**AMS – COMPUTE**

**UNICEF** RE: UNICEF || Physical Asset Verification and Temperature validation

Sunil needs a artifact that the break- fix team will not support CE to validate the DC so that he can request ASM to schedule CE independently without case.

5380974538 – Spain- We got the Rack details.

5380974845 – Italy (We got update from support team stating onsite task can't be created for site visit)

Updated MSM Sunil, will schedule call with customer and onsite engineers for the activity requirements – FYI

UNICEF || INC3727947 || CZ2141064H || Re: HPE Support Case 5381305821 for HPE ProLiant DL360 Gen10 Server ref: \_00Dd0bUlK.\_500Kh0WL4c3:ref: **Link down on Adapter slot 0 -** Sent mail to customer, awaiting update from customer *-just logged a support case and shared the The AHS logs…That’s it.*

UNICEF: CHG0041750-activity from OS end to Install the SUSE Linux Enterprise Server. CTASK0202889- Compute team to assist with Screen share. On 11th April.,Wintel team will provide access awaiting update. RITM0215650- CO21 Adel and BT are working on this. *…..Only the ctask assigned after that no communications.*

**MERCK:**

**Merck || GreenLake Weekly Stand-Up - 26th March 2024**

CR’s Approved, Placeholder created

* • Ctchpntxe12 and Ctchpntxe13 BIOS upgrade is Postponed – We will get update on schedule
* RE: Merck || CHG0041323 || BIOS Upgrade from version 1.64 to 1.90 ctchpntxe08n02.merck.com in Cluster ctchpntxe08 to complete the BIOS upgrade once the VM:uswsap0553 issue is fixed – awaiting update from customer. • CHG0041328 - **Ctchpntxe10n01.merck.com is pending,** HCL Windows and Linux team to check on the issue

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Nutanix Cluster Name** | **Vcenter Cluster Name** | **No of Nodes** | **Time required for completing the BIOS Upgrade** | **Schedule Date & time for this activity** | **HPE MS Normal Change Ticket** | **Confirmation from HPE Migration team** | **Status** |
| Ctchpntxe08 | Ctchpntxe08-WL01 | 6 | 6hours | 4/4/2024 - From 10am to 4pm IST | CHG0041323 | No clash | Completed |

**Location : This PC**→**Local Disk C**→**Compute**

**5381185747 |** 2M232100ML | - Unable to communicate with the management processor, alert is triggered from One View – Received analysis to update the controller firmware / ILO reset /OV refresh.- Monitor the host and close the case.

5381253273-We have received the case to check the bios **VULNERABILIT-** L2 has to come back with the supporting documnets

**SYNERGY**

**ULTA**

**ULTA Inc. || Warranty alerts on 2 devices -Sent mail to MSM – Awaiting update from Sheryl–** Contract doesn’t expire until 6/30/24, if we receive any new alert let her know.--> Sheryl submitted SAID to the entitlement team for the contract extension.

**INC3698238-** The warranty or contract on 1 device are about to expire**- looped in ASM and MSM- Please share details:** Adel has shared the details, looped in ASM and MSM : Awaiting update**.**

Re: ULTA || INC3698238 || The warranty or contract on 1 device are about to expire. *---syed send mail to Managers waiting for reply*

**MLF:-**

MLF: DL, SD Flex, OVA and Synergy Firmware & Software Upgrades—Email from Hubert to plan infra upgrades—Awaiting update from customer to confirm the schedule. Firmware Upgrade on Non-Prod environment Synergy Environment

MLF | CHG0042245 | CR for approval : MLF | Upgrade Prod Synergy Composers 8.80 activity on 20th April.

Awaiting CR approval.

**FORD**

* • FORD | Warranty or contract about to expire: Customer has renewed contract and Account team is working on adding the devices back in contract. Incase support needed, need to follow the trust process, and loop the ADM - Jonathan Dlugi to the email.
* RE: SR ticket request for Ford Motor Company (Dynatrace) || request is to increase 6TB +5Gb Disk space -SDM - looped stakeholder and awaiting an update. • RITM0213029 - Critical patches needed on ProLiant DL360 series Gen10 – Need to check and prepare action plan.-will work with TAM for spp upgrade to be done.-vikas will work with TAM for spp upgrade – Mail send to TAM with firmware gap analysis. If they request for AHS logs we need to share*, ----Mail sent waiting for customers update*
* • Host: - **e2h2r2021sd1d**, **e2h1r1086sd2d, Cases:** - 5381039490, 5381039768 Since we didn’t receive any alert in OV and in RMC, hence logged sfdc case to investigate

once we get any emails for logs, please take care – case owner ushas.vinod@hpe.com will work.

