

RACC Meeting Minutes No. 187 (11/15/06)

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 15, 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; **CRH**: Bill Gery, Greg Noonan; **ARH**: Duane Carpenter, Phil Mieczynski; **PRH**: Alan Samori; **GSD**: Joanne Edwards; **NRC**: Steve Brant;
3. Discussion Items: The following topics were discussed/briefed at the meeting:
 - a. Status of OB7.2: The beta period is beginning. We installed OB7.2 on the NMTW system today and the install took between 3-4 hours. Site BCQ also did the install today with WSH personnel traveling to the regional site to observe. Reports were the installation went well with only minor comments. The OSFW will install it tomorrow (Nov. 16) with regional sites PBP and VUY installing next week. The first WFO will be site BYZ and their installation will occur the week after the Thanksgiving holiday.

Concerning the SMM pilot project, only two comments have come in to WSH and we need comments on OB7.1 by December 15.

Concerning the maintenance moratorium, no new additional OB7.1 installs should be scheduled between Nov. 17-27 and between Dec. 15 - Jan. 2. The sites already scheduled between these dates have an exemption so they can proceed. Your sites should have received information on this moratorium via an EMRS tech form notification e-mail.

- b. Latest Hardware Status: Jim Lane stated that there is no change since the last Excel spreadsheet was sent to the regions via the RACC minutes back in late September. Concerning the LX workstations, we had a good FMK up and running 2 weeks ago. A draft mod note has been prepared for the upcoming OAT. For the CP_SBN, a FMK checkout occurred this past Friday. The OAT will occur at the same time as the OAT for the LX workstations. Full deployment is expected in March of 2007. For the LDAD systems, there is a need to begin porting the LDAD software to Linux.

The new RFC LP3 printers will need a new IP address. An RC will need to be submitted for the new LP3. Susan Reiley will work with John Gordon to get a new IP address for a LP3 printer. The response back to the site on the status of the RC will contain a new IP address and the site will need to manually enter it.

The regions recently received an offer from Raytheon to buy a new AWIPS like workstation. The offer referred to these new workstations as Extended Baseline AWIPS (E-AWIPS) workstations. Even though the material from Raytheon uses the terms "E-AWIPS" or "Extended AWIPS Baseline", these systems are strictly "Non - AWIPS" systems and will not be part of

AWIPS baseline. Also, the naming convention still holds that this equipment added to AWIPS will still need the "na" at the beginning. There will not be a new "e" (ie., extended) for any systems. These systems would be under a separate maintenance contract, through Prism Point, for repair and offices will need to ensure that they do not send these systems to NLSC/NRC for repair. If they do by mistake, the office will most likely be charged for that workstation unless the office corrects the mistake.

c. Process of how Raytheon Responds to Trouble Tickets: Karen Tepera of Raytheon gave this briefing and referred to the two attached files to these minutes (one is titled "Software Problem Resolution & User Support Process Flows 2006-07-18" and "AWIPS Small Enhancement Draft 2006-10-17"). Basically, when a site calls into the NCF and a trouble ticket (TT) is written up, if the NCF cannot solve the problem according to certain criteria, then it will be sent to the SMS group for further software support. The ASM team will acknowledge to the site that they received the TT and will give them any feedback. The TT goes to an engineer whose first priority is to restore service using workarounds, backup failover, etc. During the root cause analysis, the site should get feedback from the ASM team about the latest status on the TT that the site submitted. The TT can be referred to the DR team which can create a DR. The NCF would notify the site of this action. We are also working on strengthening the GFE support at Raytheon.

James Washington of the NCF stated that they were tasked to do a survey about the ASM's performance. A survey of questions will be e-mailed back to the person calling in the TT and that person will respond via e-mail. Also, the Raytheon personnel (e.g., Andy Nappi, Russ Ingraham) would like to be invited to any upcoming regional conference calls so they can explain this process directly to the field sites. The regional focal points responded in the affirmative.

Randy Chambers will brief the RACC at the November 29 call about the applications software developer portal.

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

Alaska Region: We completed our DX3 and DX4 installs. Site AFG installed OB7.1 on November 8. We are supposed to have the GSF40 activation in our region tomorrow but have not received any guidance for the activation. Is it still on for tomorrow? James Washington of the NCF has not heard anything and Edwin Welles took the action to contact Brian Gockel for a status update.

Central Region: The fan on the Z-Pro for the video cards is going out at a number of our sites. Should we order more from NLSC since we could deplete their stock in a hurry since many are needed just in our region alone. James Washington of the NCF took the action to look into the matter.

Eastern Region: We installed the last of the DX3s and DX4s in the region today.

Pacific Region: Site GUM is scheduled to install OB7.1 at the end of this month. Our regional

headquarters system is scheduled to install OB7.2 on next Tuesday, November 21.

Southern Region: Service backup is still an issue in our region. Eric was asked if trouble tickets were called in by the affected sites and he replied in the affirmative.

Western Region: We completed all of our DX3 and DX4 installs in the region.

GSD: nothing significant to report.

NRC: nothing significant to report.

The next RACC is scheduled for Wednesday, November 29, 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.