ROUTINE

R 281832Z JAN 99 PSN 746401J22

FM COMOMAG CORPUS CHRISTI TX//N3//

TO MOMAG
R 251924Z JAN 99

FM CINCPACFLT PEARL HARBOR HI//N42//

TO AIG SEVEN SIX EIGHT NINE

INFO CINCPACFLT PEARL HARBOR HI//N42//
R 221829Z JAN 99

FM NAVSURFWARCENDIV CRANE IN//4035//

TO CINCLANTFLT NORFOLK VA//N411//
CINCPACFLT PEARL HARBOR HI//N42/N4201//
NAVORDCEN INDIAN HEAD MD//N42//
CINCUSNAVEUR LONDON UK//N411//
COMNAVAIRESFOR NEW ORLEANS LA//N3W//
CMC WASHINGTON DC//ASL 30//
COMMARCORSYSCOM QUANTICO VA//AW//
MARCORSYSCOM WASHINGTON DC//PM AMMO//
COMNAVSPECWARCOM CORONADO CA//N4311/N91//
COMNAVAIRLANT NORFOLK VA//N85//
COMNAVSURFLANT NORFOLK VA//N653//
COMSUBLANT NORFOLK VA//N711//
COMMARFORLANT//G4/ALD/AMMO//
COMNAVAIRPAC SAN DIEGO CA//N85//
COMNAVSURFPAC SAN DIEGO CA//N84//
COMSUBPAC PEARL HARBOR HI//N71//
COMMARFORPAC//ALD//
COMLOGRON TWO//N411//
COMNAVSURFGRU PACNORWEST//N651//
COMNAVSURFGRU MED//N411//
COMNAVSURFGRU MIDPAC//N86/MP8//
COMLOG WESTPAC//N4112//
COMFAIRMED NAPLES IT//WPNS/ORD//
COMFAIRWESTPAC ATSUGI JA//N8/WPNS//
COMPHIBGRU ONE//WPNS//
COMPHIBGRU TWO//LOG/WPNS/N361//
COMPHIBGRU THREE//N441/N5131//
COMSC WASHINGTON DC//PM1/PM12D/PM12E/PM412/N62//
FCTCLANT DAM NECK VA//N722/ROLMS//
FLETRACEN SAN DIEGO CA//N7413/ROLMS//
CG FIRST MAW//ALDD/ORD//
CG SECOND MAW//ALDD/ORD//
CG THIRD MAW//ALDD/ORD//
NAVICP MECHANICSBURG PA//101//
NAVICP PHILADELPHIA PA//P04E//
NAVORDCEN IMSD MECHANICSBURG PA//20//
NAVORDCEN IMSD AMMO DET NORFOLK VA//0034//
NAVORDCEN IMSD AMMO DET SAN DIEGO CA//0031/0033//
CNET PENSACOLA FL//N414//

CNATRA CORPUS CHRISTI TX//N4213//
COMDT COGARD WASHINGTON DC//GOD02//

UNCLAS //N08000//

MSGID/GENADMIN/NSWCDIV CRANE IN/4035//

SUBJ/ROLMS HARDWARE MAINTENANCE AND OPERATIONAL ENVIRONMENT//

REF/A/MSG/COMNAVMARIANAS GU/190600ZNOV98//

REF/B/MSG/NAVORDCEN IND HD MD/101505ZAUG98//

REF/C/MSG/NSWCDIV CRANE IN/052130ZJAN99//
POC/JAMES WERNE/4035/PRIPHN:DSN 482-5015/PRIFRQ:-
/NSWCDIV CRANE/SECPHN:812-854-5015/-//

RMKS/1. REF A STATED THE RETAIL ORDNANCE LOGISTICS MANAGEMENT SYSTEM
(ROLMS) AT COMNAVMARIANAS GUAM EXPERIENCED TOTAL DATABASE FAILURE AND
REQUESTED A TECH ASSIST VISIT. ROLMS PROJECT MANAGEMENT OFFICE
(PMO) REPS WERE ON SITE 19-24 NOVEMBER AND 14-21 DECEMBER 1998 TO
RESTORE THE SYSTEM TO AN OPERATIONAL STATUS AND ASSIST IN THE PROCESS
OF REESTABLISHING THE ROLMS DATABASE.

2. THE TECH ASSIST VISITS ESTABLISHED THE FOLLOWING:

A. POWER FLUCTUATIONS CAUSED THE COMPUTER TO SHUTDOWN WITHOUT
FIRST SHUTTING DOWN THE ROLMS DATABASE. EVEN THOUGH THE COMPUTER WAS
ON AN UNINTERRUPTIBLE POWER SOURCE (UPS), THE UPS WAS SET TO ONLY
KEEP THE SYSTEM RUNNING FOR ONE MINUTE, WHICH WAS NOT ENOUGH TIME TO
PROPERLY SHUT DOWN THE DATABASE. THE UPS HAS SINCE BEEN SET TO KEEP
THE SYSTEM RUNNING FOR FIVE MINUTES.
B. THE TAPE UNIT USED FOR DAILY DATABASE BACKUPS WAS DEFECTIVE.
THE OPERATING SYSTEM SOFTWARE PROVIDED NO INDICATION OF A FAULTY
TAPE UNIT. CONSEQUENTLY, THE BACKUPS WRITTEN TO THE TAPE UNIT WERE
INVALID. PMO IS CURRENTLY INVESTIGATING ENHANCED ROLMS BACKUP
SOFTWARE TO TEST THE OPERATIONAL STATUS OF THE TAPE UNIT.

3. THE ONGOING POWER FAILURES AND DEFECTIVE TAPE UNIT WERE THE
DIRECT CAUSE FOR COMNAVMARIANAS GUAM EXPERIENCING TOTAL ROLMS
DATABASE FAILURE. BECAUSE OF THE INVALID BACKUP TAPES, ALL ATTEMPTED
RESTORATIONS OF THE DATABASE FROM THE DAILY BACKUP TAPES RESULTED IN
A CORRUPTED DATABASE. THE LESSON LEARNED FROM COMNAVMARIANAS GUAM IS
REITERATION OF THE FACT THAT PROPERLY MAINTAINED HARDWARE AND
PROTECTION FROM POWER FLUCTUATIONS IS JUST AS IMPORTANT AS THE
SOFTWARE IN THE ROLMS OPERATIONAL ENVIRONMENT.

4. REF B STATED THAT BEGINNING IN FISCAL YEAR 2000 (FY00), SITES
ARE RESPONSIBLE FOR ROLMS COMPUTER SYSTEM HARDWARE MAINTENANCE. THE
FALL ROLMS NEWSLETTER AND REF C REPEATED THIS POLICY AND STATED THE
ROLMS PMO WILL NO LONGER BE TASKED OR FUNDED TO PROVIDE COMPUTER
HARDWARE MAINTENANCE SUPPORT BEGINNING IN FY00. IF NOT ALREADY IN
PROCESS OR COMPLETED, SITES SHOULD IMMEDIATELY MAKE LOCAL
ARRANGEMENTS TO COMPLY WITH REF B AND ENSURE THE ROLMS COMPUTER
SYSTEM CAN BE PROPERLY MAINTAINED IN AN OPERATIONAL STATE.

5. REQUEST ADDRESSEES PROVIDE WIDEST DISSEMINATION.//

BT
NNNN
RTD:000-000/COPIES: