

Citi Weekly EMC Meeting – Open Systems BAU (every Thursday)

Date: February 24th 2011

✱MEETING INFORMATION ✱ Pin Number: 89778078

Country	Toll-free #	Int'l toll dial-in #	Local toll dial-in #
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Germany	08006646746	+49 6995096483	06995096483
Poland	008004421077	+48 223060055	0223060055
Singapore	8004481571	+65 66221244	066221244
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United Kingdom	08001214742	+44 2030249232	02030249232
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For other numbers go to: <http://www.emcconferencing.com/globalaccess/index.asp?bid=304>

Distribution: Nigel Chilcott, NC (Citi Manager BAU & PIT), **Simon Gibbs, SG (Citi)**, Carl Williams, CPW (Citi PIT), **David Coles, DC (Citi BAU)**, Harbinder Dhinsa (Citi Bau), Darren Wood (Citi Bau) **Andy Johnstone (Citi)**
Terry Brister, TB (EMC CE), **Andreas Specht, AS (EMC SAM)**, **Alan Davison, AD (EMC TC)**, Rolf Zahn, RZ (EMC Account Manager), Heiko Loewe, HL (EMC TC), Alex Halachis, AH (EMC Global CSM), Jim Huggins, JH (EMC Global SAM),, Salauddin Ahmed, SA (Citi BAU), Klaus Lenze (EMC), Scott Hunter **(EMC Account Director)**

Notes: 1) Attendee's are in bold
2) Last week's additions are in **Blue** and this week's updates for the agenda in **Red** except in the SR review section where traffic light colours are used to indicate severity
3) All Actions are in **RED BOLD please ensure actions are updated prior to the next meeting**

✧ Open Cases with High Visibility ✧

Item #	SR #	Site	Description	Status
1.	37742682		Cisco Switch PSU's	PSU's now at Cisco Vendor and being investigated at component level, awaiting customer report from Cisco 24/2/2011 – Citi to provide a suitable date to allow EMC to test that failover PSU works correctly. On going
2.	38305296		Cisco and DMX cycle switching	Cisco investigation is on hold until next green zone... Meeting should be setup on further discussions on the call flow and handling of log files Ongoing. Next call due on 28st Feb

✧ House Keeping Items ✧

Item #	Description	Status
3.	Work planning and ETA review Meeting	Minutes from Implementation Sub-meeting, - DMX4 72 to 73 code upgrade. DMX 4 Star systems already upgraded. Non-Star planned for Oct 16 and 23. SG raised VC and chasing approvers. TB confirmed with RCM that they did now handle out of family upgrades when the SP has been upgraded. TB to raise EMC Change Control and RCM request. Work to commence 17/2/2011 – To take place weekend of 19th/20th Feb Complete - DMX3 71 to 73 code upgrade. Being led by DC. DC to raise VC for a sub-set of DMX 3 units for first upgrade date of 23 October 2010 with a stated prerequisite of hosts updated to latest Citi certified SAN stack. Prerequisite McData Code upgrade. Upgrade of SAN stacks is scheduled for Jan. 15th and code upgrade is scheduled after DMX4's are completed, possibly Jan. 29th. TB and DC to drive 22nd Jan 5771 to 5772 completed but ran out of time to complete. Now scheduled for 5th Feb due to change freeze. Approved for 26th February but no EMC Resource available. 30/10/2010 UK 5670 code DMX units to be migrated from by 30 October 2010. On hold awaiting DC return from leave. 24/2/11 5670 to 5671 upgrade for DMX10/14R is still on hold pending the EOS upgrade of the McData switches in RDC. The switch upgrades are due to be completed in the next two weekends, however the migration of hosts from these array is also due to commence in the next week, so the array microcode may not need to be upgraded – we will advise a) when the EOS is completed b) the expected completion of the migration. Once we know the two points above we can make a decision to upgrade or not.

✱House Keeping Items ✱		
4.	ECC and Storage Scope Upgrades/Installations	
5.	Planned Clariion Upgrades/Installations	<u>UK</u>
		<u>DE</u>
		<u>RU</u>
		<u>TK</u>
6.	DMX Upgrades/Installations	23/12/2010 VMAX are delivered ok to EDC, FDC, RDC... EDC already ready for power on, FDC and RDC on the floor... TB will be responsible for creating the bin-files. 20/1/11 - On going, power and floor planning plus Gen 3 core cards into Cisco switch AD to check with Wes regarding the order of the Core Cards AD. No order has been received 24/2/11 – Raised and a delivery ETA should be available for the next meeting AD Kit available but waiting for PO
7.	Centera Upgrades/Installations	
		DE Centera Upgrades PH requested additional nodes 3/2/2011 – All paperwork has been signed. AD to confirm date for upgrade and confirmation of Node size <u>ACTION AD</u> 10/2/11 – Kit delivered 17/2/2011 – Upgrades taking place weekend 19th/20th Feb. Complete. On eval waiting for procurement.
		PL Centera Upgrades 20/1/11 – PH confirmed request for additional nodes for Poland EMC trying to arrange loan kit. 3/2/2011 – AD to advise 10/2/11 – SH and AD to provide quote for new 8TB nodes

