

Citi Weekly EMC Meeting – Mainframe BAU (every Tuesday)

Date: March 15th, 2011 11:00 CET / 10:00 UK

✕ MEETING INFORMATION ✕

Location	UK Con-Call #	Germany Con-Call #	US Con-Call #	Meeting ID #
Riverdale House 2 nd Floor and Con-Call	0800 6948079	0800 6648530	877 716 6484 or 678 224 7890	59537477

Distribution: Kevin Batchelor (Citi), **Dave Oakley (Citi)**, **Nico Rizzuto (Citi)**, **Phillip George (Citi)**, John Ellis (Citi), Udo Teipel (Citi), Michael Bühning (Citi), Derek Campion (Citi), Julian Davies (Citi)
Terry Brister (EMC), Gary Knight (EMC), **Andreas Specht (EMC)**, Jochen Terhaag (EMC), **Alan Davison (EMC)**, Rolf Zahn (EMC), Heiko Loewe (EMC), Jim Huggins (EMC), Richard Herbst (EMC), Scott Hunter (EMC), Lee West (EMC), **Graham Cole (EMC)**, **Klaus Lenze (EMC)**

Note: Attendee's are in bold

✕ Open Cases with High Visibility ✕

Item #	SR #	Site	Description	Status
1	38396666	FDC/RDC	Replication issue on silver fabric	2011-03-01: On the 2 VMAX systems at FDC and the 2 VMAX systems at RDC we see streaming errors on all ports connected to the silver fabric. There was no issue seen on the gold fabric. When the ports in question are active the systems cannot be managed as some commands issued are returning with errors. Further we see an increase of the invalid tracks on the systems which means that the data will not be transferred to the London site as needed. Currently the SRDF ports on the silver fabric are disabled to reduce the impact. During EMCs investigation there was no indication found that is pointing to the VMAX and the Switch, therefore we ask Citi to assist with further troubleshooting on the infrastructure. 2011-03-08: disabling Write Acceleration and IP compression on the silver fabric did stop the errors. Further investigation on the cause of the issue is ongoing. Citi highlighted that WA and IP compression is the standard setup and required for production. 2011-03-15: general overview provided, VMAX are now running in the requested configuration (WP and IP compression to on at both Fabrics) no further issues since March 10th. CLOSE CALL

✧ House Keeping Items ✧

Item #	Description	Status
1	Remote Support (ESRS)	EMC Remote Support should be activated on the following Systems <i>(Note: Full History of this item can be viewed on the Minutes from December 04th, 2010)</i> ▪ Prio1 – 2 x VMAX (Welle)/PAT (RDC) ▪ Prio2 – All DMX₄ Systems (FDC) • 2011-01-11: add PAT to Prio1, TB to work on it after the DMX is powered up (next week) • 2011-01-25: 2 x VMAX completed, PAT (RDC) in progress • 2011-02-01: PAT still in progress, but requires a VLAN (Network) change which is scheduled for Saturday. After GDCS “go live” the outstanding work on the DMX₄ Systems at FDC will be started. • 2011-02-08: VLAN change took place last weekend, Terry will check ESRS today. -> Update after the meeting: Terry confirmed ESRS is working on PAT • 2011-02-15: Terry spoke with Phil yesterday and he is going to check if cable work was completed on the remaining DMX₄ Systems at FDC • 2011-02-22: If the completion of cable work is confirmed next step is to involve CPW On going
2	GDCS Project	Migration Project started March 01st. Citi Project Manager is Greg Curtis, EMC Project Manager is Klaus Lenze <i>(Note: Full History of this item can be viewed on the Minutes from December 04th, 2010)</i> • 2011-01-04: As per Dave the following upcoming schedules were highlighted: ▪ UAT move from FDC to RDC possibly Jan. 05th -> Dave to chase up with Richard on dates ▪ UAT move from RDC to FDC possibly Jan. 08th -> see above ▪ Production Dress Rehearsal Test possibly on the upcoming weekend ▪ Production “go live” is still scheduled for Feb. 5th/6th • 2011-01-11: Updates below: ▪ Testplex was moved to RDC on Jan. 05th (completed) ▪ UAT was moved to RDC on Jan. 10th (completed) ▪ UAT and Testplex move back to FDC Jan. 12th ▪ Verification testing (Production time estimate) Jan. 15th ▪ Dress Rehearsal Test Jan. 22nd • 2011-01-25: All tests above are completed, new items below: ▪ Disaster Recovery Test for TestPlex (Welle) today ▪ Copy data to PAT system in RDC (until Jan 31st) ▪ Go Live cleanup/preparation tasks (Jan 29th) ▪ First PAT Multihop scheduled for Feb. 14th. • 2011-02-01: All steps are on track for the GDCS “go live” at February 6th. Details will be discussed on the 10:30 project call.

