

Export

Peak Incident Management System

Call Reference	PC0089043	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_3S75R-Provisional	Top Ref	E-0304010637
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	25/03/2004	Effort (Man Days)	0
Summary	MBOARC01 - Memory - Available bytes142659584		
All References	Type	Value	
	Other	S60 Re-Review	
	Other	S60 Re-Review	
	PowerHelp	E-0304010637	
	PowerHelp	E-0304010637	

Progress Narrative

Date:01-Apr-2003 15:34:00 User:_Customer Call_
CALL PC0089043:Priority B:CallType L - Target 04/04/03 16:34:55
01/04/03 15:13 Critical event received 14:40pm on Host MBOARC01 stating :
Memory - Available bytes142659584 - 1500000000.00.
01/04/03 15:16 uk082175
Information: Spoke to victor (ISDNT) and he advised that a call should
be logged and sent accross.
01/04/03 15:17 uk082175
Information: Cannot find any kel relating to this event.
01/04/03 15:18 uk082175
REASSIGN: Call # E-0304010637 was Reassigned from Michael Abudu,
Group SMC1 to Group ISD NT
Re-assigning to ISDNT for further investigation and advise.
01/04/03 16:23 uk058609
Information: Server is currently running agent_load_Audit_data.
CALL PC0089043 opened

Date:01-Apr-2003 15:35:00 User:_Customer Call_
Resulting in performance errors showing in the application
log.
Errors are not standard NT errors (Athene Acquire I think?)
so forwarding to SSC for information and progression. VCAR
01/04/03 16:26 SYSADM
Open OTI: Automatic Open OTI
***Updated by Victor Carmichael at 01/04/03 16:26:05
01/04/03 16:25 uk058609
REASSIGN: Call # E-0304010637 was Reassigned from Group ISD NT to
Group EDSC1
See previous update
F) Call details
Diagnostician name:
Customer opened date 01/04/2003 15:13:39

Date:01-Apr-2003 16:07:00 User:Barbara Longley
The call summary has been changed from:-
Critical event received 14:40pm on Host MBOARC01 s
The call summary is now:-
MBOARC01 - Memory - Available bytes142659584
Target Release updated to BI_3S30R-Provisional
Product Infrastructure Agent Common added

Date:01-Apr-2003 16:08:00 User:Barbara Longley
F) Response :
Prescan: Assigning call to Martin Harvey in EDSC.
[END OF REFERENCE 34090129]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: Martin Harvey
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:02-Apr-2003 07:21:00 User:_Customer Call_
EMPTY 02/04/03 08:21 uk082175 SMC1 Information: Another event received on
MBOARC01 at 09:19am stating that
the memory - available bytes...199520256.00 - 2000000000.00.

Date:03-Apr-2003 14:15:00 User:Martin Harvey

The call summary has been changed from:-

MBOARC01 - Memory - Available bytes142659584

The call summary is now:-

MBOARC01 - Memory - Available bytes142659584

New evidence added - Event log

F) Response :

This message generated by NTCSTMon event no:334/335 is appearing consistently every 20mins as either a warning or error. I dont believe we support the archive servers.... I guess this can be treated as in SParker4242L but please pass to performance TDA (Andy Scott someone suggested?) for comment.

[END OF REFERENCE 34110779]

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

Hours spent since call received: 0 hours

Date:03-Apr-2003 14:32:00 User:Lionel Higman

The Call record has been transferred to the Team: IPDU DesAuth

Hours spent since call received: 0 hours

Date:03-Apr-2003 14:33:00 User:Lionel Higman

The Call record has been assigned to the Team Member: James Stinchcombe

Hours spent since call received: 0 hours

Date:03-Apr-2003 17:48:00 User: Customer Call_

EMPTY 03/04/03 18:48 uk084203 SMC1 Information: Another event received on 03/04/03 @ 18:40:21 Host

MBOARC01 stating : Memory - Available bytes140509184.00 - 1500000000.00.

Date:15-Apr-2003 07:07:00 User:Stephen Gardiner

Memory has now been upgraded on both MWIARC01 and MBOARC01 to 1024 Mbytes, this was done during Monday 14/4/03, this was previously 512 Mbytes. SG

Date:15-Apr-2003 07:08:00 User:Stephen Gardiner

New evidence added - OCP6838 - Upgrade Memory to 1024 Mbytes

Date:15-Apr-2003 13:13:00 User:James Stinchcombe

This should now fix this problem (see also PC0086053). Routing to platforms to update the design documents.