✧House Keeping Items ✧		
		TK Centera Upgrades No Current Upgrades Planned UK Centera Upgrades 23/12/2010 - Centera (6 new nodes) are requested to be installed asap. NC will contact sales for status and delivery date... Poland are also planned to upgrade...??? 3/2/2011 – AD working on providing eval/loan kit AD to provide update of delivery. Loan agreement has been signed, awaiting delivery. Complete
8.	ESRS	24/2/11 – CATE are currently certifying this and have questions – Currently on hold due to install processes. Citi have requested a CD version to be provided. Postponed until May '11. Suggestion that this may be longer. SG to confirm.
9.	Training	24/2/2011 – Following success of Centera training, Citi have requested Clariion training. AD confirmed it will take place in the next couple of weeks, date to be agreed with Citi. Middle to end of March AD
10.	Citi Login For EMC	Citi SOE IDs 2010-12-16 GR reported that both TB and GR now has functioning remote access to their Citi account. SA had reported that AS will need a SEO and NC would need to process this. Once SOE is created SA will arrange remote access. SA to arrange a remote access card and SOE ID 23/12/2010 - AS reported account is now working, most of the trainings are completed and remote access was requested. 20/1/11 – NC to arrange access for GC to use Sharepoint GC and CPW to check. No Update 24/2/11 – NC will providing temp passes to all EMC staff. This will bypass the requirement to following Citi training TB only one to have normal pass due to access requirement to Citi systems
11.	Quarterly Review	Awaiting Q3/Q4 report – The report will be available on Jan 2011. Available. GC
12.	EMC access to Cisco Management Server	2010-05-06 Post Cairo issue the question of EMC access to the Citi Cisco management servers was raised. Currently EMC CEs do have access to the McData management system but not the Cisco Management system. 2010-10-21 There are issues with password for Cisco switches which are preventing remote access for EMC. Terry is unable to assist with this whilst his access to the management server is not resolved. 23/12/2010 - TB reported that this request was initiated on the Citi Marketplace, but however there are some confusion because request could not completed, because the needed Server are not listed... 24/2/2011 – Ongoing with TB and AO

✱House Keeping Items ✱		
13.	Storage Buffer	20/1/11 – Scott Hunter to work on new buffer requirements for 2011 24/2/2011 – On going SH to meet with NC to discuss. On going discussions SH/NC
14.	Cisco Switches	2010-12-16 Additional Monitoring on switches and checking all switches on SAN. EMS team to drive 20/1/11 - Dave Coles and Andy Johnston are the lead. Should be working by end of Jan 2011 No update. 3/2/2011 – Darren Wood handling to monitoring of switches. Dave Coles and Andy Johnson health checking that all monitoring is enabled and operating correctly 24/2/11 – Ongoing. Possible engagement of EMC to assist. Review of all reporting tools available. Healthcheck of environment. Monitoring improved and looking OK DC/AJ
15.	Planned Absence	NC – Training W/C 28 th Feb 4 th March. TB 15 th March to 28 th March
16.	AOB	Centera's 431 and 432 are out of support, AD and GC to check and confirm status Ongoing 3/2/2011 – NC requires quote for support of 6 x 9513 switches in RDC/FDC. 24/2/11 – NC to check and return the customer form to add these to contract. Quotes have been received and signed GC 24/2/2011 – NC raised the issue of Old Lane decommission of kit – NC Ongoing 24/2/2011 – CPW requested information on a tech refresh for all Centera kit AD to assist PH 24/2/2011 – Add minutes to Sharepoint Action NC 24/2/11 – GC to provide updated list of kit 24/2/11 – NC investigating the possibility of EMC replacing drives during 9-5 hours 24/2/11 – AJ Mentioned issue with Turkey Centera where 40,000 messages had been cleared out. Thanked EMC for their assistance. 24/2/11 – AJ concerned about CE not turning up when access had been arranged overnight for a DIMM replacement as access approval is time intensive for Citi. TB explained that CE had concerns about the correct diagnosis and e-mailed Citi to inform them. SR has been deferred to green zone. GC.

