

Export

Peak Incident Management System

Call Reference	PC0058994	Call Logger	Deleted User -- UK Bridge Team
Release	Targeted At -- Horizon Future Unspecified	Top Ref	PC0057957
Call Type	Cloned call	Priority	C -- Progress restricted
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	07/12/2000	Effort (Man Days)	0
Summary	Copy PC0057957 FAD260801 - Timeout occurred waitin		

Progress Narrative

Date:16-Nov-2000 14:04:00 User:_Customer Call_
CALL PC0057957 opened
CALL PC0057957:Priority B:CallType L - Target 21/11/00 14:04:26
16/11/00 13:24 @00.01 16-11-00 A critical event was registered on
H26080100101 Stating: An unexpected error occurred while attempting to
modify an entry in the run map. Timeout occurred waiting for lock.
(0xC1090003). KEL Reference: JBallantyne5245K.htm
16/11/00 13:25 SMCTemp3
Information: @00.01 16-11-00 A critical event was registered on
H26080100101 Stating: An unexpected error occurred while attempting
to modify an entry in the run map. Timeout occurred waiting
for lock. (0xC1090003). KEL Reference:
JBallantyne5245K.htm. An event log will be downloaded for onward transfer to
SSC.
16/11/00 14:03 SMCTemp3
Information: The event log has been downloaded. The file ID is 67964,
this shows all events on the counter. Please peruse this and
investigate the events.
F) Call details
Diagnostician name:
Customer opened date 16/11/2000 13:24:42

Date:16-Nov-2000 14:13:00 User:Barbara Longley
The call summary has been changed from:-
@00.01 16-11-00 A critical event was registered o
The call summary is now:-
FAD260801 - Timeout occurred waiting for lock.
Target Release updated to CSR-CI4R
CALL PC0057957:Priority B:CallType N - Target 21/11/00 14:04:26
Product Infrastructure KMS added

Date:23-Nov-2000 10:15:00 User:Patrick Carroll
F) Response :
PRESCAN,
[END OF REFERENCE 23160785]
Responded to call type N 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:23-Nov-2000 11:10:00 User:John Ballantyne
F) Response :
This event was reported in PC0056922, this call has been closed but the
comments from Mark Jarosz, were that if calls of this nature were > 1 per
month then further investigation should be carried out. In this case I
presume that archiving was processing and there was still an outstanding lock
on the run table. I presume that the reload of Riposte at cleardesk will
release the locks. Investigating frequency of event in the estate.
[END OF REFERENCE 23163800]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:23-Nov-2000 11:45:00 User:John Ballantyne
New evidence added - Text message store Audit/Event logs
F) Response :
This event has some 129 counters reporting this and also MBOCOR02 and
MBOCOR03 has reported this event although it may be expected on the Corr
servers. I think this needs investigating Please state what evidence is
required will attach Eventlog/message store & audit logs for this outlet.
[END OF REFERENCE 23165836]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Defect cause updated to 41:General - in Procedure

Hours spent since call received: 0 hours

Date:23-Nov-2000 13:17:00 User:Lionel Higman

The Call record has been assigned to the Team Member: Gareth Jenkins
Hours spent since call received: 0 hours

Date:24-Nov-2000 11:39:00 User:Tara Mills

F) Response :

The Call record has been assigned to the Team Member: Gareth Jenkins
[END OF REFERENCE 23212636]

Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:24-Nov-2000 11:49:00 User:Gareth Jenkins

The Call record has been transferred to the Team: Escher-Dev
Hours spent since call received: .5 hours

The Call record has been assigned to the Team Member: Mark Jarosz
Hours spent since call received: 0 hours

Date:30-Nov-2000 16:12:00 User:Lionel Higman

CALL PC0058994:Priority B:CallType C - Target 05/12/00 16:12:39
Call PC0058994 cloned from original call PC0057957

Date:30-Nov-2000 16:13:00 User:Lionel Higman

QFP agreed change.

Target Release updated to DTL - unknown

CALL PC0058994:Priority C:CallType C - Target 07/12/00 16:12:39

The call references have been updated. They are now:-

Copy From : PC0057957

T Other : Escher-Dev

Date:30-Nov-2000 16:14:00 User:Lionel Higman

The Call record has been transferred to the Team: Futures
Hours spent since call received: 0 hours

Date:05-Dec-2000 17:25:00 User:Mark Jarosz

I have discussed this error event at length with Escher and the current view is that:

(a) The timeout being reported is benign in the sense that it should not cause any corruption of the message store.

