To: 'Mark Jarosz'[GRO   ]
From: Jenkins Gareth G[GRO   ]
Sent: Wed 5/8/2002 8:52:59 AM (UTC)
Subject: FW: PC0075892: PinICL - call transferred to Escher-Dev

events_H31251100101_app.zip

Mark,

Any thoughts on this one? Unless there is something obvious to investigate I suggest we will probably need to write this off as a "one off". Is it worth trying to find out why the machine was rebooted?

What seems to have happened is that all was going along fine on Wednesday 1/5/02. It was early closing and EOD ran through at 13:30.

Then at 16:24 get some Riposte Error 32s "Timeout while waiting for thread completion. ". These occurred at 5 second intervals. The machine then appears to have been rebooted (I've no idea whether these facts are related). Following the reboot, Riposte then initialises OK, but 2 mins later produces some more Error 32s at 17:29. Get a couple more at 18:25.

Then at 18:40 get the first Error 89 "An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock. (0xC1090003). ". These then occur at 10 second intervals until the 3am bounce when all goes back to normal. I also see that there are some unexpected Desktop messages as the problems start at 18:40.

Zipped event log attached.

Regards

Gareth

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Gareth Jenkins
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Riposte and Counter TDA; Pathway

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> -----Original Message-----
> From: pinicl@ GRO   [mailto:pinicl@   GRO   ]
> Sent: 02 May 2002 22:41
> To: **Gareth Jenkins**
> Subject: PC0075892: PinICL - call transferred to Escher-Dev
>
>
> Title: PinICL - call transferred to Escher-Dev
>
> Call Number   : PC0075892
> Systemname   : PinICL
> Event   : Call arrived on team
> Summary   : FAD312511 -Critical event received on
> H31251100101
> Priority   : B
> Target Date   : 08/05/02 10:00:14
> Assigned Team   : Escher-Dev [Escher Development preview team]
> Assignee   : No Assignee
> Subject Product   : Counter Common
> Product Group   : EPOSS & DeskTop

> Call Type   : Live use error
> Contact Surname   : EDSC
> Actioned Team   : Not Actioned
> Actionee   : No Actionee
> Response Category   : Incident Under Investigation
> Target Release   : BI_1S11R-Provisional
> Call Logger   : Customer Call
> Call Loggers Team   : EDSC [EDSC support team]
> Top Reference   : E-0205011981
> Contact Details   : EDSC
>   Pathway
>   Gateway contact
>   Mail: **Barbara Longley**
> References   : ORIGINATOR   : Phelp
>
>   ORIGREF   : E-0205011981
>
>   CONSUMERREF   : E-0205011981
>
>   PowerHelp   : E-0205011981
>
>
>
> Call Progress   :
>
> 02/05/02 10:00:14   - By Customer Call
> CALL PC0075892 opened
>
> 02/05/02 10:00:55   - By Customer Call
> CALL PC0075892:Priority B:CallType L - Target 08/05/02 10:00:14
>
> 02/05/02 10:00:57   - By Customer Call
> 01/05/02 22:41 Critical event received on H31251100101 @
> 22.22 01 May 02.
> NT_Base : 100* An unexpected error occurred while attempting
> to insert a
> message. Timeout occurred waiting for lock (0xC1090003)
> 01/05/02 22:50 uk081232
> Information: NT Adapter has been stopped successfully
> 01/05/02 22:50 uk081232
> Information: Unloaded event log ID 145528
> 01/05/02 22:51 uk081232
> Information: Reassigning to MSS for investigation
> 01/05/02 22:51 uk081232
> REASSIGN: Call # E-0205011981 was Reassigned from Sheron Palmer,
> Group SMC1 to Group SMC-MSS-SUPP
> 02/05/02 09:21 uk062605
> REASSIGN: Call # E-0205011981 was Reassigned from Group SMC-MSS-SUPP
> to Clive Robinson, Group SMC-MSS-SUPP
> 02/05/02 09:21 uk062605
> Information: Please re-assign this call to SSC - suspect a
> table/Riposte
> problem. BEFORE SENDING, PLEASE RE-START THE TEC_NT
> ADAPTER, CONFIRM IS OPERATIONAL, THEN DOWNLOAD EVENT LOGS & FOLLOW
> IEERP PROCEDURE.
> 02/05/02 09:29 uk062605
> REASSIGN: Call # E-0205011981 was Reassigned from Clive Robinson,
> Group SMC-MSS-SUPP to Group SMC1
> 02/05/02 09:32 uk084204
> REASSIGN: Call # E-0205011981 was Reassigned from Group SMC1 to Niall
> Vincent, Group SMC1
> 02/05/02 09:43 uk084204
> Information: Tec NT adaptor switched on & event log No 146139
> downloaded
> for previous two days.
> 02/05/02 09:44 uk084204
> REASSIGN: Call # E-0205011981 was Reassigned from Niall Vincent,
> Group SMC1 to Group SMC Filter

