

Citi Weekly EMC Meeting – Open Systems BAU (every Tuesday)			Date: December 01 st , 2009 11:00 GMT	
✧MEETING INFORMATION ✧				
Location	UK Con-Call #	Germany Con-Call #	US Con-Call #	Meeting ID #
Riverdale House 2 nd Floor and Con-Call	0207 8973212	030 300190564	678 2247890	61117932

Distribution: **David Peter Coles (Citi)**, Gary Battersby (Citi), Thomas Weise (Citi), Carl Patrick Williams (Citi), Paul Haynes (Citi), Ashok Kumar Reddy (Citi), Krishnam Raju Vathsavai (Citi)
Terry Brister (EMC), Qasim Mohammed (EMC), **Graham Rodell (EMC)**, **Andreas Specht (EMC)**, Jochen Terhaag (EMC), **Alan Davison (EMC)**, Rolf Zahn (EMC), Heiko Loewe (EMC), Alex Halachis (EMC), Jim Huggins (EMC), John Beadle (EMC)

Note: Attendee's are in bold

✧ Open Cases and High Visibility Issues ✧				
Item #	SR #	Site	Description	Status
1	32399352 32393042	OS SAN CGC	ESRS gateway not responding	S1 closed. ESRS Citi EMEA server rebooted and resolved. Further discussion see item 4.

✧House Keeping Items ✧		
Item #	Description	Status
1	5670 EOSL	2009/11/17 - This reminder is to inform you that as of February 1, 2008, EMC will discontinue support for Enginuity Release 5670, and all related releases in the 5670 family for your EMC DMX storage system. EMC has continued to update and improve Enginuity, and in keeping with established practices, is now advising customers to upgrade to EMC's current release, Enginuity 5671, in order to benefit from enhanced support and code improvements including: • New features, including multiple business continuity enhancements outlined below • Improved performance • Increased operational stability As of February 1, 2008 EMC will discontinue support for all releases in the Enginuity 5670 family. • Customers may continue to utilize their existing Enginuity 5670 versions after support is discontinued; however, no enhancement revisions will be available within the 5670 family. • Customers under warranty or current maintenance contract utilizing versions of Enginuity 5670 after February 1, 2008, who experience Symmetrix system processing or performance issues, must upgrade to Enginuity 5671 to correct these issues. EMC is offering No-Charge upgrades to Enginuity 5671 through January 31, 2009 • 2009/12/01 - 5670 is EOSL. Citi have DMX systems running 5670 code in EDC and IXE. EMC enquired if Citi plan to upgrade these units? Citi to follow-up.
2	5771 EOSL	2009/11/17 - In line with this evolution, EMC is announcing the schedule on which support and maintenance for Enginuity release 5771 and all related releases in the 5771 family (collectively "Enginuity 5771") operating on EMC Symmetrix DMX series storage systems will be terminated so that EMC may concentrate our efforts on the current technology. EMC has continued to update and improve Enginuity and EMC strongly recommends that you upgrade to Enginuity 5772 or 5773 in order to benefit of the latest features and functionality. Enginuity 5771 on all EMC Symmetrix DMX series storage systems Discontinuation Schedule is October 31, 2009 • 2009/12/01 - 5771 is now EOSL. Citi have DMX systems running 5771 code in CGC and RDC. EMC enquired if Citi plan to upgrade these units? Citi to follow-up.
3	ED64M EOSL	2009/11/17 - In evaluating the technology employed on the ED-64M, its components and its related software, we have determined that other EMC products provide our customers with access to the latest features and functionality. Also, some of our suppliers have stopped manufacturing key components, choosing to focus their resources on current and future disciplines. Accordingly, EMC has decided to discontinue support for the ED-64M and its related software listed above, effective June 30, 2010, so that EMC may concentrate our efforts on current technology. After June 30, 2010, EMC may, in its discretion, be available for designated telephone support on a per call, time and material billable basis. Any such time and materials support will be provided on a reasonable effort basis at EMC's then current standard time and materials terms, conditions and rates. • 2009/12/01 - ED64M are due EOSL 30/06/2010. Citi reported that they are due to retire these units below this date at UK. EMC enquired if Citi plan anything for Germany? Citi to follow-up.

4	ESRS Gateway	2009/12/01 - Dave reported that he was unsure which Citi team owned these systems and thus who was responsible for these units. Citi to follow-up.
5	Centra Upgrades	2009/12/01 - Graham reported that although Citi had had agreement from EMC that EMC would support Centrastar 3.1.3 this had expired at the end of October 2009. The Centra in both Turkey and Egg were still awaiting upgrade to 4.0.2 and Graham requested that Citi approve EMC to upgrades these units before 31/12/2009. Dave replied that this was a PIT issue.
6	Additional DMX storage	2009/12/01 - Alan reported that he had been informed EMC should receive a request for around 2TB of additional storage for DMX units in RDC and FDC. He was looking into sourcing the requirement but would require a PO before the disks were installed. He was aiming to have the disks and expansion cabinets for the weekend 12/13 th December. He reported that additional power would be required for the expansion cabinets. Graham reported that in the UK EMC were looking at installing the additional capacity on the weekend of 12/13 th but in FDC all CE's were already booked for work on that weekend so any install would need to be in an evening prior to the 12 th . Citi to check if this was possible.
7	Auditing ESRS	2009/12/01 - Possible scenarios where discussed but further discussion are required. Graham to check if email notification could be arranged.
	Planned Absences	Qasim Nov.23 rd -Nov.27 th // Nov.30 th -Dec.04 th // Dec.08 th -Dec.11 th // Dec.29 th -Dec.31 st Terry Nov.27 th // Nov.30 th -Dec.04 th // Dec.11 th // Dec.18 th // Dec.21 st -Dec.23 rd

✱ INSTALLS / UPGRADES / CHANGES / DE-INSTALLS ✱

Schedule	Site	Description	Status
n/a	RDC	Capacity Upgarde #3452	Install and configure an additional storage bay and 16 new drivesn (see item 7)
n/a	FDC	Capacity Upgarde #3544	Install and configure an additional storage bay and 32 new drives (see item 7)
n/a	FDC	Capacity Upgarde #3564	Install and configure 56 new drives (see item 7)

Microcode Upgrade Schedule

Serial Number	Current Code Version	Code Upgrade Target	Type	Location	Scheduled Date	Start Time GMT	Status	Special Considerations

✱ GDSE Approved Code Levels (2009-11-06) ✱

Machine Type	EMEA Citi Target Microcode Level	Citi certified Microcode Level	EMC Target Microcode Level	Note
DMX 2	5670.99.90	5670.99.90	5671.75.75	5670 is EOSL
DMX 2	5671.75.75	5671.75.75	5671.75.75	
DMX 3 / 4		5771.112.12	5773.104.93	5771 is EOSL
DMX 3 / 4	5772.101.91	5772.103.93	5772.104.93	
DMX 3 / 4	5773.134.94	5773.141.98	5773.138.96	
V-Max	5874.157.129	5874.157.129	5874.157.129	

✧ Open FCO's ✧			
Item #	FCO #	Description	Criticality (High/Med/Low)

✧ ETA's ✧			
Item #	ETA	Description	Critical (High/Med/Low)

✧ Epack Details ✧		
Microcode Version	Epack	Fix Details

✱ **Completed** INSTALLS / UPGRADES / CHANGES / DE-INSTALLS (completed items will remain here for 1 additional week) ✱

completed	Site	Description	Status

✱ **Closed** - House Keeping Items (closed items will remain here for 2 additional weeks) ✱

Closed on	Description	Status

✱ **Reminder** ✱

Closed on	Description	Status