		2011-02-08: GDCS “go live” was postponed by Citi. Currently a new schedule is under discussion, possibly March 13th or 20th. 2011-02-15: Citi is waiting on a confirmation from IBM, possible schedules are between mid March and mid April 2011-02-22: Citi is working on the 20th of March, but it is not confirmed yet. 2011-03-08: “go live” is now penciled in for April 10th. 2011-03-15: “go live” still on the 10th of April, Dress Rehearsal Test on last Wednesday and Sunday were successful, additional tests on PAT scheduled for next weekend (will be discussed on the call with Richard later today) 2011-03-22: PAT testing passed all OK Richard to attend site 8th April 2011
3	Site Access Procedures	Site Access Procedures are subject of complains from both ends and should be aligned if possible (Note: Full History of this item can be viewed on the Minutes from December 04th, 2010) 2011-01-04: Andreas awaiting feedback from Peter Kapic
4	Corporate COB Test	2011-01-11: The next Corporate COB Test (VM and MVS) is penciled in for March 19th. Citi asking to prepare for EMC Support. 2011-01-25: COB Test (MVS) was re-scheduled for May 25th, no schedule for COB Test (VM). 2011-03-08: No confirmed date at this time. 2011-03-22: 21st May to run with COB test (MVS only)
6	FCO F110410RE	2011-01-11: Andreas highlighted FCO F110410RE, where a code upgrade is recommended. For further details please refer to the FCO item below. 2011-02-01: Due to the amount of upgrades including other vendors, Citi is looking for some time at March to perform the recommended upgrades. 2011-02-08: Phil is going to provide possible schedules. Andreas mentioned that with the new Enginuity multiple SPS replacements are now possible and EMC already identified SPSs for proactive replacements to reduce the amount of replacements. 2011-02-15: Kevin is going to provide possible schedules. 2011-02-22: March 5th for UAT and March 12th for Prod. Phil will discuss code levels with John to confirm 5773.160.111 is ok. 2011-03-01: Code levels are confirmed, going forward as scheduled. 2011-03-08: UAT completed as scheduled on March 5th, next action still scheduled for March 12th. AS to check certification Progress for VMAX. 2011-03-15: DMX4 all successful completed, waiting for Citi certification on VMAX code. 2011-03-22 – On going
	Planned Absence	Terry: March 15th – March 28th Dave: March 28th – April 5th Andreas: March 16th – March 30th

	AOB ???	
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✱ INSTALLS / UPGRADES / CHANGES / DE-INSTALLS ✱			
Schedule	Site	Description	Status

□ Microcode Upgrade Schedule □								
Serial Number	Current Code Version	Code Upgrade Target	Type	Location	Scheduled Date	Start Time GMT	Status	Special Considerations
CK290103800	5773.134.94 epack 67	5773.160.111	DMX4	FDC	March 12 th	14:00	completed	running on German Prod
CK290104023	5773.134.94 epack 67	5773.160.111	DMX4	RDC	March 12 th	14:00	completed	running on German Prod
CK292601961	5874.230.183 epack 57	5874.242.191	VMAX	FDC				not yet certified by US
CK292601729	5874.230.183 epack 57	5874.242.191	VMAX	FDC				not yet certified by US
CK292601719	5874.230.183 epack 57	5874.242.191	VMAX	Welle				not yet certified by US
CK292601938	5874.230.183 epack 57	5874.242.191	VMAX	Welle				not yet certified by US
CK292601769	5874.230.183 epack 57	5874.242.191	VMAX	RDC				not yet certified by US
CK292601730	5874.230.183 epack 57	5874.242.191	VMAX	RDC				not yet certified by US

✱ ETA's and FCO's ✱			
Item #	ID	Description	Critical (High/Med/Low)
1	F110410RE	□ EMC quality management teams have determined that certain 15K RPM146GB, 300GB, and 450GB disk drives are experiencing higher than expected replacement rates. Initial analysis indicates that the increased replacement rate for the affected drives is related to disk drive head and media issues. ETA emc254763 □ Current system Enginuity codes (below 5773.141.98) will restrict the usage of many of our newer disk drives as replacements and upgrades. This Enginuity upgrade will provide for the use of these newer drives and enhance the system performance. □ EMC highly recommends that all 5773 customers upgrade to the 5773 Target Release 5773.160.111 □ EMC highly recommends that all customers at 5874.230.183 and below should be upgrade to 5874.242.191 or later	High

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✱ Approved Code Levels ✱				
Machine Type	EMEA Citi Target Microcode Level	US Citi certified Microcode Level	EMC Target Microcode Level	Qualified
DMX 2	5671.80.77		5671.80.77	German PAT and Prod
DMX 3 / 4	5773.160.111	5773.160.111	5773.163.113	German PAT and Prod
VMAX	5874.230.183	5874.230.183	5874.242.191	US

