2006 11:41:56 AM	APPC details updated. replaced the faulty SRDF Port.	kv13183
10/20/2006 11:37:57 AM	Set Parent Ticket. Ticket #: 7577428	kv13183
10/19/2006 6:02:11 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Open	10/19/2006 6:02:11 PM

Owned by	
Group	
APPC Storage Open System	

Diagnosis (Root Cause)	
Data Centre - Hardware - Storage	
APPC Storage Open System	

Ticket

Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7578676	tivoSYS	APPC Services	Closed	10/19/2006 3:16:59 PM	2

ECC Storage - Parameter EGS.alarms.dir.status : Symmetrix 000287751452 Fibre Channel Adapter FA-7A is now Dead

[Print this page](#)

CSI/TAS Information

Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information

Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/19/2006 3:16:59 PM	Tech Failure End	
Priority (Severity)	Sev 2-Medium // Response	Time Problems	
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact		Touchpoint	
Change Related			
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History

Date Revised	Revision	Revised by
10/20/2006 11:42:05 AM	Ticket Closed	kv13183
10/20/2006 11:41:56 AM	APPC details updated. replaced the faulty SRDF Port.	kv13183
10/20/2006 11:37:57 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:41 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:21 AM	Set Parent Ticket. Ticket #: 7577428	kv13183
10/19/2006 3:16:59 PM	Ticket Created	tivoSYS

[Revise Ticket](#)

Assigned To

SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Open	10/19/2006 3:16:59 PM

Owned by

Group

APPC Storage Open System

Diagnosis (Root Cause)

Data Centre - Hardware - Storage

APPC Storage Open System

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7578677	tivoSYS	APPC Services	Closed	10/19/2006 3:16:59 PM	2
ECC Storage - Parameter EGS.alarms.dir.status : Symmetrix 000287751452 Fibre Channel Adapter FA-7C is now Dead					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/19/2006 3:16:59 PM	Tech Failure End	
Priority (Severity)	Sev 2-Medium // Response	Time Problems	
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact Change Related		Touchpoint	
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:42:05 AM	Ticket Closed	kv13183
10/20/2006 11:41:56 AM	APPC details updated. replaced the faulty SRDF Port.	kv13183
10/20/2006 11:37:57 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:41 AM	Set Parent Ticket. Ticket #: 7577428	kv13183
10/19/2006 3:16:59 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Open	10/19/2006 3:16:59 PM

Owned by	
Group	APPC Storage Open System

Diagnosis (Root Cause)	
Data Centre - Hardware - Storage	

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7577435	tivoSYS	APPC Services	Closed	10/19/2006 12:06:16 PM	2
ECC Storage - Parameter EGS.alarms.srdf.srdflinkdown : Symmetrix: 000287890702 DirType: RDF Adapter Director: RF-7D SRDF Link					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/19/2006 12:06:17 PM	Tech Failure End	
Priority (Severity)	Sev 2-Medium // Response	Time Problems	
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact		Touchpoint	
Change Related			
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:42:05 AM	Ticket Closed	kv13183
10/20/2006 11:41:56 AM	APPC details updated. replaced the faulty SRDF Port.	kv13183
10/20/2006 11:37:57 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:41 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:21 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:36:56 AM	Set Parent Ticket. Ticket #: 7577428	kv13183
10/19/2006 12:06:17 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Open	10/19/2006 12:06:17 PM

Owned by	
Group	
APPC Storage Open System	

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7577433	tivoSYS	APPC Services	Closed	10/19/2006 12:06:10 PM	2
ECC Storage - Parameter EGS.alarms.srdf.srdflinkerr : Symmetrix: 000287890702 SRDF Link Error					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/19/2006 12:05:00 PM	Tech Failure End	10/19/2006 9:00:00 PM
Priority (Severity)	Sev 2-Medium // Response Time Problems		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	External	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	Yes :
Customer Impact	None	Touchpoint	
Change Related			
Change Related?	No		
System	Not Specified	Reference Number	

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:42:05 AM	Ticket Closed	kv13183
10/20/2006 11:41:56 AM	APPC details updated. replaced the faulty SRDF Port.	kv13183
10/20/2006 11:37:57 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:41 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:21 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:36:56 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:36:46 AM	Set Parent Ticket. Ticket #: 7577428	kv13183
10/19/2006 12:06:11 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To	SOE ID	Group	Comment	Status	Date
		APPC Storage Open System	Ticket assigned	Open	10/19/2006 12:06:11 PM

Owned by
Group APPC Storage Open System

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7577428	tivoSYS	APPC Services	Closed	10/19/2006 12:05:50 PM	2
ECC Storage - Parameter EGS.alarms.dir.status : Symmetrix 000287751452 RDF Adapter RF-7D is now Dead					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/19/2006 12:05:00 PM	Tech Failure End	10/19/2006 9:00:00 PM
Priority (Severity)	Sev 2-Medium // Any degradation of services to a business and/or site affecting external and/or internal clients or a failure in technology infrastructure diversity / redundancy.		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	External	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	Yes :
Customer Impact	None	Touchpoint	
Change Related			
Change Related?	No		
System	Not Specified	Reference Number	

