

Export

Peak Incident Management System

Call Reference	PC0089033	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_3S30R-Provisional	Top Ref	E-0304010007
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- No fault in product
Target Date	04/04/2003	Effort (Man Days)	0
Summary	B_AUD_SEAL_STRT2 abend.		

Progress Narrative

Date:01-Apr-2003 13:57:00 User:Customer Call
CALL PC0089033:Priority B:CallType L - Target 04/04/03 14:57:13
01/04/03 04:07 B AUD_SEAL_STRT2 abend.
01/04/03 04:08 GB083727
REASSIGN: Call # E-0304010007 was Reassigned from Steve Sherdel,
Group SMC1 to Group CFM1
01/04/03 04:12 uk057674
Information: Job failed after a massive 3 hrs and 23 mins with the
error: Pre zip rename of gathered file
FN01_TMS_Cluster2B_B_6_20030331_16223500_v001.arc has an
"ERROR_SHARING_VIOLATION"
timeout" Fatal error detected whilst sealing, seal control
process is terminating.
Job is rerunning at the moment
Passing to NT for investigation in the morning
01/04/03 04:13 uk057674
REASSIGN: Call # E-0304010007 was Reassigned from Group CFM1 to Group
ISD NT
reassigning call to NT
01/04/03 14:17 gb543821
Information: This call is to be routed over the OTI Link for PINICL for
the Audit Development Stack.
01/04/03 14:18 gb543821
REASSIGN: Call # E-0304010007 was Reassigned from Group ISD NT to
Group SMC1
Please progress
01/04/03 14:23 gb083797
REASSIGN: Call # E-0304010007 was Reassigned from Group SMC1 to Group
SMC FILTER
01/04/03 14:23 gb083797
REASSIGN: Call # E-0304010007 was Reassigned from Group SMC FILTER to
Group EDSC1
Re-assigning for Development as per CFM request.
F) Call details
Diagnostician name:
Customer opened date 01/04/2003 04:07:10
CALL PC0089033 opened

Date:01-Apr-2003 14:04:00 User:Barbara Longley
Target Release updated to BI_3S30R-Provisional
Product Infrastructure Audit added
F) Response :
Prescan: Routing call to Audit-Sup via QFP.
[END OF REFERENCE 34087663]
Responded to call type L 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 99:General - Unknown
Hours spent since call received: 0 hours

Date:01-Apr-2003 15:11:00 User:Lionel Higman
The Call record has been transferred to the Team: Audit-Sup
Hours spent since call received: 0 hours

Date:02-Apr-2003 15:41:00 User:Bryan Muir
The Call record has been assigned to the Team Member: Bryan Muir
Hours spent since call received: 0.1 hours

Date:03-Apr-2003 12:16:00 User:Bryan Muir
F) Response :
The target file: FN01_TMS_Cluster2B_B_6_20030331_16223500_v001.arc has been
held by another process for longer than 10 minutes and the sealer has
(correctly) errored and exited because it cannot progress the file to the
Centera cube.
This problem is usually caused by a lack of system resources i.e. memory.

[END OF REFERENCE 34109009]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 0.5 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:03-Apr-2003 12:35:00 User:Barbara Longley
F) Response :
03/04/2003 13:16:16 - By Bryan Muir - Audit-Sup
The target file: FN01_TMS_Cluster2B_B_6_20030331_16223500_v001.arc has been
held by another process for longer than 10 minutes and the sealer has
(correctly) errored and exited because it cannot progress the file to the
Centra cube.
This problem is usually caused by a lack of system resources i.e. memory.
03/04/2003 13:16:16 - By Bryan Muir
Responded to call type L as Category 62 -No fault in product
Closing call as No Fault in Product.
[END OF REFERENCE 34109436]
Responded to call type L as Category 62 -No fault in product
Hours spent since call received: 0 hours
CALL PC0089033 closed: Category 62, Type L
The response was delivered to: PowerHelp

Date:03-Apr-2003 12:39:00 User: Customer Call_
Date and time complete: 03/04/2003 13:44:55
Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	Infrastructure -- Audit (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	03-Apr-2003 12:39 -- _Customer Call_