

To: Janssens Iain[GRO]
Cc: 'Mark Jarosz'; GRO
From: Jenkins Gareth[GRO]
Sent: Fri 2/28/2003 8:50:18 AM (UTC)
Subject: FW: PC0087709: PinICL - call transferred to Escher-Dev
[mbocor02_tidy.zip](#)

Iain,

I've had a look at this one and there's nothing much to add to what the PinICL already says.

Please can you pass it on to Escher. We've seen a number of cases of the event 82 in the past, however usually they have been "one-offs" and benign. In this case the agents are repeatedly failing with the agent timeouts coinciding with the event 82s. As the PinICL says, the first error was an Event 89 which I don't remember seeing before.

I'm copying this to Mark in case he has anything to add and I've added on the Event Log in .xls format (zipped) with the relevant events highlighted.

Regards

Gareth

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Gareth Jenkins
Distinguished Engineer
Riposte and Counter TDA; Pathway

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> -----Original Message-----

> From: pinicl@ GRO [mailto:pinicl@ GRO]
> Sent: 27 February 2003 18:39
> To: Gareth Jenkins
> Subject: PC0087709: PinICL - call transferred to Escher-Dev
>
>
> Title: PinICL - call transferred to Escher-Dev
>
> Call Number : PC0087709
> Systemname : PinICL
> Event : Call arrived on team
> Summary : MBOCOR02 - Riposte function
> RiposteCheckpointMess
> Priority : B
> Target Date : 03/03/03 20:00:00
> Assigned Team : Escher-Dev [Escher Development preview team]
> Assignee : No Assignee
> Subject Product : RIPOSTE applicn sw
> Product Group : Infrastructure
> Call Type : Live use error
> Contact Surname : EDSC
> Actioned Team : Not Actioned
> Actionee : No Actionee
> Response Category : Incident Under Investigation
> Target Release : BI_3R-Provisional

> Call Logger : Customer Call
> Call Loggers Team : EDSC [EDSC support team]
> Top Reference : E-0302270031
> Contact Details : EDSC
> Post Office Account
> Gateway contact
> Mail: **Barbara Longley**
> References : ORIGINATOR : Phelp
>
> ORIGREF : E-0302270031
>
> CONSUMERREF : E-0302270031
>
> PowerHelp : E-0302270031
>
>
>
> Call Progress :
>
> 27/02/03 07:51:45 - By Customer Call
> CALL PC0087709 opened
>
> 27/02/03 07:51:52 - By Customer Call
> CALL PC0087709:Priority B:CallType L - Target 03/03/03 20:00:00
>
> 27/02/03 07:51:52 - By Customer Call
> 27/02/03 07:25 Critical events received on MBOCOR02, Events : Riposte
> function RiposteCheckpointMessagePort failed saving checkpoint reports
> unexpected error=Riposte(0xC1090003)Timeout occurred waiting for lock
> (0xC1090003)
> 27/02/03 07:30 gb083684
> Information: Event received @ 07:02
> 27/02/03 07:34 gb083684
> Information: Also @ 07:02 : An unexpected error occurred while
> attempting
> to modify an entry in the run map. Timeout occurred waiting
> for lock. (0xC1090003).
> 27/02/03 07:39 gb083684
> Information: RKing4120P refers to a John Simpkins Kel 2544R
> but this is
> unavailable.
> The only other related Kel found is JBallantyne1359R which
> suggests the matter requires investigation.
> 27/02/03 07:42 gb083684
> REASSIGN: Call # E-0302270031 was Reassigned from Andy Scott, Group
> SMC1 to Group ISD NT
> re-assigned for investigation. Thanks
> 27/02/03 07:50 gb083684
> Information: Event Log ID: 247760
> 27/02/03 07:50 gb083684
> Information: This problem has caused TMSAuditB2 to terminate.
> The agent
> then restarts until the error occurs again and then it is
> terminated once more. this has been happening since the 1st
> occurrence of the error @ 07:02.
> 27/02/03 07:54 SYSADM
> Open OTI: Automatic Open OTI
> ***Updated by Andy Scott at 27/02/03 07:54:01
> 27/02/03 07:53 gb083684
> REASSIGN: Call # E-0302270031 was Reassigned from Group ISD NT to
> Group EDSC1
> re-assigned for investigation. Thanks
>
> 27/02/03 07:51:53 - By Customer Call
> F} Call details
>
> 27/02/03 07:51:54 - By Customer Call
> Diagnostician name:

