

## RACC Meeting Minutes No. 186 (11/1/06)

1. Purpose: A regularly scheduled meeting of the RACC was held from 2:00 p.m. to 3:00 p.m. EST in Room 3246 on Wednesday, November 1, 2006, to discuss and address national and regional AWIPS issues, problems and concerns.

2. Regions In Attendance: The following regions (and other NWS organizations outside of Silver Spring) participated in the conference call: **ERH**: Joe Palko; **SRH**: Eric Howieson; **WRH**: Gar Nelson, Rich Douglas, Andy Edman; **CRH**: Bill Gery; **ARH**: Duane Carpenter, Phil Mieczynski; **PRH**: Ken Waters, Bill Ward; **GSD**: Joanne Edwards; **NWSTC**: Randy Schupbach; **Warning Decision Training Branch**: Mike Magsig; **NRC**: Jeff Sickles; **Forecast Decision Training Branch**: Shannon White;

3. Discussion Items: The following topics were discussed/briefed at the meeting:

a. Status of OB7.1 and OB7.2: There are no changes to the OB7.1 installation instructions. One issue that came up is the text file problem and we have a temporary workaround which may become a permanent fix. The recent installs have taken sites about 8 hours to do instead of the projected 9 or more hours. There are a few outstanding OB7.1 issues which Raytheon is currently working on such as the GFE slowdown at HUN. Site PUB may be having it also and it was strongly suggested that PUB open a trouble ticket if they see it occurring. This will be the best way for Raytheon to investigate this particular problem.

Concerning OB7.2, we are looking for an RFC as a beta test site. We are also looking for another beta site, which has a connection to a TDWR with SPG Build 2. Southern Region Headquarters just finished installing OB7.2 and Eric reported it took only 3 hours to perform. There were only minor issues with the documentation.

Sanford Garrard sent out recently a spreadsheet from Raytheon that contained a list of OB7.2 DRs in development (to be fixed) as of October 30. The spreadsheet also includes a tab listing of DRs created for the tracking of data not yet available via the SBN. The Raytheon AWIPS team will close these DRs upon the successful end-to-end verification of these data products. Sanford asked the Regions to review the development DRs and provide their recommendations for the "Must Fix" DRs by COB Friday 11/3. As done previously for OB7.1, break the DRs down into 2 lists: "Must Fix" before beta and "Must Fix" before National Deployment. (The DRs should be rated into three categories: "Must Fix" before beta, "Must Fix" before National Deployment and can live with until a future release).

b. System Manager's Manual (SMM) Pilot Project: Frank Lucadamo sent out to the Regions on October 18 a template that contains information on how to fill it out if a site finds a problem with the SMM. These filled out templates will be returned to Frank and Ron Smith who will in turn forward them to the appropriate Raytheon personnel. It may take 3-6 weeks for the changes to be incorporated into the SMM. Once the SMM is updated by Raytheon, they will send out an EMRS tech form notification e-mail indicating the SMM has been updated.

To date, we have not received any requests for changes. Raytheon can accept changes to the SMM by December 15. For the OB7.2 beta test sites, we will post a beta 7.2 version of the SMM. These beta sites can fill out the same forms for changes.

c. GFE Support: Edwin Welles and Randy Chambers gave a briefing to the group and it is basically summarized in the attached two Power Point files (“GFE Support” and “GFE Support NOV12006”) and the Word document titled “portal\_RACC.”

To summarize the answers to the 4 main questions, which were raised at the previous RACC call:

- **Communicating new support process to the field.** The contractor has better communications between the ASM unit, the NCF, and other WSH organizations. The communications between the Raytheon facility and ASM is better and more efficient. There are weekly meetings and this is still a work in progress.
- **List server support for GFE/formatters/smart tools.** The list server continues but an alternative is a portal setup by Raytheon (see attached Word document titled “portal\_RACC”). Raytheon will not monitor or communicate to the sites via the listserver. The listserver will be used for the purpose of asking other sites for assistance. Several people had questions on how the list server and the new portal could work together. Edwin Welles asked that these questions be sent to him so he could address the questions at the next RACC.
- **Pre-release versions of the GFE.** We are working with Raytheon to clarify requirements and to find a solution. This is a work in progress.
- **Name of government person who is responsible for support.** Call the NCF for help. If not satisfied, ask to contact James Washington or Randy Chambers. They both have cell phones and can be contacted 24/7 in a real field emergency. The Pacific Region brought up an example of a real time emergency in which WFO Honolulu had a problem with the GHG VTEC ETN. Serious errors occurred with the Graphic Headline Generator (GHG) software impacting VTEC products issued by site HFO. The GHG was erroneously resetting Event Tracking Numbers (ETN) to ‘9999’. The regional headquarters contacted AWIPS personnel at the NCF who were able to reset the ETN counter to its proper number. This is a repeat occurrence on an open trouble ticket from two weeks ago. AWIPS personnel are working to determine the root cause of this error in order to prevent any more occurrences of this problem. One product, a Flash Flood Watch, had to be retransmitted with the corrected ETN in order to be properly disseminated and databased. The forecast office received one complaint from a major private sector weather firm that had noticed the problem. [Editor’s note: Mark Matthewson indicated that the problem was likely caused by a bad table in a non-baseline RPP box that was attached to the AWIPS network. Apparently, it was similar to the problems in Brownsville and Caribou.]

Edwin summarized this discussion by stating that if the regions had any more questions to

contact him as soon as possible so he could begin to address the issue(s) by the next RACC. Also, Karen Tepera from Raytheon will brief at the next RACC on how Raytheon will manage user support at their end.

d. Focal Point/Participants Reports, Problems and Concerns:

Alaska Region: nothing significant to report.

Central Region: nothing significant to report.

Eastern Region: nothing significant to report.

Pacific Region: The recent earthquakes caused the DX1 and DX2 servers at our Regional Headquarters to be replaced since the power was out and the equipment overheated. The problem was it took a week and a half for the servers to be shipped from NLSC. If this occurred at an operational site, the delay would be totally unacceptable. Jeff Sickles (who is the NRC representative on this call) responded that one should contact Mike Earhart at the NRC. He is the liaison with the NLSC and his phone number is in the NOAA LDAP directory.

Also, what is the status of the GFS40? There have been delays on this data and we would like some answers on when the OCONUS sites might receive the data. Ashley Kells took the action item to contact Brian Gockel who is working this issue here at WSH.

**ACTION ITEM 186-1: Ashley Kells will contact Brian Gockel to find status of dissemination of GFS40 product to OCONUS sites. [Editor's note: Action Completed. Brian Gocket responded with a preliminary status and this information was forwarded to the Regional Focal points. Brian promised a follow up status in a few more days.]**

Southern Region: nothing significant to report.

Western Region: nothing significant to report.

GSD: nothing significant to report.

NWSTC: nothing significant to report.

Warning Decision Training Branch: We were late in receiving the alpha OB7.2. We plan on getting the WES 7.2 developed and tested at WFOs and regional headquarters sites in December.

**The next RACC is scheduled for Wednesday, November 15, 2006. If you know of any agenda items you wish to be discussed at this RACC, please e-mail them to Jim Stenpeck and cc Wayne Martin. This is to ensure that all of the appropriate WSH personnel attend this RACC to address your issues.**