

## Export

## Peak Incident Management System

Call Reference	PC0074043	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- BI_3	Top Ref	FSTK_2_0_WP14566-69,71-73
Call Type	System Testing Incidents/Defects	Priority	B -- Progress stopped
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	25/02/2002	Effort (Man Days)	0
Summary	Riposte6210: Time synch does not work		
All References	Type	Value	
	Fast track fix	FSTK_2_0_WP14566-69,71-73	
	Work Package	PWY_WP_14566-69; 14571-74	
	Work Package	PWY_WP_14566-14574	
	Test reference	TCTIM01	
	Supplier reference	1017	

## Progress Narrative

Date:20-Feb-2002 11:44:00 User:Madhu Karia  
 CALL PC0074043 opened  
 References entered are:-  
 T Test reference : TCTIM01  
 Product Infrastructure RIPOSTE messaging sw added  
 Target Release entered: Unknown  
 Riposte6210: Time synch doe not work  
 A Client only synchronises on riposte start up but not thereafter.  
 Scenario:  
 Set up a Client (7261,1) to neighbor a LAN-connected peer client (7261,2) and an ISDN-connected Virtual Correspondence Server (0,42) made up of 2 Correspondence Servers, CSA (0,32) and CSB (0,33).  
 Set the following riposte parameters on the Clients  
 7261,1 7261,2  
 TimeSynchDriftLimit 5000 5000  
 TimeSynchLevel 2 2  
 TimeSynchNodeId 42 1  
 Start riposte on CSA, then 7261,1 and then 7261,2 and check riposte is in synch on all 3 platforms.  
 Display clocks on all 3 above platforms and check the clocks are in synch.  
 CSA: Advance the clock by 15 minutes.  
 CSA: riposteprioritymessage 30000 1 25 7261  
 The clocks on 7261,1 and 7261,2 should advance by 15 minutes but they do not.  
 7261,1: riposteprioritymessage 30000 1 25 0  
 The clocks on 7261,1 and 7261,2 still do not advance by 15 minutes  
 7261,1: Stop and restart riposte  
 7261,1: When riposte goes online the clock synchronises with CSA  
 7261,1: riposteprioritymessage 30000 1 25 0 followed by riposteputmessage 5  
 The clock on 7261,2 does not synchronise with 7261,1  
 7261,2: Stop and restart riposte  
 7261,2: When riposte goes online the clock synchronises with 7261,1  
 The last time Time Synch worked OK was on Riposte 6.2.8.  
 Please route this call to Escher-Dev.  
 CALL PC0074043:Priority B:CallType S - Target 25/02/02 11:44:03  
 The Call record has been assigned to the Team Member: Chris Rayner  
 Defect cause updated to 42:Gen - Outside Pathway Control  
 Hours spent since call received: 3.0 hours

Date:20-Feb-2002 11:48:00 User:Chris Rayner  
 The call summary has been changed from:-  
 Riposte6210: Time synch doe not work  
 The call summary is now:-  
 Riposte6210: Time synch does not work  
 F) Response :  
 Please route this call to Escher-Dev for investigation.  
 [END OF REFERENCE 28935003]  
 Responded to call type S as Category 30 -TL confirmed  
 The response was delivered on the system  
 The Call record has been transferred to the Team: QFP  
 Hours spent since call received: 0 hours

Date:20-Feb-2002 11:50:00 User:Tariq Arain  
 The Call record has been transferred to the Team: Escher-Dev  
 Hours spent since call received: 0 hours

Date:20-Feb-2002 16:10:00 User:Del(04/03 Brian Orzel)



If confirmed, this bug could possibly be an urgent show stopper, but is more likely to be something we can live with for a while. I am asking Escher for advice at this stage rather than an immediate fix. We have missed normal BI2 delivery deadlines.

The Call record has been assigned to the Team Member: At-Escher  
Hours spent since call received: 0 hours

Date:21-Feb-2002 07:45:00 User:Del(04/03 Brian Orzel)

Escher Response:

The interim time synch fix was provided to handle the delay of the marker arrival that caused time drift. This fix also handles a situation of the clock of the client being changed. In Pathway's test case, the clock of the source machine was changed, and it was not handled properly by the new code. This is a new error on our end and the fix is not trivial. The nature of this problem should not have a significant impact on the live environment, unless it can be anticipated that the clock at the servers are to be changed/adjusted regularly.

Date:21-Feb-2002 07:46:00 User:Del(04/03 Brian Orzel)

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

Date:22-Feb-2002 11:17:00 User:Del(04/03 Brian Orzel)

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

Test reference : TCTIM01

T Supplier reference : 1017

Date:11-Jun-2002 11:33:00 User:Del(04/03 Brian Orzel)

Fixed at WR2.1.2

Date:19-Jun-2002 08:42:00 User:Del(04/03 Brian Orzel)

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

Date:15-Jul-2002 15:02:00 User:Lionel Higman

Target Release agreed outside QFP Forum

Target Release updated to BI\_3

Date:22-Aug-2002 12:29:00 User:Del(04/03 Brian Orzel)

PWY\_WP\_14566; PWY\_WP\_14567; PWY\_WP\_14568; PWY\_WP\_14569; PWY\_WP\_14571;  
PWY\_WP\_14572; PWY\_WP\_14573; PWY\_WP\_14574;

The Call record has been transferred to the Team: IP System Test

Hours spent since call received: 0 hours

Date:22-Aug-2002 15:28:00 User:Lionel Higman

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

Test reference : TCTIM01

Supplier reference : 1017

T Work Package : PWY\_WP\_14566-69; 14571-74

The Call record has been transferred to the Team: Dev-Int-Rel

Hours spent since call received: 0 hours

Date:27-Aug-2002 20:21:00 User:Lionel Higman

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

Test reference : TCTIM01

Supplier reference : 1017

Work Package : PWY\_WP\_14566-69; 14571-74

T Work Package : PWY\_WP\_14566-14574

Date:29-Aug-2002 14:50:00 User:Miho Fujii

PWY\_WP\_14566,14569 & 14570 Fast Tracked.

Awaiting for PWY\_WP\_14567,14568,14571, 14572, 14573 & 14574.

Date:03-Sep-2002 14:41:00 User:Miho Fujii

WP14571, 14572 & 14573 Fast Tracked.

Awaiting for WP14567, 14568 & 14574.

Date:04-Sep-2002 10:56:00 User:Miho Fujii

WP14567 & 14568 Fast tracked.



Date:12-Sep-2002 13:53:00 User:Miho Fujii  
The call references have been updated. They are now:-  
Test reference : TCTIM01  
Supplier reference : 1017  
Work Package : PWY\_WP\_14566-69; 14571-74  
Work Package : PWY\_WP\_14566-14574  
T Fast track fix : FSTK\_2\_0 WP14566-69,71-73  
F) Response :  
Fast track availabel, please test.  
[END OF REFERENCE 31242187]  
Responded to call type S as Category 60 -S/W Fix Released to Call Logger  
Hours spent since call received: 0 hours  
The response was delivered on the system

Date:26-Sep-2002 09:05:00 User:Madhu Karia  
Fix tested OK in riposte 6.2.15.  
CALL PC0074043 closed: Category 60, Type S  
Hours spent since call received: 2 hours

Root Cause	Gen - Outside Program Control
Logger	POA Deleted User -- Deleted Team
Subject Product	Infrastructure -- RIPOSTE messaging sw (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	26-Sep-2002 09:05 -- Madhu Karia