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Action:	For Decision	

OPSG Issues Log – Progress Report

Purpose

This paper provides an update on the status of Actively Managed entries on the OPSG Issues Log, together with any plans for the next month.

The Operations Group (OPSG) is requested to note the contents of the paper and approve the recommended next steps.

Actively Managed Issues

This section presents the Issues which are being actively monitored by OPSG.

Apparently Spurious Alerts

Current Stage



Issue and Impact

Parties are experiencing large numbers of apparently spurious Alerts. Impacts range from overloading of CSP/Party systems, delays in fault diagnoses, and breach of Party obligations.

Status

The alerts in question relate to the following:

- 8F3Es:
 - In the C&S, forms 95% of Alerts as per the following categorizations:
 - 73% is traceable to a Toshiba/WNC hub operating alongside a particular ESME and/or PPMID (in combination or otherwise);
 - 14% is traceable to the aforementioned ESME (with other hubs);
 - 6% is traceable to the ESME-PPMID combination (with other hubs or FW);
 - the rest – some of which may be legitimate – are largely due to other Devices.
 - The North, forms about 27% of Alerts as per the following categorizations:
 - 15% is traceable to the aforementioned ESME;
 - 12% is traceable to another ESME-Hub combination

- 8F12s:
 - In C&S, this Alert has not been observed
 - In the North, forms 66% of the Alerts as per the following categorisations:
 - 66% is traceable to a specific PPMID-Hub combination
- Other Alerts – 8F01, 8014, 8015 etc. – form minor proportions in C&S and North

Next Steps

The 8F3E and 8F12 alerts have been prioritised and DCC has initiated a project to undertake detailed investigations; OPSG is being updated on a weekly basis on progress. A FW pilot has commended to resolve 8F3E issues in C&S and has observed that around 90% of the Devices in the pilot sample – containing both alerting and non-alerting Devices prior to the update – don't alert post the update. The OTA pilot of R2.0 EDMH hubs has indicated positive results; 98% of the initial sample set no longer alert post upgrade, although this pilot had to be suspended as some upgraded hubs entered a non-communicative phase.

Additionally, on both pilots, definitive conclusions depend on longer observation periods and more tranches of updates. The DCC is expected to provide an update this meeting.

Communications Hub Exceptions

Current Stage



Issue and Impact

DCC's reports to OPSG include a large number of Communications Hub Exception reports, which appear to have multiple causes. Impacts vary from non-functioning HANs and WANs, to lack of connectivity for multiple consumers (for instance, when a normal hub is installed instead of a mesh).

Status

These currently comprise:

- Installations have been aborted by the service user, but no corresponding Service Request (8.14.2/8.14.3) has been submitted; overall, there are about 80,000 such cases;
- Service Users are not following CHISM recommendations. Either:
 - they have not installed the recommended CH, or fail to install an aerial, or install in areas against the recommendations of the WAN Coverage Database; overall, there are about 10,000 such cases;
 - they have provided insufficient address details (or none at all) for the MPxN field in SRV 8.14.1; overall, there are about 110,000 such cases.
- CSPN see Comms Hubs appear on its network but then do not see any traffic to or from the Comms Hubs for more than 10 days; overall, there are about 250,000 such cases.

Next Steps

These problems are largely due to Service Users not following specific processes. DCC has issued guidance and is working with Service Providers & Suppliers to correct the existing Exceptions and to

prevent new ones from occurring; OPSG is being updated on progress on a weekly basis. A breakdown by SEC party has been identified for all Exceptions, and DCC are in conversations with each party to resolve the issue and are expected to provide an update this meeting.

Incorrect DNO certificates on meter

Current Stage



Issue and Impact

Incorrect (or no) certificates are being placed on meters, preventing the Distribution Network Operators (DNOs) from contacting the affected meters.

Status

DCC is now producing weekly reports for Suppliers. This reporting currently contains ESME only (>97k as per TOC), with GPF certificates for GT's to be published shortly. Five SEC Parties have been identified that represent about 80% of this issue.

The DCC is expected to provide an update at the June OPSG.

Next Steps

Dependent on the content of the reports.

Capacity Management Concerns

Current Stage



Issue and Impact

OPSG members have expressed concerns around capacity management of the DCC systems and networks following various recent incidents. There is a further concern that DCC and the CSP's information is not always consistent.

OPSG should have a clear understanding of exactly what these capacities and restrictions are in the entire end to end piece, but do not feel they currently have sufficient visibility of the situation and roadmap to provide confidence.

