

**From:** Audley Knowles  
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**Subject:** GBI Server Health

Several conditions were observed during the readiness check today:

1. Degraded HD on storage array
2. Defective Physical Memory
3. Insufficient Physical Memory per Processor
4. Defective Array Controller
5. Retired Vendor Product

GBI was aware and concerned about items 1, 2, 4 and 5. GBI and GSU consulted with Cognos to determine proven practice. Once Cognos proven practice was clearly understood the client had concerns with whether hardware would be able to deliver Cognos service reliably to the end users over an extended time period, as well as meet the scheduled training needs, considering the hardware is retired from vendor's product list. Hardware is also, a nonstandard component in GBI's environment which then pose on-going support issue. Determination was made to purchase a new server with adequate memory, disk space, processing speed and vendor support. As a result, vendor request that TES halt service until new hardware arrives. Upon arrival GBI/GSU will contact TES to complete install service.

If anyone has any questions, feel free to contact me.

Regards,

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Cognos, An IBM Company