> Reassigning to EDSC stack for further investigation as per
> SMC2 support comments.
> 02/05/02 10:01 uk081632
> REASSIGN: Call # E-0205011981 was Reassigned from Group SMC Filter to
> Group EDSC1
>
> 02/05/02 10:01:17   - By Customer Call
> F} Call details
>
> 02/05/02 10:01:18   - By Customer Call
> Diagnostician name:
> Customer opened date 01/05/2002 22:41:35
>
> 02/05/02 10:03:59   - By Barbara Longley
> The call summary has been changed from:-
> Critical event received on H31251100101 @ 22.22 0
> The call summary is now:-
> FAD312511 -Critical event received on H31251100101
>
> 02/05/02 10:03:59   - By Barbara Longley
> Target Release updated to BI_1S11R-Provisional
>
> 02/05/02 10:03:59   - By Barbara Longley
> Product EPOSS & DeskTop Counter Common added
>
> 02/05/02 10:57:50   - By Martin Harvey
> F} Response :
>
> 02/05/02 10:57:50   - By Martin Harvey
> PRESCAN: Done
> [END OF REFERENCE 29556232]
>
> 02/05/02 10:57:50   - By Martin Harvey
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 02/05/02 10:57:52   - By Martin Harvey
> The response was delivered to: PowerHelp
>
> 02/05/02 10:57:52   - By Martin Harvey
> The Call record has been assigned to the Team Member: John Simpkins
>
> 02/05/02 10:57:52   - By Martin Harvey
> Defect cause updated to 99:General - Unknown
> Hours spent since call received: 0 hours
>
> 02/05/02 16:03:38   - By John Simpkins
> F} Response :
>
> 02/05/02 16:03:39   - By John Simpkins
> These events have stopped occuring now and the Tivoli
> monitoring can be
> restarted.
> The events started at 17:29 on 1-May-2002 after the counter
> was rebooted. The
> counter produced one of these messages every 10 seconds
> throughtout the night
> until cleardesk restarted Riposte at 03:34. This cleared the
> lock and trhe
> system has been fine since.
> [END OF REFERENCE 29563521]
>
> 02/05/02 16:03:39   - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 02/05/02 16:03:41   - By John Simpkins
> The response was delivered to: PowerHelp
>
> 02/05/02 16:06:08   - By John Simpkins

> F} Response :
>
> 02/05/02 16:06:08   - By John Simpkins
> No system events recorded at the time of the error except the eventlog
> service restarting.
> [END OF REFERENCE 29563539]
>
> 02/05/02 16:06:09   - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 02/05/02 16:06:10   - By John Simpkins
> The response was delivered to: PowerHelp
>
> 02/05/02 16:10:25   - By John Simpkins
> New evidence added - Application event log from the counter
>
> 02/05/02 16:10:26   - By John Simpkins
> F} Response :
>
> 02/05/02 16:10:26   - By John Simpkins
> Appears similar to a problem we had on the correspondence
> servers sometime
> back where a lock on the checkpoint would kill agents.
> Attached application
> log as evidence. Passing to development for comments.
>
> Riposte version 6.0.3.23 is used at this office.
> [END OF REFERENCE 29563664]
>
> 02/05/02 16:10:26   - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 02/05/02 16:11:08   - By John Simpkins
> The response was delivered to: PowerHelp
>
> 02/05/02 16:11:19   - By John Simpkins
> The Call record has been transferred to the Team: QFP
>
> 02/05/02 16:11:20   - By John Simpkins
> Hours spent since call received: 0 hours
>
> 02/05/02 16:17:43   - By Barbara Longley
> F} Response :
>
> 02/05/02 16:17:43   - By Barbara Longley
> Call currently assigned to QFP.
> [END OF REFERENCE 29563852]
>
> 02/05/02 16:17:43   - By Barbara Longley
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 02/05/02 16:17:45   - By Barbara Longley
> The response was delivered to: PowerHelp
>
> 02/05/02 22:41:16   - By Lionel Higman
> The Call record has been transferred to the Team: Escher-Dev
>
> 02/05/02 22:41:16   - By Lionel Higman
> Hours spent since call received: 0 hours
>