RE: HPE Support Case 5381039490 ref:\_00Dd0bUlK.\_500KhW9gq7:ref Serial Number, 5UF933B5XM [Refer to 5380418671] The predictive drive failure alert was not visible in OneView or RMC- Break fix team asked for debug logs and OS reports - Debug and OS logs/output are shared the logs – Logs provided Awaiting analysis Follow up

**LYB**

**Alert124052474 || The warranty or contract on 18 devices are about to expire. Oneview Severity = Warning Alert State = Active Alert modified time is 2024-03-03T10:30:00.181Z –** Mail sent to ASM – Awaiting update

RE: LYB || Warranty ex : Brad informed, we can proceed to log case normally as the servers are in warranty till May 2024--- *Zeba, Fathima* [*fathima.zeba@hpe.com*](mailto:fathima.zeba@hpe.com)*---- Sun 3/3/2024 4:32 PM----we are still working on it.*

**CHG0037608** (10th Jan)LYB || SSP Upgrade to Version 2023.08.02 ---

Remaining 2 host on for 13th morning 5:30 AM and 1 host on 17th (TBD)

**LYB || CHG0039870 || Physical Server Decommission - CR created and assigned to ITAM team for the same.. – Awaiting Update–Need to work with ITAM team**

**edchds03 and edchdq03** --> Monitoring is enabled. While triggering test event IRS case is not getting generated and in Service now alert is getting generated.

But we are not getting email notification of the incidents and lyb people requested to loop them. Robin already looped them.

* RMC lab mode disable with ERT Marc Moin ask Nithesh to look into this. – this was requested by Sreenivas from storage team – Informed Nithesh—Nithesh checked with Thyagu and Sreenivas, they checked with ERT on Slack – ERT will update Thyagu & Sreenivas if a case is needed or not to carry on.-- Tentative date month of April
* Lyondell Bassell | INC3596244 | WARNING: Used disk space was 80.70 % (Used: 825.70 GiB, Free: 198.04 --> **Need to clear the space.** • If any P3/P4 INC’s received, please ping some from “LYBHPEGMS” team.
* • Assignment group : pod1\_dcaas\_ams@hpe.com
* • **LYB || INC3733547 || 5381334442 || CHG0042242|| DIMM failure.**
* • **1) LYB || INC3733547 || 5381334442 || CHG0042242|| DIMM failure.—dimm is replaced and CR is pushed for closure--**
* • 2) once in shift to do health check - -
* • EDCHDP03
* • EDCHDP02
* • EDCHDF03
* • EDCHDF02
* • **3 ) P1 case – 5381335887 / INC3734803 -- We got analysis that there is no hardware issue .**
* • **RE: <CASE:5381335887>Lyondellbasell Industries/US/SDF/Services running slow, backups failing [ ref:\_00Dd0bUlK.\_500Kh0VTMyg:ref ] –host EDCHDF03**
* • Checking with Palani if ERT is required
* • **4 ) INC3737632||Smart Hands Request for the Lyondell/HPE Cage | ADC-B7-RU35 |---** Network team,storage team amd MSM worked on a bridge call and requested COLO PM team to send engineer onsite to reseat the cable.—FLM Issue got resolved.
* • **Re: LYB || HPE Support case 5381336019 logged for Intermittent Performance issue | ref:\_00Dd0bUlK.\_500Kh0WAN2o:ref—Yet to share the logs awaiting update from breakfix team to know what logs are required –( replica of case 5381335887) – host EDCHDF03**

**BIOGEN**

HPE Support Case 5380667098 for HPE Superdome Flex 280 Base System ref:\_00Dd0bUlK.\_500Kh0VyIsF:ref| INC3526492-RMC is not reachable but its pingable-.- we need to send CE to check RMC Biogen --> 10:30 am IST - 30th March --> CHG0041100 external NCR sent for approval S/N 5UF238K24L | SD flex 280 CE is available this week Tuesday 26Mar and Thursday 28 Mar. this needs to be checked in the CAB meeting on Monday.---Awaiting update from ASM - if any CE will be assigned on 30th

CHG0041100 : abandoned for now, activity is postponed until 1st week of April due to CE unavailability. New CR will be created, once we get the schedule – Schedule on 12th April 5:30 PM EST, awaiting CE details.- Followed up – Received CE details , site access request raised - CHG0042004 pushed for approval activity @ 3am IST 13th April.- We would need to arrange new ERMC cable. As we were unable to connect with the one we have. once part ETA received- onsite need to be rescheduled. New Work Order created: 00703492 on case 5380667098 and part is recommended. Follow up with Bobbie as the correct part needs to be ordered.

