

# One for the Record Books

By Garth Tucker

In an effort to lower the number of hours for part two of their migration, a VALUED CUSTOMER asked my partner **Jonathan Perry** if there was anything they could do to reduce how much time Jonathan would need to be onsite the following weekend.

Jonathan suggested that if they upgraded their 820 to V5R4 themselves, this would reduce the time required to migrate that system to the new partition on their 520. The VALUED CUSTOMER went ahead with that yesterday and unfortunately for them, disaster struck.

## A Little Background on The VALUED CUSTOMER and the Situation...

They are a large multi-national corporation with SLAs for their products to other multi-nationals, and the majority of this business flows through their System i, which is their primary platform. If their plants cannot ship, they may face financial consequences.



IBM System i5 model 520



Jonathan Perry and Garth Tucker

They are consolidating an iSeries model 810 with two partitions at V5R2 and an iSeries model 820 single partition at V5R2 to a System i5 model 520 with three partitions running V5R4. Jonathan had already completed the migration of their 810 partitions a few weeks prior, utilizing the RISC to RISC process to reduce risk to the production systems.

They are located about 450 KMs (280 miles) from Toronto, so going on-site was not top of my list, as during this whole thing, I was preparing/cooking/helping eat/cleaning up Thanksgiving dinner for 10 people (yes, Canadians celebrate Thanksgiving in October—for my American friends reading this), coaching my brother in law over the phone on how to set up his wireless router with encryption, as well as entertaining my 5 & 7 year old nephews (this was the only stress relief all day—they think Uncle Garth is silly because he has to work on Sundays).

**Problem Number 1:** During the upgrade process, he encountered an error B9003007 (<http://www-1.ibm.com/support/docview.wss?uid=nas25060ba817253bd9e86256f430042c776>). He called IBM Support, only to find out **problem**

**number 2:** Their support had been moved to the new 520 by the IBM Business Partner who supplied the system and they (SupportLine) could not do anything for him. So he called Jonathan to see if he could help. Jonathan attempted to help diagnose the problem, but as the problem only generated the above listing, there was little he could do to resolve the issue.

Jonathan then passed the VALUED CUSTOMER along to me to see if there was anything I could do to help, so starting at around 11:30 in the morning I got involved in what was essentially a full scale DR for this VALUED CUSTOMER.

After trying several different approaches to allow the upgrade to continue, I decided at 1:00 pm to have the VALUED CUSTOMER start to reload from tape in order to meet his deadline to be back online for production.

I instructed the VALUED CUSTOMER on how to IPL his 820 from the first V5R2 CD and how we would then point the restore to his tape, since their tape library was not on the primary bus. This is when **problem number 3** was encountered.




After loading the LIC (Licensed Internal Code— microcode for my non-System i friends reading this) and reclaiming the disk configuration, which took almost two hours, an error of LIC mismatch was encountered. The VALUED CUSTOMER had erroneously put the V5R4 LIC CD in the drive and his tape, of course contains V5R2 data (like trying to load a Windows NT server system onto a system with Windows 2003 server (for my non-System i friends reading this)).

Still not the end of the world, I asked The VALUED CUSTOMER to change the CD for a V5R2 LIC CD and we went through the process again. This is when **problem number 4** surfaced: An error came up that indicated to me that his CD was an early release, I asked him what the RS version was and he replied that it said RSA. This was the first V5R2 version released and had some issues. He then told me he had another copy of the V5R2 LIC and it was RSD, so once again we restarted the DR process, this time with better results. We reached the reclaim disk config stage and it seemed we were out of the woods. This is when **problem number 5** kicked in: During the process, a car driving down the street in front of The VALUED CUSTOMER, hit a pole and knocked out the power to the building. No big deal, their UPS and generator will kick in, right?

Wrong. **Problems number 6 & 7** became apparent when the auto-start for the generator failed and their UPS batteries only lasted about 3 minutes. Thus the system crashed hard and we were right back where we were 2+ hours previously.

Eventually, power was restored and The VALUED CUSTOMER called me back (also note, he was starting to sound a little manic at this point, so I calmed him down by making light of the situation and pointing out that things could be worse, not much worse, but worse.) We started the process again and by 10:30 that night, the VALUED CUSTOMER's system was finally restoring from tape, the system is back to normal, and all is well again.

### A Few Lessons:

- 1: If anything can go wrong, it generally will.
- 2: You should test your backup power systems regularly.
- 3: Upgrades are best left to the people who do them all the time.
- 4: If you're a big multi-national, quit nickel-and-diming your IT people into cutting corners.
- 5: If there's a bar up the street from your facility, you have a significantly higher risk of a power outage :) 

**Garth Tucker** is an IBM iSeries/i5 Specialist, IBM Certified in Technical Solutions Design and implementation, Sales, Linux and Windows Integration for iSeries. He also helped write the Technical Overviews of OS/400 V4R4, V4R5 and V5R1.



Ever Wondered what an AS400 looks like after dropping 5 feet off a loading dock? Jonathan and I were cleaning up our warehouse and tossing out anything we could not find a use for, including some old migration towers that are going to scrap, so we tested the welds. They held up surprisingly well.  
— Garth



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