> Customer opened date 27/02/2003 07:25:13
>
> 27/02/03 08:52:44 - By Customer Call
> EMPTY 27/02/03 08:55 GB082308 SMC1 Information: SSC has
> confirmed that we
> can clear the error message from
> our screens, before they start their investigations
>
> 27/02/03 10:00:32 - By Barbara Longley
> The call summary has been changed from:-
> Critical events received on MBOCOR02, Events : Rip
> The call summary is now:-
> MBOCOR02 - Riposte function RiposteCheckpointMess
>
> 27/02/03 10:00:32 - By Barbara Longley
> Target Release updated to BI_3R-Provisional
>
> 27/02/03 10:00:32 - By Barbara Longley
> Product Infrastructure RIPOSTE applicn sw added
>
> 27/02/03 10:00:38 - By Barbara Longley
> F} Response :
>
> 27/02/03 10:00:39 - By Barbara Longley
> Prescan: Assigning call to John Simpkins in EDSC.
> [END OF REFERENCE 33683075]
>
> 27/02/03 10:00:39 - By Barbara Longley
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 27/02/03 10:00:42 - By Barbara Longley
> The response was delivered to: PowerHelp
>
> 27/02/03 10:00:44 - By Barbara Longley
> The Call record has been assigned to the Team Member: John Simpkins
>
> 27/02/03 10:00:44 - By Barbara Longley
> Defect cause updated to 99:General - Unknown
> Hours spent since call received: 0 hours
>
> 27/02/03 13:37:59 - By Customer Call
> EMPTY 27/02/03 13:29 uk062605 SMC-MSS-SUPP Information:
> TMSAuditB2 no longer
> stopping and restarting (OK since
> 09:06 hrs. However the count for the 'Riposte function
> CheckpointControl.....' NWB Alert is still incrementing (at 13:34hrs,
> shown as 1,017 times since 08:10 hrs, 27/02/03). Checked
> the monitor - there is no option to 'manually' reset the
> state, so I assume the events will continue until a Good
> 'post-fix' poll is achieved.
>
> 27/02/03 13:49:47 - By John Simpkins
> F} Response :
>
> 27/02/03 13:49:47 - By John Simpkins
> I restarted the Riposte service this morning, it got into the
> error state
> when it tried to archive.
> [END OF REFERENCE 33689295]
>
> 27/02/03 13:49:47 - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 27/02/03 13:49:49 - By John Simpkins
> The response was delivered to: PowerHelp
>
> 27/02/03 14:53:23 - By John Simpkins
> New evidence added - Application log from MBOAGE02

> New evidence added - MBOCOR02 application event log
>
> 27/02/03 14:53:24 - By John Simpkins
> F} Response :
>
> 27/02/03 14:53:24 - By John Simpkins
> This appears to have been a Riposte error when Archiving the
> messagestore on
> MBOCOR02 at 27-Feb-2003 at 03:22:05.
>
> Source:Riposte
> SubSource:MessageProcessor
> Type:Error
> EventID:89
> Description:An unexpected error occurred while attempting to insert a
> message. Timeout occurred waiting for lock. (0xC1090003)
>
> This was followed by many:
> Source:Riposte
> SubSource:MessageProcessor
> Type:Error
> EventID:82
> Description:An unexpected error occurred while attempting to
> modify an entry
> in the run map. Timeout occurred waiting for lock. (0xC1090003)
>
> A restart of the Riposte service corrected this problem.
>
> Please route to Escher Dev
> [END OF REFERENCE 33691498]
>
> 27/02/03 14:53:26 - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 27/02/03 14:53:28 - By John Simpkins
> The response was delivered to: PowerHelp
>
> 27/02/03 14:53:30 - By John Simpkins
> The Call record has been transferred to the Team: QFP
>
> 27/02/03 14:53:30 - By John Simpkins
> Hours spent since call received: 0 hours
>
> 27/02/03 18:38:28 - By Lionel Higman
> The Call record has been transferred to the Team: Escher-Dev
>
> 27/02/03 18:38:29 - By Lionel Higman
> Hours spent since call received: 0 hours
>