(b) Had the operation that was impacted by this timeout been an internal message server one, for example and index maintenence thread then there should of been further error events logged. Therefore we suspect that an error is being returned by the Riposte API which is not being trapped by a application, in this presumably an LFS Agent since 10 seconds prior to the event it created some messages.

Therefore in order to progress finding the cause of this error event I would recommend that:

(1) The relevant LFS agent code is checked to ensure that all API failures are both reported via the event log and handled correctly. If this is not the case then the relevant changes should be made.

(2) In order to reproduce the problem I need a detailed description of the actions taken by the LFS agent. Note as per point (1) this is based on the assumption that the LFS Agent provoked the problem in Riposte.

Please email this to me and I will progress.

Date:12-Dec-2000 12:58:00 User:Lionel Higman

The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:12-Dec-2000 12:59:00 User:Lionel Higman

The Call record has been assigned to the Team Member: Rex Dixon
Hours spent since call received: 0 hours

Date:12-Dec-2000 16:50:00 User:Rex Dixon

The Call record has been transferred to the Team: TSC-Dev
Hours spent since call received: 0 hours

Date:13-Dec-2000 16:40:00 User:Les Andrew

The problem is with the LFSEndOfDay agent on the counter. This agent is not one provided by the Agent team. Having looked at the Riposte messages written around the time of the Event log timeout messages (Thu Nov 16 00:01:56) they

are all written by the LFSEndOfDay agent and there are 2 transactions (<TranStartNum:25835> started <Time:00:01:46> and <TranStartNum:25838> started <Time:00:02:38>) straddling the timeout messages. This timeout message is reported when one program has a transaction outstanding for a long time whilst another program is trying to write to the same node. Transactions should be kept as short as possible. It appears that the LFSEndOfDay agent has a transaction open for a long time, which is causing the KMRX and C HV POACK agents to have the timeout error. See 58994_extracts.txt.
Les Andrew

Date:13-Dec-2000 16:41:00 User:Les Andrew

New evidence added - extracts of messages and events
The Call record has been transferred to the Team: LFS-Ctr-Dev
Hours spent since call received: 2 hours

Date:14-Dec-2000 10:28:00 User:Deleted User (David McDonnell feb01)

F) Response :
LFSEndOfDay writes only messages and never opens/uses transactions. When a message is too large to be written it is written as a BLOB. It seems that upon the request to write a BLOB Riposte opens a transaction in order to bundle all the fragments into a single commit. It is here that the locking and timeout issue is occurring. I am not aware of any processing that we should be doing in order to expediate this process as the control is down with Riposte at this point.
In this example the BLOB is not very large at all, only 3 or 4 fragments. I have discussed this with Les Andrew and this needs investigating by Escher. Passing to Gareth in QFP for routing.
[END OF REFERENCE 23761724]
Responded to call type C as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been transferred to the Team: QFP
Defect cause updated to 99:General - Unknown
Hours spent since call received: 4 hours

Date:14-Dec-2000 11:37:00 User:Del(12/01 Vin Patel)

The Call record has been assigned to the Team Member: Gareth Jenkins
Hours spent since call received: 0 hours

Date:15-Dec-2000 08:06:00 User:Gareth Jenkins

The Call record has been transferred to the Team: Escher-Dev
Hours spent since call received: 0 hours

Date:15-Dec-2000 08:07:00 User:Gareth Jenkins

The Call record has been assigned to the Team Member: Gareth Jenkins
Hours spent since call received: 0 hours

Date:18-Dec-2000 11:53:00 User:Gareth Jenkins

I think that les might have confused things with his comments about Riposte transactions. Looking at the message store there are 2 separate Riposte transactions and this is nothing to do with transaction locks.
Can the LFS team please answer Mark's original question, namely, does their code check all Riposte API failures and report errors to the event log if unexpected failures are received, if not, it should be changed to do so. Also is it possible to tell (for example by looking at the message store) if LFS has behaved as expected (ie has it missed out some processing as a result of this error).
Please give me a ring if you need to discuss this further.
Gareth
The Call record has been transferred to the Team: LFS-Ctr-Dev
Hours spent since call received: .1 hours

