

Export

Peak Incident Management System

Call Reference	PC0276698	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	INC2186508
Call Type	Live Incidents	Priority	D -- Internal
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	22/02/2019	Effort (Man Days)	0
Summary	INC2186508 : The VB Application identified by the event source logged this Application		
All References	Type	Value	
	TFSNow	INC2186508	
	Jira	POA-2978	
Collections	Name	User	Date
	.SSCAdm	Chad Daborn	12-Feb-2019 15:50:58

Progress Narrative

Date:12-Feb-2019 15:42:05 User:_Customer Call_

CALL PC0276698 opened

Details entered are:-

Summary:INC2186508 : The VB Application identified by the event source logged this Application

Call Type:L

Call Priority:D

Target Release:HNG-X Rel. Ind.

Routed to:EDSC - _Unassigned_

Date:12-Feb-2019 15:42:04 User:_Customer Call_

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INCIDENT MANAGEMENT

Date/Time Raised: Feb 12 2019 3:40PM

Priority: D

Contact Name: POA SMC1

Contact Phone:

Originator: XXXXXX@TFS01

Originator's reference: INC2186508

Product Serial No:

Product Site:

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Service : NA | Platform : Audit Workstation v2 | Server : [IRRELEVANT], 202, 204 & 206

Observed below critical alert in SSN V2:

[IRRELEVANT] The VB Application identified by the event source logged this Application AEClient: Thread ID: 7528 ,Logged: Error number: 1046 Description: Unable to execute command with

return. Location: AEClientDLL.clsConnection.ExecCommandWithReturn 12/02/2019 15:03:14 1

[IRRELEVANT] The VB Application identified by the event source logged this Application AEClient: Thread ID: 8532 ,Logged: Error number: -2147467259 Description: [Microsoft][ODBC SQL Server

Driver]Communication link failure Location: AEClientDLL.clsRFIQueryRequest. 12/02/2019 15:02:56 2

[IRRELEVANT] The VB Application identified by the event source logged this Application AEClient: Thread ID: 4448 ,Logged: Error number: -2147467259 Description: [Microsoft][ODBC SQL Server

Driver]Communication link failure Location: AEClientDLL.clsRFIQueryRequest. 12/02/2019 15:02:56 1

[IRRELEVANT] The VB Application identified by the event source logged this Application AEClient: Thread ID: 9936 ,Logged: Error number: 91 Description: Object variable or With block variable not set Location: AEClientOCX.frmSetAuditPoints.Form_Load 12/02/2019 15:33:22 1

KEL: jennings3617N (related)

Caller : POA SMC1

Caller Contact :

Configuration Item :

Location:

Date:12-Feb-2019 15:45:07 User:_Customer Call_

12/02/2019 15:44:10 - Subhasish Saha (Additional comments)

please advise.

Date:12-Feb-2019 15:51:42 User:_Chad Daborn_

[Start of Response]

We dont support the Audit machines, routing to to audit dev

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:12-Feb-2019 15:52:01 User:Chad Daborn

Product HNG-X Platforms -- Audit Workstation (AUW) (version unspecified) added.

Date:12-Feb-2019 15:52:12 User:Chad Daborn

The Call record has been transferred to the team: Audit-Dev
Progress was delivered to Consumer

Date:13-Feb-2019 13:15:27 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Consumer

Date:13-Feb-2019 15:40:34 User:Customer Call

13/02/2019 15:39:30 - SiriTeja Kalagampudi (Additional comments)
Below similar alerts observed.

Node	Summary	Last Occurrence	Count
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IRRELEVANT	The VB Application identified by the event source logged this Application AEClient: Thread ID: 11336 ,Logged: Error number: -2147467259 Description: [Microsoft][ODBC SQL Server Driver]Communication link failure Location: AEClientDLL.clsRFIQueryRequest 13/02/2019 15:26:52 2		
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IRRELEVANT	The VB Application identified by the event source logged this Application AEClient: Thread ID: 8276 ,Logged: Error number: -2147467259 Description: [Microsoft][ODBC SQL Server Driver]Communication link failure Location: AEClientDLL.clsRFIQueryRequest. 13/02/2019 15:26:47 1		
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Date:14-Mar-2019 11:37:22 User:Gerald Barnes

[Start of Response]

There has been no report to me from the Prosecution Team about this issue and so it is most likely that the ARQ they were running failed and when they reran it it succeeded. The errors logged are always put into the close log of the ARQ when the ARQ is closed. I have had a look at all recent closed ARQ logs and this is a fairly common error. In fact 4% of ARQs looked at (out of 1503) had failed.

So in conclusion it happens but the ARQs almost certainly work on rerun since otherwise the prosecution team would have raised a PEAK themselves.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Hours spent since call received: 3 hours

Date:29-Mar-2019 13:17:59 User:Customer Call

29/03/2019 13:17:35 - Prakash Santappagari (Additional comments)

Observed similar critical alert in V2 :

IRRELEVANT	The VB Application identified by the event source logged this Application AEClient: Thread ID: 6748 ,Logged: Error number: -2147217900 Description: [Microsoft][ODBC SQL Server Driver][SQL Server]Incorrect syntax near '\'. Location: AEClientDLL.clsRFIQ 29/03/2019 12:19:12 1		
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Date:01-May-2019 16:19:06 User:Gerald Barnes

[Start of Response]

I got the incident described in "Date:12-Feb-2019 15:42:04 User:Customer Call_" in development.

I just ran an audit query to return some files and it happened.

I reran the query from a clean start and it did not.

So it is an intermittent problem which does not occur consistently.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:01-May-2019 16:27:18 User:Gerald Barnes

Reference Added: Jira POA-2978

Date:15-Jul-2019 11:02:36 User:Aastha Mehrotra

From: Mehrotra, Aastha

Sent: Monday, July 15, 2019 3:31 PM

To: Barnes, Gerald <GRO>

Cc: Malayil, HarishKumar <GRO>; Guy, James <GRO>

Subject: PC0276698 -- INC2186508 : The VB Application identified by the event source logged this Application

Hi Gerald,

Is there any update that can be recorded on this peak?

Thanks & Regards,

Aastha Mehrotra

Project Coordinator

Date:29-Nov-2019 12:44:39 User:Gerald Barnes

[Start of Response]

This does not happen very often and is difficult to reproduce. There is a jira for it. Please close the issue.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:29-Nov-2019 12:45:09 User:Gerald Barnes

The Call record has been transferred to the team: EDSC

Progress was delivered to Consumer

Date:29-Nov-2019 13:02:20 User:Mark Wright

[Start of Response]

This does not happen very often and is difficult to reproduce. There is a jira for it. Please close the issue.

[End of Response]

Response code to call type L as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:29-Nov-2019 13:02:20 User:Mark Wright

CALL PC0276698 closed: Category 68 Type L

Date:29-Nov-2019 13:02:20 User:Mark Wright

Defect cause updated to 41 -- General - in Procedure

Root Cause	General - in Procedure
Logger	_ Customer Call _ -- EDSC
Subject Product	HNG-X Platforms -- Audit Workstation (AUW) (version unspecified)
Assignee	_ Customer Call _ -- EDSC
Last Progress	29-Nov-2019 13:02 -- Mark Wright