

To: Orzel Brian F [GRO]; Fawkes Simon J [GRO]; Longley Barbara [GRO]
Cc: Higman Lionel M [GRO]; Oakes Jonathan D [GRO]; Janssens Iain [GRO]
From: Jenkins Gareth GI [O=ICL/OU=ICL IT CONSULTANCY/CN=RECIPIENTS/CN=GARETH.JENKINS]
Sent: Fri 2/28/2003 2:51:52 PM (UTC)
Subject: RE: Call 87709

Brain,

I've already asked Iain to pass this on to Escher, since Riposte is clearly behaving badly, in that it won't support any agents until it is restarted. I doubt if there is any further evidence to get for Escher - I've already sent Iain the event logs.

Regards

Gareth

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Gareth Jenkins
Distinguished Engineer
Riposte and Counter TDA; Pathway

Fujitsu Services

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [GRO] Internal: [GRO]

Mobile: [GRO] Internal: [GRO]

email: [GRO]

Web: <http://services.fujitsu.com>

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

> **From:** Orzel Brian F
> **Sent:** 28 February 2003 14:48
> **To:** Fawkes Simon J; Longley Barbara
> **Cc:** Higman Lionel M; Oakes Jonathan D; Janssens Iain;
> Jenkins Gareth GI
> **Subject:** RE: Call 87709

>
>
> If, as I suspect, the bulk of the evidence is BRA01 based
> then Gareth is the best contact. Otherwise Iain is your man.

>
> There is an argument for splitting the PINICL into two clones
> is there not?

> Brian

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

> **From:** Fawkes Simon J
> **Sent:** 28 February 2003 11:22
> **To:** Orzel Brian F; Longley Barbara
> **Cc:** Higman Lionel M; Oakes Jonathan D
> **Subject:** RE: Call 87709

> There are two faults here:

>
> 1) The Riposte error events indicating a problem with the
> Riposte service
> 2) The monitoring system not allowing SMC to clear the error
> from their view.

>
> 2 - can be addressed by Jonathan updating the service monitor
> configuration spreadsheets

> 1 - needs to go to whoever is supporting Ruposte now Brian is leaving.

