

Export

Peak Incident Management System

Call Reference	PC0133534	Call Logger	<u>Customer Call</u> -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	<u>E-0603160521</u>
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Route call to TfS
Target Date	24/03/2006	Effort (Man Days)	0
Summary	Audit Users are experiencing issues when attempting		
Progress Narrative			

Date:16-Mar-2006 21:27:32 User:Customer Call
 CALL PC0133534 opened
 Details entered are:-
 Summary:Audit Users are experiencing issues when attempting
 Call Type:L
 Call Priority:B
 Target Release:BI_3S82R
 Routed to:EDSC - Unassigned

Date/Time Raised: Mar 16 2006 12:02PM
 Priority: B
 Contact Name: Steve Gardener
 Contact Phone: **GRO**
 Originator: Phelp
 Originator's reference: E-0603160521
 Product Type: cenopwinnt
 Product Serial No:
 Product Site: PATH026

16/03/06 12:02 Audit Users are experiencing issues when attempting to clear a message store or generate a message store on Audit workstation WWIAUD01.

16/03/06 12:05 uk086394
 REASSIGN: Call # E-0603160521 was Reassigned from Ryan Hayes, Group SMC1 to Group ISD NT

16/03/06 12:05 534768
 Information: Audit Workstation WWIAUD01 was brought online yesterday so that it could be tested by the Audit Users, OCP13087 refers.

16/03/06 12:07 534768
 Information: WWIAUD01 is still online, it has been configured with WFEAUD01's IP address whilst testing is taking place. SG

16/03/06 12:09 534768
 Information: A number of Riposte errors are being shown in the application event logs on WWIAUD01 as follows:

Unable to create message processor. Message store has exceeded the maximum allowed reanimation time. Either the system date is invalid, or the message server has not been animated for an extended period. If the system date is correct, then the message store must be re-initialized and allowed to recover from a neighbor. (0xC1050072).

Unable to open message store d:\riposte\Messagestore.dat.
 Error: 0xC1050072.

An error occurred during restart: Message store has exceeded the maximum allowed reanimation time. Either the system date is invalid, or the message server has not been animated for an extended period. If the system date is correct, then the message store must be re-initialized and allowed to recover from a neighbor. (0xC1050072).

The value specified for configuration item MaxReanimation cannot be less than configuration item DefaultMessageExpiry.

16/03/06 12:12 534768
 Information: Could the aforementioned be investigated please. WWIAUD01 was recently relocated from the Wigan Data-centre to BRA01. SG

16/03/06 17:32 uk060170
 Information: Riposte reanimation value was increased on WWIAUD01 and this allowed Riposte to operate normally.

16/03/06 17:32 uk060170
 Information: Please pass this call to SSC for progression to Audit Dev

16/03/06 17:33 uk060170
 REASSIGN: Call # E-0603160521 was Reassigned from Group ISD NT to Group SMC1

16/03/06 21:25 uk081624
 REASSIGN: Call # E-0603160521 was Reassigned from Group SMC1 to Group EDSC1

Date:17-Mar-2006 08:43:11 User:Lorraine Guiblin

Product Estate Management -- Audit added.

Date:17-Mar-2006 08:46:07 User:Lorraine Guiblin

[Start of Response]

Routing to John Simpkins in the first instant who will then route to Audit Dev

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:17-Mar-2006 08:46:13 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: John Simpkins

Progress was delivered to Powerhelp

Date:17-Mar-2006 09:50:25 User:John Simpkins

[Start of Response]

I cannot connect to this workstation to find the new value of the MaxReanimation parameter.

I expect ISD wish this to go to Audit Dev for information rather than for any action as this is an exceptional case.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:17-Mar-2006 09:50:34 User:John Simpkins

The Call record has been transferred to the team: Audit-Dev

Progress was delivered to Powerhelp

Date:20-Mar-2006 13:38:16 User:Odette Moronfolu

A problem remains with the installation of the RQuery application. When trying to status/gap check the messagestore the application would bomb out saying that the object in CheckStatus (gap check) "Failed to create RiposteBroker object in Checkstatus - typically and install error".

Both the RIPOSTEBROKER.DLL & RIPOSTEBROKER.TLB were missing from the C:\WINNT\SYSTEM32. I then added them to try to get the status check to run on RQUERY to test our MessageStore but I could not register the DLL although I was able to register the TLB.

There seemed to be a problem in the registering of the "RIPOSTEBROKER.DLL" with regsvr.dll, with my login it kept failing. Please investigate.

Date:20-Mar-2006 13:38:57 User:Odette Moronfolu

The Call record has been transferred to the team: EDSC

Progress was delivered to Powerhelp

Date:20-Mar-2006 13:41:11 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: John Simpkins

Progress was delivered to Powerhelp

Date:20-Mar-2006 13:46:49 User:John Simpkins

Defect cause updated to 13: Development - Build Scripts

Date:20-Mar-2006 13:47:16 User:John Simpkins

[Start of Response]

Update from Odette Moronfolu:

A problem remains with the installation of the RQuery application. When trying to status/gap check the messagestore the application would bomb out saying that the object in CheckStatus (gap check) "Failed to create RiposteBroker object in Checkstatus - typically and install error".

Both the RIPOSTEBROKER.DLL & RIPOSTEBROKER.TLB were missing from the C:\WINNT\SYSTEM32. I then added them to try to get the status check to run on RQUERY to test our MessageStore but I could not register the DLL although I was able to register the TLB.

There seemed to be a problem in the registering of the "RIPOSTEBROKER.DLL" with regsvr.dll, with my login it kept failing. Please investigate.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:20-Mar-2006 13:50:39 User:John Simpkins

[Start of Response]

This is now a different problem to that the Peak was raised for.

