Post Mortem Discussion – SAN Maintenance Schedule & Improvements

October 12, 2011, 1:30pm-3:00pm

Attendees: Chien Shih, Ryan Anthony, Norbert Debler, Joe Lampo, Vicki Liao, Tom Roza and Kari Elliott (note taker). Conference call with Robby Wright of Abtech.

September 14th through September 19th system experienced a slowdown.
1. True root cause?
2. Ruled out hardware.
3. Rebooted servers Friday, September 16, 2011.
4. Monitored Saturday, September 17, 2011.
5. Worsened Sunday, September 18, 2011.
6. Reconvened Monday, September 19, 2011.
    - Problem in fiber channel connection – reboot array.
    - SVM/DPM array storage system root cause of slowdown.

Recommendations:
1. Monitor routines in place when database locks.
2. Monitor SAN performance – Robby Wright will look into.
3. No replacement for SVM from LSI, recommend firmware upgrade.
    - Requires total outage.
    - Upgrade first at Abtech.
    - Has been field tested by other Abtech customers.
    - Need documents for fall back.
    - Open window – now until Thanksgiving.
        - November 4, 2011 – ok with Robby Wright.
        - Will do upgrade without migrating data from SVM/DPM.
    - SVM/DPM Migration – January 2012.
    - Need quality assurance benchmark – Tom will work with Joe's team.

Take Away Items:
1. November 4, 2011 firmware upgrade.
2. Proactive monitoring.
3. Robby Wright to provide recommendation to Tom by November 21, 2011.