New ECR - **ECR#CHG0042157 Place holder created**

**ADI**

**INC3547179** - Leaf certificate with alias name ad.analog.com\_10.65.72.110 is about to expire on 2024-05-16 –Nithesh has sent email to ADIColoSynergy team to Requesting assistance in renewing the certificate and also to update the same in OneView as it required local admin rights.— Customer told they will update the certificate by mid of April

**CHG0041694**- | SSP update to version 2024.01.02 Activity 2024-04-10 17:30:00 IST - CR Approved - Placeholder created - SSP file is uploaded to the OV

5381290045 -- Logged case and working on this – Check with Nithesh and take updates

3035 card - LPFC driver has to be downgraded on the Latest ESXI. Tomorrow Nitesh will working with ERT team

Re: Alert from Security - Leaf certificate with alias name ad.analog.com\_10.64.51.11.

**PWC:**

RE: PwC CE for Server Relocation: Awaiting update from MSM/ASM

CTASK0203560 (BW | ECC PROD Rack Relocation on PWC (Moving from POD A to POD C))-

Schedule 2024-04-13 17:30:00.. we need to be on standby if they need any assistance

**INC3733347** / **INC3733345**

RE: HPE Case ID: 5381329071 / 5381329319/5381205046 - Follow up with the onsite coordination team. to get an update on the DIMM ordered and also to assign this onsite task to Abe Hollingsworth. **Relocation of 4 servers completed. DIMM replaced on 001 and 002.**

**After the second restart the 003 and 004 had RMC communication issue. After restarting individually the RMC connected back. No issue with the server.**

**DISNEY**

Whoever had an access issue and it is not working contact - suyog-sandesh.nashte@hpe.com

**ABBVIE :**

We received multiple alerts for AbbVie : A service event has been generated against npar 0 for reason ID 1383.

Alerts got auto resolved on OV, however case was raised for analysis, we have to upload the requested logs---IDC logs to be uploaded. (have informed Kumaran about the same).

RE: HPE Support Case 5380951337 for HPE Superdome Flex Server. INC3653247—WE have to check with OS and network team -- Hpcaas – show case list uploaded, looped HPCass team to share OS log….awaiting analysis. → Awaiting for SOS report. Awaiting update from Break fix team. Follow up with the OS team for correct logs.

Need to share show cae commands.—currently OS breakfix is working with HP-CAAS team

**RITM0215538**- We received request to provide the network configuration info we routed HPCass-FYI **DYNALIFE** Dynalife || SCTASK0118568 || SCTASK0118567 || SCTASK0118569 || Lifecycle/Patch Management of HPE DL380 Gen10+ 8SFF NC CTO SvrAwaiting update from MSM and ASM . **Suncor:** Suncor || Add vLAN 500 for Suncor's internal change || CTASK0204367 ||CHG0042161—vlan added customer to confirm the closure **W.R.Grace** - CHG0042224 - ESXi Patching on sapnonprd cluster nodes. CTASK0204690 - Perform the ESXi host validation with respect to hardware. Act on 17th April 6:30 pm 18th April 2;00 am

**Mitsubishi**

CHG0042218 for MHIA Compute Cluster Upgrade || PROD || PROD\_Cluster01 - SPP and VMware OS Upgrade. : 2024-04-20 . @4.30pm IST

CTASK0204706 - Update will be carried out by GRS Lifecycle team, we have to collaborate when needed. - We will have to be Present Just in case.

**Deloitte**

- 5381329112 / MXQ936040L / INC3730840 - part (Synergy 3820C 10/20Gbe 2-port mezzanine controller) has been ordered. Part will be delivered onsite on 15th April as informed by dispatch team on call when followed up. Also CE details have been shared- dispatch team has sent the site access to the customer- Awaiting update.

FW: HPE Support Case 5381329112-531: Site Access needed for Service Engineer | DO NOT EDIT THIS LINE<CASE: 5381329112 > | 559255 [ ref:!00Dd00bUlK.!500Kh0WAJhS:ref ] ---

**Service Window Apr 15, 2024 08:00-Apr 15, 2024 17:00(Time zone: Eastern Daylight Time )**.

RE: Deloitte || INC3730840 || USNDCESX2001 || Host controller has a new status of not Connected

HPE Support Case 5381328996 for HPE Synergy 480 Gen10 Compute Module ref:\_00Dd0bUlK.\_500Kh0TbZW2:ref- CHG0042252 ECR created and pushed for approval : Please Follow up for Approval : Activity tomorrow 15th April @5.30 pm IST—customer has been looped on CE details email.

|  |  |  |
| --- | --- | --- |
| Subject- Service Desk (DCIO) - Change in Ticket Creation Process—Make sure to join the call in any of the below slot **Training Dates** | **Timings** | **Session** |
| **April 16th** | 1:30PM - 2:30 PM IST | Session 1 |
| **April 23rd** | 9PM - 10PM IST | Session 2 |
| **April 30th** | 11AM - 12 PM IST | Session 3 |