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Cc: D'Alvarez Alan; Butts Geoff; Kostuch; Maz; Allen Graham (BRA01); Keeling; David;
From: Cochrane Vince[O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=COCHRANEV]
Sent: Wed 4/21/2010 4:07:47 PM (UTC)
Subject: FW: HNG Red Alert fixes -- update as of Wed the 21st

All,

This is an update on the changes that have been made over the past 3 weeks, together with the top priority fix we want to apply to the Live environment this Sunday or earlier if agreed. Please copy to others as necessary.

The following are the changes made to date (apart from the LCK fix – see second row below):

Sun 28/03/2010				Updated BAL and Oracle configs
29/03/2010	09:01:00		Alert_BRDB2.log shows LCK process, 25353 was temporarily stalled	LCK process was stalled, this will effective RAC until it's freed Oracle will need to back this into the release we are running -- request off Oracle confirmed this is being done 15/4 - Fix going through Integration for pac 16/4 - Take on to Vol Monday - will take a test but need rig in right state - test Tuesday take Wednesday before overnight 20/4 - Should be approved by Vol today pre LST tomorrow Wednesday.
Sun 04/04/2010	08:00			Numerous fixes for streams
Mon 05/04/2010	15:00	15:15		Firewall limits hit
Wed 07/04/2010	19:00	22:00		Remove from all bladeframe trunk ports those which are not specifically required by hosts
Thu 08/04/2010	11:45	12:00		POLSAP box multicasting
Wed 14/04/2010	18:00	18:05	bdb1-4	Shared pool issue
Thu 15/04/2010	18:00	18:05	BRSS	Parallelism & hash table
Fri 16/04/2010	10:00		BRSS	De frag of tables
Sun 18/04/2010	08:00		bdb1-4 brs	Numerous fixes for streams
Mon 19/04/2010	15:00	15:15	bdb1-4	RMAN backup failing
Tue 20/04/2010	18:00			IDGEN parallel max server & library cache changed
Tue 20/04/2010	18:00			Add extra storage to flash area

The target date for Live for the Oracle fix for the LCK problem is 25th April. We have considered an option to bring this LCK fix into Live on Thursday evening and believe this is possible:

1. Just before the ref data refresh at 00:00 i.e. between 22:30 and 00:00
 - We made a similar change @ this time on a previous occasion with the important task being to restart the BAL's to ensure they are all connected after the work.
 - If the system is available at 22:30, the team is comfortable with the timescales for application of the fix to the BDB and possible regression before 23:45.
2. Just after the ref data refresh at 00:30
 - This is slightly different and hasn't been done before but there should be no major differences between this and 1) apart from slightly different TWS schedule considerations
 - If, for some unknown reason, we had to wait later than 22:30, we can easily adapt the second strategy of running it in after 00:30 as the schedule changes are very similar

My view would be to proceed with number 1 above but if the early evening schedule runs late, we have the fallback to number 2.

If it goes on to LST with no issues, we'd be comfortable running it in to Live during either of these periods on Thursday night, we'll also verify the 30 minutes for the BDB fix on LST.

Following successful application of the LCK fix on Thursday evening, we'd like to agree a Friday afternoon slot to switch Streams on to test the LCK problem in Live.

In addition to the above changes and fixes, we are also working on other options to address current behaviours on the system, some of these fixes may come through test on time for a Sunday morning upgrade or later next week as OCP's.

I would like to discuss this by conf call, probably tomorrow morning,

Regards Vince