

Banner 8 Emergency Technical Meeting – February 3, 2010

Attendees: Alex Garcia, Mrinal Virnave, Jesus Hernandez, Kim Montoya, Scott Archer, Paul Berver, Pam Jeffries, Linda Moreno, Kit Marlow, John Roberts, Dudley Moore, Mark Hammersmith, Art Trujillo, Olga Conter, Crystal Wang, and Laura Ramirez

- Sun Studio 12 is not supported by Sungard per SR – Kim/Mrinal
 - Per Mrinal, consultant did not relate this information about Sun Studio 12 not being supported
 - Q: (John) How soon will they support Sun Studio 12?
 - A: (Mrinal) It doesn't matter since they won't have it available within a month
 - Per Jesus, Sun Studio 12 may currently be developed with Oracle 11
 - Per Scott, need an absolute confirmation from Sungard that they do not support Studio 12

- Problems Now – Mrinal
 - Oracle Reports Server
 - Recompile everything all over again
 - Retest everything
 - Q: (John) What's currently tied to Studio 12? A: (Mrinal) All X02 compiles is what we know now. Need to find out if we need to have Sun Studio 8 or 11

- Need a downtime (bounce/restart) – Paul/John
 - Curtis and Keith are out sick and Curtis is going to China
 - Need to ask core clients to retest certain items again like Gary, Pamela, Kim, Kathy, Siiri, etc. per Mrinal

- Plan from here? – Mrinal
 - We may need to revert back to Studio 11
 - John doesn't know what the LOE involved is and will have someone appointed to this if need be
 - May need to revert to Studio 11 before Feb. 12th
 - The plan is that Studio 11 will take about 1 day of downtime
 - DBA will have to recompile everything. Paul feels it should be down for the weekend
 - Error handling is not working with X02 compile option per Mrinal
 - Q: (Art) How does Studio 12 tie to Appworx? A: (Scott) It was a misconception that is unknown how it got started

 - Questions to think about
 - How long will downgrade take?
 - What do we tell the Clients at tomorrow's meeting?
 - Testing window, will this be extended? Will go-live be extended?

- Call into Sungard – Pam/Mrinal
 - Pam has called Larry Criddle to check on this for us. He will call back

- Pam related that we got conflicting information from consultant when he was down here for training
- Mrinal called Nilda (SR contact) and left voicemail for her to call him back regarding this
- Clients Continue Testing – Mrinal
 - Q: (Alex) Do we ask Clients to continue testing as if nothing's happened? A: (Mrinal) Yes, let's have them continue testing as this only affects compiling of C programs
 - Q: (Kim) In the Clients' shoes, what do I need to test? A: (Mrinal) Everything to make sure it all works with Studio 11
 - Q: (Art) What C programs are broken right now? A: (Kim) None, at this point. All have been fixed with the X02 compile option
 - Q: (Alex) Do we have enough time to test again?
 - Per Paul, the refresh was going to be started today per Siiri's request. Q (Laura): Was this not to begin after Feb. 12th?
 - Q: (John) What's the Feb. 12th deadline for? A: (Alex) The deadline for the 12th was to have the Clients test and sign-off by then. And now we are having them retest everything all over again after going Studio 11?
 - Q: (Kim) Pamela's recent request for applying upgrades in UBN8 to continue testing. Does Paul continue with applying these upgrades? A: (Paul) These upgrades are being applied as we speak
 - Q: (Kim) So we are having the Clients rely on us to tell them which C processes or objects need to be retested with Studio 11? A: (Mrinal) Yes
 - Q: (Jesus) Can you guarantee me that nothing else will be affected by you telling them to only test C objects/processes? A: (Mrinal) The recommendation is that they retest all C programs, not just what they use or do every day
 - Q: (Alex) What if the Clients want to go live in Christmas? A: (Mrinal) That is a risk at this point. We may need more time to apply any new upgrades. Per Art we also need to think about applying Oracle 11
 - Per Mrinal, if the developers and Clients feel that it will require too much effort, then it would be best to go live during Christmas instead
 - Crystal feels that we have worked too hard to not go live in March, but if we are uncomfortable with a big change with Studio 11, then we are facing newer risks
 - Per Jesus, we need to check if upgrades in Appworx or UC4 need to be backed out