Date:18-Dec-2000 15:13:00 User:Deleted User (David McDonnell feb01)

F) Response :
The event log shows that this error was around the time that LFSEndofday was reading/writing blobs where the LFS-Riposteblobapi code does check all return codes.
I can confirm that the LFS processing has completed successfully with all the evidence in the message store showing a complete and successful run with nothing missing and no errors.
The timeout is not occurring in and is not reported by LFS and it is not LFS that is failing.
Please can the TDA should look into the application that has reported the timeout and find out what it is waiting for.
Please can the TDA also answer the question as to whether riposte is using transaction to commit a set of attachments ?
Also, given Gareths concerns regarding error handling I think the Program now has a serious issue in other desktop applications as they do not check
[END OF REFERENCE 23813655]
Responded to call type C as Category 40 -Incident Under Investigation

The response was delivered on the system
The Call record has been transferred to the Team: QFP
Hours spent since call received: 2 hours

Date:18-Dec-2000 16:11:00 User:del(05/01 John McLean)

The Call record has been assigned to the Team Member: Gareth Jenkins
Hours spent since call received: 0 hours

Date:19-Dec-2000 11:26:00 User:Deleted User (David McDonnell feb01)

F) Response :
Vin & I have discussed this with Mark.
It can be seen from the evidence file that there at least 4 applications
reporting an unexpected error - Timeout on lock.
This shows that it is not LFS that is experiencing the problem and that the
applications that are are reporting it accordingly.
Mark is going to look into this further along these lines.
[END OF REFERENCE 23827821]
Responded to call type C as Category 40 -Incident Under Investigation
The response was delivered on the system

Date:19-Dec-2000 12:14:00 User:Gareth Jenkins

The Call record has been transferred to the Team: Escher-Dev
Hours spent since call received: 1 hours

Date:19-Dec-2000 12:15:00 User:Gareth Jenkins

The Call record has been assigned to the Team Member: Mark Jarosz
Hours spent since call received: 0 hours

Date:20-Feb-2001 16:31:00 User:Lionel Higman

Target Release updated to CI4S10

Date:13-Jun-2001 08:57:00 User:Lionel Higman

Bringing Target Release into line with that set for this call in the Release
Management Database.
Target Release updated to CI4S10R

Date:14-Jun-2001 08:08:00 User:Lionel Higman

The call references have been updated. They are now:-
T Copy From : PC0057957

Date:07-Aug-2001 13:27:00 User:Lionel Higman

Target Release respecified during Escher-Dev PinICL Review.
Target Release updated to Future Unspecified

Date:10-Jan-2002 09:58:00 User:Mark Jarosz

F) Response :
Responded to call type C as Category 94 -Advice and guidance given
Hours spent since call received: 6 hours
Defect cause updated to 42:Gen - Outside Pathway Control
The response was delivered on the system

Date:10-Jan-2002 16:57:00 User:Lionel Higman

Please see (hidden) update from Mark Jarosz. If you are happy to close return
to me and I will do so.
The Call record has been transferred to the Team: EDSC
Hours spent since call received: 0 hours

Date:10-Jan-2002 17:06:00 User:Barbara Longley

The Call record has been assigned to the Team Member: John Ballantyne
Hours spent since call received: 0 hours

Date:11-Jan-2002 09:27:00 User:John Ballantyne

F) Response :
I concur with Marks comments, there have been no further occurancies of this
error in the live estate, returning for closure.
[END OF REFERENCE 28580224]
Responded to call type C as Category 40 -Incident Under Investigation
The response was delivered on the system
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

<p>Date:11-Jan-2002 09:31:00 User:Tariq Arain</p> <p>The Call record has been assigned to the Team Member: Lionel Higman</p> <p>Hours spent since call received: 0 hours</p>
<p>Date:11-Jan-2002 12:15:00 User:Lionel Higman</p> <p>CALL PC0058994 closed: Category 68, Type C</p> <p>Hours spent since call received: 0 hours</p>

Root Cause	Gen - Outside Program Control
Logger	Deleted User -- UK Bridge Team
Subject Product	Infrastructure -- KMS (version unspecified)
Assignee	Deleted User -- UK Bridge Team
Last Progress	11-Jan-2002 12:15 -- Lionel Higman