

	A	B	C	D
1	Line #	Date	Vendor	Description
2	1	9/10/18	Interisle	VMware vSphere and vCenter licenses upgraded to version
3	2	9/13/18	Interisle	Set up Support Portal for managing VMware licenses and support contracts
4	3	9/13/18	Interisle	Initial steps taken to upgrade VMware vSphere and vCenter
5	4	9/17/18	Interisle	Updated HPE Blade System OA and iLO firmware in response to urgent HPE Advisory
6	5	9/17/18	Interisle	Provided information/guidance to OEM on renewing HPE support contracts for Blade and 3PAR systems
7	6	9/18/18	Interisle	Updated Firewall configs for Cambridge to accommodate new IP address scheme
8	7	9/19/18	Interisle	Supported integration of Brookline's FLIR server with FATPOT
9	8	9/20/18	Interisle	Investigated recent reports of exploitation of MikroTik RouterOS
10	9	9/20/18	Interisle	Crashing issues with latest InterMapper server 6.2.1 and 6.2.2 versions

	E	F
1	Work Performed	
2	Further investigations determined that the Region does not need to acquire new VMware vSphere and vCenter licenses, as we were able to upgrade the existing licenses to version 6.x before a September 18 cutoff.	
3	Worked with OEM to set up a new "My VMware" portal account for managing VMware licenses and support contracts.	
4	The first essential steps to upgrading VMware vSphere and vCenter software to the latest 6.x versions involves bringing the current VMware installation up to version 5.5 Update 3 along with all requisite patches.	
5	A time-critical advisory was received from HPE on 11-Sep indicating that their customer support digital certificates would expire on September 28, thereby requiring that Onboard Administrator (OA) and Integrated Lights Out (iLO) firmware must be updated prior to 28-Sep.	
6	The HPE hardware support contracts expired on 18-September, and need to be renewed. Researched various options, and determined that lower-cost (non proactive) support contracts should meet PSnet's needs. Information on the support options was provided to OEM so that renewal orders could be placed.	
7	Cambridge Police changed the way that they are controlling access from internal users to external services, which caused most users to lose access to the BRIC CrimeView services. Enabling access from all Cambridge users was accomplished by updating previously defined address groups with new address lists.	
8	Based on details provided by FATPOT and LAN-TEL, the Brookline PSnet firewall configuration was updated to allow integration of FATPOT with the Brookline FLIR server to proceed. These changes were documented to facilitate other integration efforts.	
9	A vulnerability discovered and repaired over a year ago with MikroTik RouterOS has been in the news recently as malware has been found exploiting unpatched routers to conduct "Miner mining." PSnet use of RouterOS was reviewed again to confirm that this vulnerability is not exposed either externally or internally, and that PSnet routers have not been compromised.	
10	Although internal tests with the latest 6.2.2 version of the InterMapper server software did not initially exhibit any problems, when this upgrade was applied to the primary server, it began to crash when accessed via the Remote Access client. This has brought to light several serious issues with the latest 6.2.x versions, which have been reported to the vendor, who has acknowledged the problems.	

	A	B	C	D
11	10	9/21/18	Interisle	Purging of InterMapper chart data requires unacceptable down time
12	11	9/21/18	Interisle	Additional problems with InterMapper 6.2.x investigated and worked around
13	12	9/21/18	Interisle	Work at Metro North RECC caused loss of communications to Zone 2 Core
14	13	9/18/18	SONET 5104	Chelsea Soldiers Home

	E	F
11	As a potential workaround, we attempted to purge any chart data older than 2 years from the Boston InterMapper server. This required about 18 hours of down time, which is unacceptable. We are now working with the vendor to refine the methods by which older data is purged (an issue we have reported multiple times in the past).	
12	In addition to the crashing and data purging issues noted above, other problems were encountered, and have been reported to the vendor. Examples of problems include corruption of chart data ranges, excessive false alert notifications sent, and various UI headaches. Workarounds have been taken where feasible.	
13	Provided assistance in resolving a critical loss of communications between the Metro North RECC and the Zone 2 Core. This turned out to be a local connection that was dislodged while work was being performed by Balsam Tech and LAN-TEL to install new equipment and re-route patch cables. Also assisted LAN-TEL with re-routing of cables.	
14	Provide emergency power for CCTV Network equipment	