

Export

Peak Incident Management System

Call Reference	PC0083101	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_2S20R-Provisional	Top Ref	E-0210270003
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Unpublished known error
Target Date	30/10/2002	Effort (Man Days)	0
Summary	FAD323329 - error modifying entry in the run map.		

Progress Narrative

Date:27-Oct-2002 02:15:00 User:_Customer Call_
CALL PC0083101:Priority B:CallType L - Target 30/10/02 20:00:00
27/10/02 01:55 Node: H32332900103. Event Date/Time: 01:41:42. Event
Severity: CRITICAL. Event Text: 'Riposte function RiposteCreateMessageEx
Acknowledge Result for 323329/53/20697 reports unexpected
error=Riposte(0xC1090003): Timeout occurred waiting for lock. (0xC1090003)'.
KEL Ref:
27/10/02 01:59 UK061916
KEL Ref No.: JBallantyne1359R
27/10/02 02:00 UK061916
Information: JBallantyne1359R refers to this event on an Agent Server
but not on a Counter.
Also, at 01:41:42, Critical Event generated saying: 'An
unexpected error occured while attempting to modify an entry
in the run map.
Timeout waiting for lock. (0xC1090003)'
27/10/02 02:55 UK061916
Information: The 'An
unexpected error occured while attempting to modify an
entry
in the run map.' event is documented in KEL
JBallantyne5245K which says reboot will cure issue.
However, this combination of events on a counter is not
covered by a current KEL.
27/10/02 02:00 UK061916
Information: Event Logs:
Application: 203406
System: 203407
Passing to SSC for investigation.
27/10/02 02:01 UK061916
REASSIGN: Call # E-0210270003 was Reassigned from Russell King, Group
SMC1 to Group SMC FILTER
27/10/02 02:01 UK061916
OTIReturn: SMC Filter
27/10/02 02:01 SYSADM
Open OTI: Automatic Open OTI
***Updated by Russell King at 27/10/02 02:01:48
27/10/02 02:01 UK061916
REASSIGN: Call # E-0210270003 was Reassigned from Group SMC FILTER to
Group EDSC1
F) Call details
Diagnostician name:
Customer opened date 27/10/2002 01:55:35
CALL PC0083101 opened

Date:27-Oct-2002 02:52:00 User:_Customer Call_
EMPTY 27/10/02 02:56 UK061916 SMC1 Information: Sub_source for Event is
C_HV_POACK

Date:28-Oct-2002 09:37:00 User:Barbara Longley
The call summary has been changed from:-
Node: H32332900103. Event Date/Time: 01:41:42. Eve
The call summary is now:-
FAD323329 - error modifying entry in the run map.
Target Release updated to BI_2S20R-Provisional
Product EPOSS & DeskTop Counter Common added
F) Response :
Prescan: Assigning call to John Ballantyne in EDSC.
[END OF REFERENCE 32049001]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: John Ballantyne
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:28-Oct-2002 12:34:00 User:John Ballantyne
F) Response :

I do not understand why this KEL is thought to cover aspects of an Agent server, it talks about PM and Cleardesk and specifically only covers Counters. KEL JBallantyne5245K suggests reboot if PM stuck I doubt that the PM is stuck at 01:41:42 are there multiple occurrences of the event. are there > 1 instance of this per month? However this event has not been documented with regard to TMSPOAcknowledge C_HV_POACK, I can see from the message store that Counter 3 processed this acknowledgement at 03:35 after clear desk.

KEL Updated:

KEL Title: Error committing declarations Timeout waiting for lock

KEL Reference: JBallantyne5245K

Created on: 02 November 2000

Created by: John Ballantyne

KEL Status: Information

PinICL number: PC0056922

Powerhelp number: E-0011015130

Release: CSR+

Product: Counter

Last updated on: 28 October 2002

Last updated by: John Ballantyne

Keywords: Error committing declarations Timeout waiting for lock

[END OF REFERENCE 32053679]

Responded to call type L as Category 65 -Unpublished Known Error

Hours spent since call received: 0 hours

CALL PC0083101 closed: Category 65, Type L

The response was delivered to: PowerHelp

Date:28-Oct-2002 12:49:00 User:_Customer Call_

Date and time complete: 28/10/2002 12:50:24

Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	28-Oct-2002 12:49 -- _Customer Call_