Status

Three Modifications – [SECMP0062 'Northbound Application Traffic Management - Alert Storm Protection'](#) and [SECMP0067 'Service Request Traffic Management'](#) – are relevant here and are being monitored. SECMP0062's Part 1 and 2 was implemented earlier this month, and while the comments in the WG were that there had been a positive effect, the modification had been implemented for a short time only. SECMP0067 will be returned to Refinement, following Panel Discussion on 16th May. Note also that for [MP119 'CH Alert Storm Consideration'](#), Business Requirements are undergoing further development with the proposer before agreement at the next WG (before PA can be requested)

Next Steps

OPSG to monitor these for six months and, if reporting is satisfactory, then the issue can be closed.

Power Outage Reporting

Current Stage



Issue and Impact

Current Power Outage Reporting Performance Measures may not be appropriate, leading to lack of reliability of information for DNOs.

Status

DCC are in conversation with the DNOs on this issue, on redefining the obligation measure, addressed via SEC modification proposal [DP096 'DNO Power Outage Alerts'](#) (currently in Development stage). The Modification has been put on hold as the DCC complete multiple projects related to the issue identified, approved via the Delivery Hub Working Group. Costing for these projects is expected to be taken to the DCC Internal board for 21st of May; an update can be expected post.

Next Steps

Dependent on the timescales for the modification.

Forecasting Obligations

Current Stage



Issue and Impact

The current requirement to provide the DCC with message volume forecasts is difficult for suppliers to comply with, and the information is not being used. There are also discrepancies in numbers of Service Requests reported by Parties and the DCC which need to be resolved:

- Users can't tally with the DCC reports, so reports to Panel to say we are outside of our 10% tolerance might be incorrect; and
- The outstanding issue of the correct reporting of critical commands - should Users be forecasting 2 or the DCC reporting 1?.

Status

The DCC already has a solution ready for this: to remove the obligation and instead, let the DCC use its internal data to predict demand and volume. SEC Panel approved this proposal on 17 April 2020; the proposal has now been converted into a Modification MP116 and has entered the Refinement Process.

Next Steps

OPSG to monitor the progress of MP116.

Lack of R2 Dual Band Hubs

Current Stage



Issue and Impact

Lack of Dual Band CHs is a growing concern and there is no real clarity of when the chipset issues will be resolved. The most obvious operational impact from this is that long range hubs cannot be extended into premises that require it.

Status

CR91, concerning the Delivery dates for C&S DBCH was approved. Currently, initial installations are expected to commence in August and Mass Production is expected to be late October/early November. Responses to CR92 (Delivery dates for N DBCH), issued for consultation on 06/04/2020, received few risks, namely impacts on roll out commitments and the limited time available for any defect identification. The date for UIT commencement was revised to June 2020, GBCS v2.0 Compliant FW dates revised to late August, and full Volume Production DBCH on November 2020

Next Steps

OPSG to monitor delivery timelines for DBCH.

Stability within the HAN

Current Stage



Issue and Impact

The stability of the HAN is often disrupted by the CH reboot every 9 days. A primary operational impact is that this process likely kicks the IHD/PPMID off the HAN, and results in manual re-join processes, potentially also causing a significant number of Alerts.

Status

SECAS discussed this issue with the HAN/WAN Working Group following the last OPSG; however, it was thought that TSIRS offered a better fit, and so this forum will feature HAN Stability moving forward. Our current position is to observe these forthcoming discussions in TSIRS and their treatment of the subject, and then rethink our approach towards HAN Stability if there is a need to do so.

Next Steps

OPSG to monitor progress towards root cause identification and resolution.

Lack of defect fixes for the EDM CH GPFs

Current Stage



Issue and Impact

Lack of defect fixes for the GPF within EDM CHs have stopped the ability to rollout prepayment functionality to customers in the north.

Status

The R2 EDM 2.02.4 FW addresses substantial Prepayment issues identified in prior versions. OTA Pilots for this Release, expected to run from March to April originally, have been suspended due to some upgraded hubs being stuck in a non-communicative mode of operation. The DCC are currently investigating the issue, but to the best of our knowledge, supply is still expected to be from June 2020. A Root cause for this issue has been identified and a fix is being prepared with the aim of getting it into 2.02.6

Note that the 2.02.4 FW contains a Prepayment bug; the hub resets and reboots every time the PPMID reads the Debt Log after the 11th 'top up', typically once an hour. The fix for this is planned in 2.02.6, to be piloted from August to October 2020 and released, with supply expected to commence November 2020.

Next Steps

OPSG to monitor the R2 EDM CH Release against the expected Delivery plan.

Recommendation & Next Steps

The OPSG is requested to:

- **NOTE** the contents of this paper; and
- **APPROVE** the recommended next steps for each issue.

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26 May 2020