

Warning: This information has been deleted and is valueless to the support or understanding of the system

SSC DELETED KELs

Saturday 11 Sep

## HORIZON KEL AChambers232K

**KEL type:** Unresolved  
**Title:** Error in Riposte API call: Access is denied. (0x5)  
**Summary:** Error in Riposte API call: Access is denied. (0x5)  
**Raised:** by Anne Chambers on 10/10/2000  
**Last updated:** by Anne Chambers on 16/01/2004  
**Release:** csr\_plus  
**System product:** Counter  
**Keywords:** Counter AssetManager"  
**Status:** Authorised  
**Visibility:** Medium  
**Peak:** PC55072  
**TfS:** 10030009  
**Version:** 1

### Symptoms

Events reported each night during RetailBroker initialisation: <br>A required attribute index (Data.BalanceDataId) does not exist. Attempting to create it. <br>Error in Riposte API call: Access is denied. (0x5) <br>Unable to create attribute index. (Data.BalanceDataId) <br><br>Affects only one counter out of 13. Not cleared in this instance by a reboot. No apparent problems with the counter. <br><br>S50: these events still occur intermittently

### Problem

AssetManager is disabled, but creates the index before the disablement becomes effective. At CI4, in a few instances there appears to be some problem with permissions/placement and the index cannot be created, giving rise to the errors. <br><br>PINICL PC0055072 and PC0084623 refer. <br><br>At S30 it has been noted that the events occur when the user switches into Training Mode.

### Solution - Helpdesk

Was handed over to Escher Dev, however: <br><br>"This issue is having insufficient effect on the live estate to warrant the investigation of the fault and production and application of any subsequent fix. <br><br>Should the problem recur and prove to cause a major impact on either the support community or the end user then the status of this fault will be reviewed." <br><br>These events are benign and should be ignored, unless they become very frequent and are happening on many counters.