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:42:10 AM	Ticket Closed	kv13183
10/20/2006 11:41:56 AM	APPC details updated. replaced the faulty SRDF Port.	kv13183
10/20/2006 11:37:57 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:41 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:37:21 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:36:56 AM	Ticket set as Parent Ticket.	kv13183
10/20/2006 11:36:46 AM	Ticket set as Parent Ticket.	kv13183
10/19/2006 12:05:50 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Closed	10/20/2006 11:42:05 AM

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7524422	tivoSYS	APPC Services	Closed	10/15/2006 6:40:22 PM	2
ECC Storage - Parameter EGS.alarms.device.raid : Symmetrix: 000285701889 Device: 352 - Physical disk drive failure					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/15/2006 6:40:22 PM	Tech Failure End	
Priority (Severity)	Sev 2-Medium // Response	Time Problems	
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact		Touchpoint	
Change Related			
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:54:51 AM	Ticket Closed	kv13183
10/20/2006 11:54:46 AM	APPC details updated. Informational Message	kv13183
10/15/2006 6:45:48 PM	Set Parent Ticket. Ticket #: 7523646	kv13183
10/15/2006 6:40:22 PM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Open	10/15/2006 6:40:22 PM

Owned by
Group
APPC Storage Open System

Diagnosis (Root Cause)
Data Centre - Health Check - Health Check
APPC Storage Open System

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7523484	tivoSYS	APPC Services	Closed	10/15/2006 11:32:14 AM	2
ECC Storage - Parameter EGS.alarms.srdf.srdflinkdown : Symmetrix: 000287750820 DirType: RDF Adapter Director: RF-9D SRDF Link					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/15/2006 11:32:14 AM	Tech Failure End	
Priority (Severity)	Sev 2-Medium // Response	Time Problems	
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact		Touchpoint	
Change Related			
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:49:32 AM	Ticket Closed	kv13183
10/20/2006 11:49:30 AM	These are the Messages get when do the SRDF Suspension. Which is done on sunday for the BIN File changes in Symmetrix	kv13183
10/15/2006 11:34:08 AM	Set Parent Ticket. Ticket #: 7523370	kv13183
10/15/2006 11:32:14 AM	Ticket Created	tivoSYS
Revise Ticket		

Assigned To				
SOE ID	Group	Comment	Status	Date
	APPC Storage Open System	Ticket assigned	Open	10/15/2006 11:32:14 AM

Owned by
Group
APPC Storage Open System

Diagnosis (Root Cause)
Data Centre - Health Check - Health Check
APPC Storage Open System

Ticket					
Call Reference	SOE ID	Product Name	Status	Date	No. Affected Users
7523390	tivoSYS	APPC Services	Closed	10/15/2006 10:24:12 AM	2
ECC Storage - Parameter EGS.alarms.srdf.srdfinkdown : Symmetrix: 000287890655 DirType: RDF Adapter Director: RF-9D SRDF Link					
Print this page					

CSI/TAS Information				
Name	Chronic	Support Mgr	Acronym	Bus Crit
Storage				

Application Support

Asia Pacific Processing Centre Information			
Document		Cross Ref Tkt#	Not Specified
Incident Source	Tivoli	Platform	All
Tech Failure Begin	10/15/2006 10:24:12 AM	Tech Failure End	
Priority (Severity)	Sev 3-Low // A low impact incident affecting a single user, multiple users or a development system		
Affected Countries	Singapore	Component Affected	STORAGE
Customer Impact Details			
Cust Impact Begin		Cust Impact End	
Type	Internal	Product Line	Corporate Center
Business	Technology Infrastructure	Failover	N/A Not Specified
Customer Impact		Touchpoint	
Change Related			
Change Related?	Not Specified		
System	Not Specified	Reference Number	Not Specified

Document Details

Revision History		
Date Revised	Revision	Revised by
10/20/2006 11:49:32 AM	Ticket Closed	kv13183
10/20/2006 11:49:30 AM	These are the Messages get when do the SRDF Suspension. Which is done on sunday for the BIN File changes in Symmetrix	kv13183
10/15/2006 11:34:08 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 11:34:00 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 11:33:52 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 11:33:36 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 10:51:44 AM	APPC details updated. its due to Weekend BIN Changes....	kv13183
10/15/2006 10:51:44 AM	Ticket status modified from "Acknowledged" to "Work in Progress"	kv13183
10/15/2006 10:51:44 AM	Severity Modified to Sev 3-Low	kv13183
10/15/2006 10:49:40 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 10:49:29 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 10:49:19 AM	Ticket set as Parent Ticket.	kv13183
10/15/2006 10:49:13 AM	Ticket set as Parent Ticket.	kv13183