



Software Download (SWDL) Operational Specification

Document Number and Revision: 923-3652 Rev 05

Overview

This document describes the processes by which the Software Integration Engineering (SIE) team interfaces with the software download (SWDL) frontline support staff.

Audience

This document is for the engineering staff responsible for supporting the customer software download process steps

Table of Contents

1 Communication	2
2 Infrastructure Server Upgrade	2
2.1 Mechanics	2
2.2 Responsibility	2
2.3 Communications	2
3 GPI Pilot	2
3.1 Factory Acceptance	3
3.2 GPI Release Cycle	3
3.3 Communication	3
3.4 Support	3
Appendix A Debug Information	4
Reference Documents and Records	5
Document History	5

1 Communication

SWIE emails weekly Release Notes to the Partner Sites, Project Managers, Product Engineers, and other interested parties which inform them of updating activities and planned releases. The SWIE support mailing list is gti_support_ww_grp@oracle.com.

2 Infrastructure Server Upgrade

A number of SWIE-owned packages must be installed on the servers that make up the overall SWDL infrastructure. The manufacturing facility must schedule and perform regular upgrades to all non-automated (non-Weaverized) packages per the SWIE Release Notes.

2.1 Mechanics

These packages must be installed through standard Solaris administration tools, such as pkgadd, pkgrm, pkgchk, pkginfo, and so on. Refer to <http://support.oracle.com> for further details.

2.2 Responsibility

The site support personnel are responsible for the performance of ongoing upgrades. When upgraded infrastructure packages are available, the manufacturing facility personnel are responsible for the support of the SWDL infrastructure to effect the upgrade in a timely manner.

2.3 Communications

The SWIE Release Notes are published weekly.

The Release Notes contain a section dedicated to infrastructure. This section lists:

- The latest versions of the packages
- The minimum latest versions that must be installed to support the latest GPI functionality

The released updated packages explicitly specify infrastructure requirements, along with any information related to any adverse impact to production to effect their upgrade.

3 GPI Pilot

While SWIE is responsible for testing the new versions of GPI prior to making them available for execution on the production shop floor, SWIE does not have adequate resource in terms of time or hardware to cover all supported hardware and software offerings. The GPI pilot mode is implemented in the factory to provide more robust testing.

3.1 Factory Acceptance

The GPI pilot phase offers a degree of control in determining factory readiness for the latest version of GPI which is released, but not yet deployed factory-wide. SWIE retains control over specifying which version of GPI is the designated pilot version and which products (and corresponding volume) have their SWDL process invoked with the pilot version of GPI.

3.2 GPI Release Cycle

New releases of GPI are planned for global deployment twice per quarter. The weeks preceding those target times are utilized for GPI pilot activity. While the goal is to have all manufacturing sites upgraded by the target date, it is recognized that some sites may have good reason for requesting a delay. This does not prevent the majority of the sites from being upgraded, with the lagging site(s) upgrading as soon as possible. This is especially important as the out of date GPI version is receiving reduced SWIE support.

3.3 Communication

When the SWIE group releases a new version of GPI, it notifies all production sites that the GPI pilot phase can commence via email. The mailing list is:

swie_oracle_ww_grp@oracle.com

SWIE must inform the production sites of the requirement to conduct GPI pilot testing. It is a one-way communication only from Oracle to EM.

All issues or queries for SWIE related to the pilot must be sent to the following mail address: gti_support_ww_grp@oracle.com

As this alias is not used exclusively for GPI pilot activity, the subject heading must clearly indicate that the issue or query raised is related to GPI pilot activity for version x.y.

3.4 Support

The purpose of the GPI pilot is to detect and resolve issues before the new version goes into production. Therefore, a certain amount of churn (defect detection, resolution) can be expected. To improve the efficiency the pilot, the selected domain(s) must be left in GPI pilot mode throughout the pilot period as determined by SWIE. This allows a site to automatically pick up bug fixes. The exception to this occurs when a critical bug is evident in the pilot version, for which there is no immediate bug fix forthcoming, in which case SWIE will remove the test domain from GPI pilot mode.

Appendix A Debug Information

Failure Impact

- List the different platform(s) affected
- List the number of units affected
- State whether it is a hard or an intermittent failure

Failure Mode

- Globally unique test identifier (GUTI) or serial number of system
- Error message
- Include the gpiDump.tar file located in the logDir as specified on the global process initiative (GPI) command line

Questions

- Did any debugging activity take place?
- Can any cause be ruled out?
- Does the failure appear to be limited to specific hardware?
- Are configurations limited to specific software PNs?
- Did anything change within the production environment?

Related Information

Reference Documents and Records

REFERENCE DOCUMENTS AND RECORDS

My Oracle Support: <http://support.oracle.com>

Document History

Rev	Date	Description of Change	Originator
01	13 Aug 2007	Initial Release	N/A
02	18 Aug 2014	Update document to match current practice and requirements	N/A
03	10 May 2017	Removed Section 1 Cache Priming and Section 1.1 Responsibility (kept Section 1.2 Communication).	N/A
04	28 Nov 2018	Changed all references to swie_support_ww_grp to gti_support_ww_grp	N/A
05	22 Jul 2022	Updated title. Updated to Oracle redwood format. Updated SWIE alias to swie_oracle_ww_grp@oracle.com	N/A

- When Document Template is complete, email source file to eso_business_docs_us_grp@oracle.com
- All hard copies of this document are uncontrolled and are to be used for reference only.
- For questions or comments about this document, please send an email to:
eso_business_docs_us_grp@oracle.com