□ Completed Microcode Upgrades □								
Serial Number	Label ?	Current Code Version	Type	Location	completed		ESRS	
CK290103800		5773.160.111	DMX4	FDC	March 12 th	2011	no	
CK290104023		5773.160.111	DMX4	RDC	March 12 th	2011	yes	
CK290104005		5773.160.111	DMX4	FDC	March 5 th	2011	no	
CK290103714		5773.160.111	DMX4	RDC	March 5 th	2011	yes	
CK287460620		5671.80.77	DMX1000	EDC	11-Apr	2010	no	
CK287460642		5671.80.77	DMX1000	IXE	11-Apr	2010	no	
CK287750782		5671.80.77	DMX2000	EDC	23-May	2009	no	
CK287750797		5671.80.77	DMX2000	IXE	23-May	2009	no	
CK290101465		5773.160.111	DMX3	EDC	26-Sept	2010	no	
CK290101689		5773.160.111	DMX3	IXE	26-Sept	2010	no	
CK290100944	powered off	5773.160.111	DMX3	IXE	22-Sept	2010	no	
CK290102739	PAT	5773.160.111	DMX3	RDC	22-Sept	2010	yes	
CK292601961	VMAX2 FDC	5874.230.183 epack 57	VMAX	FDC	Oct.	2010	yes	Upgrade recommended (see FCO F110410RE)
CK292601729	VMAX4 FDC	5874.230.183 epack 57	VMAX	FDC	Oct.	2010	yes	Upgrade recommended (see FCO F110410RE)
CK292601719	VMAX2 Welle	5874.230.183 epack 57	VMAX	Welle	Oct.	2010	yes	Upgrade recommended (see FCO F110410RE)
CK292601938	VMAX 4 Welle	5874.230.183 epack 57	VMAX	Welle	Oct.	2010	yes	Upgrade recommended (see FCO F110410RE)
CK292601769	VMAX 2 RDC	5874.230.183 epack 57	VMAX	RDC	Oct.	2010	yes	Upgrade recommended (see FCO F110410RE)

CK292601730	VMAX4 RDC	5874.230.183 epack 57	VMAX	RDC	Oct.	2010	yes	Upgrade recommended (see FCO F110410RE)
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✱ **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
not closed, keep this item on the minutes if further questions comes up 2010-11-09	Currently unused DMX-4 at CGC	- Citi are looking to use the 15K drives later on. (Note: Full History of this item can be viewed on the Minutes from July 06th) 2010/07/13 – The unused DMX-4 systems at CGC needs a data erasure before any movement can take place. Therefore it is required to get the power reinstalled which can only be done on weekends. The necessary paperwork needs to be raised. 2010/07/20 – RFC for power up raised for the weekend 2010/07/27 – One of the two systems are powered up on the weekend, but it was found that the system was water damaged. Because the service processor did not power up further investigation is needed to specify how much damage there might be. For the second system there was no power provided, therefore the status is unknown. Also it was mentioned that it becomes more urgent due to PAT usage at RDC. 2010/08/03 – Kevin is currently dealing with DCSM and will inform EMC. Terry to provide serial numbers and asking for power on the remaining DMX. 2010/08/10 – Citi mentioned that the DMX4 system got wet and Citi is going to report the damage to their insurance. Currently there is no further plan for the remaining DMX. 2010/08/24 – GR to send mail with additional questions and info's. 2010/09/02 – KB is working on it. 2010/09/14 – Now it's with SMT and it's going through insurance. 2010/10/12 – On going. GR reported he had heard some suggestions that Citi may require the floor space currently used by the units.
2011-03-01	Cisco FC/IP	2011-01-04 Issue on FC/IP Replication Network. Further troubleshooting is scheduled to the next green zone 2011-01-11 Further troubleshooting was scheduled for the upcoming Thursday and Saturday 2011-01-25 ongoing, daily conference calls with Cisco 2011-02-01 ongoing, Graham explained details, all counters were reset last Friday, no issues were seen on the weekend, Monday evening it was captured again and is currently under investigation. Graham to provide an update 2011-02-08 Cisco possibly identified an issue with the line cards and is currently working in their labs to figure out more details. 2011-02-15 Following a WebEx session and further analysis of the core dumps, multiple configuration anomalies were discovered – 2 on the Silver fabric and 1 on the Gold fabric. On Saturday morning the configuration anomalies were corrected and logs were collected 24 hours later which showed no further buffer leak. Cisco and EMC are confident that these corrections will alleviate the FCIP and the FC issues.

		To clean up the environment an action plan to reset all modules was agreed. This will be performed in two steps and one fabric at a time. 2011-02-22 Environment will be monitored, but Cisco and EMC are confident on the solution. If no further occurrence this point will be closed next week.
2011-02-08	Combined SRDF/A Workload	EMC (KL) highlighted the need of load statistics in regards to the Storage IP network EDC-FDC-RDC. 2010-12-21 Klaus are going to send a mail to CPW to address this request 2011-01-11 ongoing, Klaus contacted CPW last week 2011-02-01 Klaus reported, it was told by Citi that everything is monitored and there are no load issues on the network. 2011-02-08 closed