✕House Keeping Items ✕

24/2/11 – SG asked about availability of 80 extra drives for box 2262 in EDC. TB will prepare change control for end of March. TB/ SH

Appendix B. Current EMC Estate

Install Summary		Switch	Symmetrix	Connectrix	Centera	CLARiiON	Celerra	EDL
2234087	Citigroup - MF SAN CGC	2	2	0	0	0	0	0
2234199	Citigroup - OS SAN CGC	17	15	26	0	0	0	0
2905529	Citigroup - OS SAN RDC	26	18	28	3	12	0	0
3825042	Citigroup - EGG Riverside Rd	4	0	0	2	3	0	0
3878335	Citibank Handlowy	0	0	0	4	0	0	0
3878336	Citibank Handlowy	0	0	0	3	0	0	0
4227267	Citigroup - OLD LANE	0	0	0	1	1	1	0
5215402	CITIBANK YILMAZ PLAZA	0	0	0	1	1	0	0
5274918	Citigroup - STI RDC	2	0	0	0	0	0	0
5288586	CITIBANK TEKFEN TOWER	0	0	0	1	0	0	0
6970827	Citigroup - OS Backups CGC	0	0	0	0	0	0	3
7836608	Citigroup - MF SAN RDC	2	2	0	0	0	0	0
83733	CITIBANK (Switzerland)	1	0	0	0	0	0	0
89964	CITIBANK (Switzerland)	0	0	0	1	0	0	0
Total		54	37	54	16	17	1	3

Install Summary		Centera	Connectrix	Switch	Symmetrix	EDL	CLARiiON
2385116	Citibank Privatkunden AG citigroup	2	14	10	10	0	0
4076231	Citibank citigroup	0	12	8	14	0	0
5378988	CitiBank Welle	0	0	4	2	3	0

8962443	Citibank NA in New York	0	0	20	10	0	10
Total		2	26	42	36	3	10

Key for below table

GREEN OS EMEA unaffected

Amber OS EMEA currently unaffected as the issue covers a higher release than in current use

RED Action required

Solution ID	EMC Technical Advisory	Date
<u>emc254219</u>	Ionix SAM 8.1: Patch 5 for Ionix Service Assurance Manager (Ionix SAM) 8.1 has been removed from Powerlink Not Used by OS in EMEA	28-Oct-2010
<u>emc253461</u>	RecoverPoint: IO error from both storage and RPA may result in data integrity issues. Not Used by OS in EMEA	28-Oct-2010
<u>emc253731</u>	Celerra: Data Mover panics with large (2 TB+) file systems after upgrade to 6.x Not Used by OS in EMEA	26-Oct-2010
<u>emc253637</u>	CLARiiON: Online Drive Firmware Upgrade (ODFU) advisory for EMC CLARiiON CX4 series arrays	21-Oct-2010
<u>emc251386</u>	Replication Manager: Replication only pairs first physical disk in volume group in each volume group on Linux native LVM. Not Used by OS in EMEA	21-Oct-2010
<u>esg117203</u>	Documentum Content Services for EMC Centera and Documentum Content Storage Services: Corrupted content when writing to an EMC Centera store with compression enabled. Not Used by OS in EMEA	21-Oct-2010
<u>esg114968</u>	ApplicationXtender: Possible data loss with Storage Retention Manager Centera Integration Not Used by OS in EMEA	20-Oct-2010
<u>emc239941</u>	CLARiiON: Access to Thin LUNs is lost. Not Used by OS in EMEA	19-Oct-2010
<u>esg117424</u>	SourceOne: Incomplete Relational Search Results Not Used by OS in EMEA	18-Oct-2010
<u>emc253359</u>	CLARiiON: Improving uptime and robustness of CLARiiON CX4 Series arrays running FLARE Release 29.012 and earlier. To be discussed at next Installation ETA meeting.	14-Oct-2010
<u>emc251356</u>	Connectrix Brocade: 8Gb/sec capable Fibre Channel port configured with distance setting in excess of the approved values will experience constant timeouts and Link Resets (LR). Not Used by OS in EMEA	14-Oct-2010

Appendix C. EMC Escalation Contacts

Name	EMC Title	Office Location	Office Phone	Cell Phone	Email
EMC Diamond Line	Escalation for sev 1 Calls		+1 508.249.9350 or UK 0800 0285064 Extension: 25724		-
EMC UK Call Centre			0870 6000300		-
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