> Brian - I've included the text of the PinICL to help you to
> tell us who to direct the fault to.
>
> Simon
>
> PinICL extract:
>
> 27/02/2003 07:51:45 - By Customer Call
> CALL PC0087709 opened
>
> 27/02/2003 07:51:52 - By Customer Call
> CALL PC0087709:Priority B:CallType L - Target 03/03/03 20:00:00
>
> 27/02/2003 07:51:53 - 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
>
> 27/02/2003 07:51:53 - By Customer Call
> F} Call details - Ref: 33680418 - HIGHLIGHT NO and click VIEW
> FILE button
>
> 27/02/2003 07:51:55 - By Customer Call
> Diagnostician name:
> Customer opened date 27/02/2003 07:25:13
>
> 27/02/2003 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
>
> 27/02/2003 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
>
> 27/02/2003 10:00:32 - By Barbara Longley
> Target Release updated to BI_3R-Provisional
>
> 27/02/2003 10:00:32 - By Barbara Longley
> Product Infrastructure RIPOSTE applicn sw added
>
> 27/02/2003 10:00:39 - By Barbara Longley
> F} Response : Response Ref: 33683075 - Displayed
> Prescan: Assigning call to John Simpkins in EDSC.
> [END OF REFERENCE 33683075]
>
> 27/02/2003 10:00:39 - By Barbara Longley
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 27/02/2003 10:00:42 - By Barbara Longley
> The response was delivered to: PowerHelp
>
> 27/02/2003 10:00:44 - By Barbara Longley
> The Call record has been assigned to the Team Member: John Simpkins
>
> 27/02/2003 10:00:44 - By Barbara Longley
> Defect cause updated to 99:General - Unknown
> Hours spent since call received: 0 hours
>
> 27/02/2003 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.
>
> 27/02/2003 13:49:47 - By John Simpkins
> F} Response : Response Ref: 33689295 - Displayed
> I restarted the Riposte service this morning, it got into the
> error state
> when it tried to archive.
> [END OF REFERENCE 33689295]
>
> 27/02/2003 13:49:47 - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 27/02/2003 13:49:49 - By John Simpkins
> The response was delivered to: PowerHelp
>
> 27/02/2003 14:53:23 - By John Simpkins
> New evidence added - Application log from MBOAGE02
> New evidence added - MBOCOR02 application event log
>
> 27/02/2003 14:53:24 - By John Simpkins
> F} Response : Response Ref: 33691498 - Displayed
> 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]
>
> 27/02/2003 14:53:26 - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 27/02/2003 14:53:28 - By John Simpkins
> The response was delivered to: PowerHelp
>
> 27/02/2003 14:53:30 - By John Simpkins
> The Call record has been transferred to the Team: QFP
>
> 27/02/2003 14:53:30 - By John Simpkins
> Hours spent since call received: 0 hours
>
> 27/02/2003 18:38:28 - By Lionel Higman
> The Call record has been transferred to the Team: Escher-Dev
>
> 27/02/2003 18:38:29 - By Lionel Higman
> Hours spent since call received: 0 hours
>
> 28/02/2003 09:14:09 - By Customer Call
> EMPTY 28/02/03 09:06 uk062605 SMC-MSS-SUPP Information: Event count
> confirmed at approx. 70. The NWB browser
> 'SERVER MONITORS' - MBOCOR02 has shown a 'Top-Level' Red Alert
> continuously since approx 08:10 hrs. The
> 'CS_B02.AUDIT_AGT_EVT' monitor and the 'SERVER Group' Monitor
> above it on
> the
> page, show the count of events still incrementing - 5,310
> since 08:10 hrs, 27/02/2003 at 09:09, 28/02/03.
> The monitors do not allow a manual reset to a 'Good' state
> by an authorised user. 28/02/03 09:11 uk062605 SMC-MSS-SUPP
> Information:
> E-mailed Simon Fawkes on 27/02/03. Has responded with:
> 'The config is wrong, you should be able to clear this event.
> Can you get a PinICL raised and forwarded to Jonathan Oakes
> in IPDU Des Auth'. Please perform these actions on SMC's
> behalf
>
> 28/02/2003 10:17:48 - By Lionel Higman
> The Call record has been transferred to the Team: IPDU DesAuth
>
> 28/02/2003 10:17:48 - By Lionel Higman
> Hours spent since call received: 0 hours
>
> 28/02/2003 10:18:16 - By Lionel Higman
> The Call record has been assigned to the Team Member: Jonathan Oakes
>
> 28/02/2003 10:18:16 - By Lionel Higman
> Hours spent since call received: 0 hours
>
>
>
>
>
> -----Original Message-----
> From: Orzel Brian F

> **Sent:** 28 February 2003 10:02
> **To:** Longley Barbara
> **Cc:** Higman Lionel M; Fawkes Simon J; Oakes Jonathan D
> **Subject:** RE: Call 87709

>
>
> I'm sorry. I no longer have access to PINICL.

>
> Since I can't see the bug report I can't advise who would be
> most appropriate to take over from me in this case.

>
> Brian

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

> **From:** Longley Barbara
> **Sent:** 28 February 2003 09:46
> **To:** Orzel Brian F
> **Cc:** Higman Lionel M
> **Subject:** Call 87709

>
>
> Brian,

>
> As a parting gesture, could you please look at Pinicl 87709
> and possibly move it on to Jonathan Oakes in IPDU DesAuth.

>
> John Simpkins assigned it to your stack yesterday, and today
> Simon Fawkes has asked that it be sent to Jonathan. I don't
> know whether your team need to do anything with the call
> first or not. John Simpkins is out of the office most of
> today so i can't ask his advice..

>
> Good Luck in whatever you are going to do in the future,as
> this is your last day.

>
> Barbara

>
>
> FUJITSU SERVICES
> Lovelace Road, Bracknell Berks RG12 8SN



Tel:

GRO

Internal:

GRO

Fax:

Internal:

GRO



Email:

GRO