I presume she means she cannot register using regsvr32.exe.

I cannot believe it is a permissions problem as she could register the type library.

I still do not have access to this box, therefore could ISD please try to register the C:\WINNT\SYSTEM32\RIPOSTEBROKER.DLL
[End of Response]

Response code to call type L as Category 100 -- Final -- Route call to CFM
Routing to Call Logger following Final Progress update.

Service Response was delivered to Powerhelp

Date:20-Mar-2006 13:50:39 User:John Simpkins

CALL PC0133534 closed: Category 100 Type L

Date:20-Mar-2006 13:50:39 User:John Simpkins

Hours spent since call received: 0 hours

Date:20-Mar-2006 17:42:13 User:Customer Call

Consumer Phelp has received the call closure

Date:21-Mar-2006 16:45:45 User:Customer Call

CALL PC0133534 reopened by Customer Call

EMPTY

20/03/06 17:41 PINICL

REASSIGN: OTI monitor reassigned this call from PINICL to the Action Group SMC1 as directed by the OTIReturn activity

20/03/06 18:57 uk081624

REASSIGN: Call # E-0603160521 was Reassigned from Group SMC1 to Group
ISD NT

21/03/06 16:42 uk079731

information: I have registered c:\WINNT\SYSTEM32\RIPOSTEBROKER.DLL

Please pass back to Audit dev.

21/03/06 16:43 uk079731

REASSIGN: Call # E-0603160521 was Reassigned from Group ISD NT to
Group SMC1

21/03/06 16:45 SYSADM

ReOpen OTI: Automatic Re-Open OTI

***Updated by Karen Schlatter at 21/03/2006 16:45:08

21/03/06 16:45 uk081624

REASSIGN: Call # E-0603160521 was Reassigned from Group SMC1 to Group
EDSC1

Date:22-Mar-2006 08:11:47 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: John Simpkins
Progress was delivered to Powerhelp

Date:22-Mar-2006 08:47:12 User:John Simpkins

Please try again since ISD have registered the DLL.

Date:22-Mar-2006 08:47:30 User:John Simpkins

The Call record has been transferred to the team: Audit-Dev

The Call record has been assigned to the Team Member: Odette Moronfolu

Progress was delivered to Powerhelp

Date:22-Mar-2006 10:34:03 User:Odette Moronfolu

We have now managed to do the following successfully on WWIAUD01:

'Retrieve' and 'Seal check' files using the Audit Extractor Client

Clear and Create a MessageStore using the Audit Extractor Client

Run RQuery to check the for gaps in the MessageStore

Run a simple query in RQuery against the MessageStore to create Excel output

The following issues are outstanding for completion by ISD:

The F:\ should be mapped to the \\MBOARC01\Userarea share but it is currently linked (it doesn't look like a normal mapping) to the D:\ on WFEAUD02(Audit Workstation).

The CD writing software ROXIO may not be installed and this is required in order to complete the tests for OCP13087.

The user will begin using this workstation, the outstanding issues will not interfere with the use of the workstation momentarily.

The user will be creating ARQ's on the wigan userarea until bootle is sorted out (we require the F: drive to be mapped to Bootle on the workstations ensuring correct use of the audit applications).

The application user will also copy any output onto another workstation for writing to CD until the CD writer is working.

PLEASE NOTE: This work cannot be done until friday (24/03/2006), when WWIAUD01 will not be in use, i will be on hand to be at the machine should any physical presence at the machine be required.

Date:22-Mar-2006 10:37:57 User:**Odette Moronfolu**

Can you send this call onto ISD, Many thnaks

Date:22-Mar-2006 10:38:10 User:**Odette Moronfolu**

The Call record has been transferred to the team: EDSC
Progress was delivered to Powerhelp

Date:22-Mar-2006 10:42:33 User:**Lorraine Guiblin**

The Call record has been assigned to the Team Member: John Simpkins
Progress was delivered to Powerhelp

Date:22-Mar-2006 12:05:22 User:**Odette Moronfolu**

Could ISD also add the SecureID (Token) login to this box also as it is currently missing as reported by the user.

Date:22-Mar-2006 13:30:15 User:**John Simpkins**

[Start of Response]

Progress update by Odette Moronfolu:

We have now managed to do the following successfully on WWIAUD01:

'Retrieve' and 'Seal check' files using the Audit Extractor Client
Clear and Create a MessageStore using the Audit Extractor Client
Run RQuery to check the for gaps in the MessageStore
Run a simple query in RQuery against the MessageStore to create Excel output

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PLEASE NOTE: This work cannot be done until friday (24/03/2006), when WWIAUD01 will not be in use, i will be on hand to be at the machine should any physical presence at the machine be required.

Could ISD also add the SecureID (Token) login to this box also as it is currently missing as reported by the user.

[End of Response]

Response code to call type L as Category 100 -- Final -- Route call to CFM

Routing to Call Logger following Final Progress update.

Service Response was delivered to Powerhelp

Date:22-Mar-2006 13:30:15 User:**John Simpkins**

CALL PC0133534 closed: Category 100 Type L

Date:22-Mar-2006 13:30:15 User:**John Simpkins**

Hours spent since call received: 0 hours

Date:22-Mar-2006 13:33:56 User:**Customer Call**

Consumer Phelp has received the call closure

Root Cause

Logger

Subject Product

Assignee

Last Progress

Development - Build Scripts

Customer Call -- EDSC

Estate Management -- Audit (version unspecified)

Customer Call -- EDSC

22-Mar-2006 13:33 -- Customer Call