The Call record has been transferred to the Team: Platform-Des

Hours spent since call received: 0.5 hours

Date:15-Apr-2003 13:20:00 User:Barbara Longley

F) Response :

Call currently assigned to Platform-Des.

[END OF REFERENCE 34254482]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:15-Apr-2003 16:11:00 User:Stephen Gardiner

New evidence added - OCP6842 - Audit Server Memory Upgrade for Bootle

Date:10-Jul-2003 06:47:00 User: Customer Call_

EMPTY 10/07/03 02:33 uk081232 SMC1 Information: Critical event rec'd @ 1.46 on MBOARC01 NT Error : The driver detected a controller error on \Device\Scsiport2

Date:17-Jul-2003 06:52:00 User: Customer Call_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
17/07/03 07:52 uk081232 SMC1 Information: Critical event rec'd on MBOARC01 @ 07.10 17th Jul 03. Could not delete audit track
'FN01_DRSDb_LiabilityB_B_DCSSIN2003062402_20030625_051719_V001.dtf' after 4 attempts. Error. 5.'
Access is denied.

Date:23-Jul-2003 01:15:00 User: Customer Call_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
23/07/03 01:15 uk085796 SMC1 Information: further events RCVD:
Critical NT error: 23rd July 2003 @ 00.14hrs. the device

\Device\Tape4 has a bad block

Date:26-Jul-2003 07:53:00 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
26/07/03 08:50 uk081232 SMC1 Information: Critical event rec'd @ 07.11 26th
Jul 03. NT_Error :
Audit Archiver - Could not delete audit track
'FN01_DRSDb_LiabilityB_B_DCSSIN2003061102_20030704_154726_V001.dtf' after 4
attempts. Error. '5; 'Accesss is denied'

Date:05-Aug-2003 08:18:00 User:Lionel Higman

BI_3S30R-Provisional is no longer a valid target release. Rolling forward to
current valid Provisional target.
Target Release updated to BI_3S40R-Provisional

Date:31-Aug-2003 07:14:00 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
31/08/03 07:34 gb083684 SMC1 Information: Critical events received @ 07:10
from MBOARC01 : Event :
Count not delete audit track
FN01_DRSDb_LiabilityB_B_DCSSIN2003071702_20030809_133005_V001.dtf after 4
attempts. Error 5
Access is denied

Date:20-Oct-2003 02:47:00 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
20/10/03 03:39 gb083797 SMC1 Information: Critical warning received on
MBOARC01 on 20.10.03 @ 03.31:
'the device \device\scsiport3 did not respond within the
timeout period'.

Date:05-Nov-2003 03:18:00 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
05/11/03 03:09 uk085796 SMC1 Information: Critical event RCVD on 5th Nov
2003 @ 02.40hrs. MBOARC01.
" Fatal error detected whilst sealing. Seal conrol
process is terminating".

Date:15-Dec-2003 14:37:00 User:Lionel Higman

The call references have been updated. They are now:-
ORIGINATOR : Phelp
T PowerHelp : E-0304010637
Other : S60 Re-Review

Date:15-Dec-2003 15:45:00 User:Lionel Higman

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

Date:16-Dec-2003 16:43:00 User:Barbara Longley

F) Response :
Call currently with Dave Johns in Platform-Des.
[END OF REFERENCE 36867479]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:24-Dec-2003 02:15:00 User: Customer Call

EMPTY 24/12/03 01:39 uk084203 SMC1 Information: Critical nt error received
on 24/12/03 @ 01:31 on MBOARC01
" The driver detected a controller error on \Device\Tape2"

Date:09-Jan-2004 14:28:58 User: Customer Call

Request For Service ===== Date/Time Raised: 01/04/2003 15:13:39 Priority: B Contact Name: Michael Abudu SMC Contact
Phone: MBOARC01 Diagnostician Name: ===== Product
Type: WINNT Product Serial No: Product Site: PATH022
===== Request Identifiers Originator: Phelp
Originator's reference: E-0304010637 Consumer: 16953 A1GATE Consumer's reference: E-0304010637 Provider: PINICL Provider's
reference:

Date:09-Jan-2004 14:28:59 User: Customer Call

Prescan: Assigning call to Martin Harvey in EDSC.
This message generated by NTCSMon event no:334/335 is appearing consistently every 20mins as either a warning or error. I dont
believe we support the archive servers.... I guess this can be treated as in SParker4242L but please pass to performance TDA

(Andy Scott someone suggested?) for comment.

Date:09-Jan-2004 14:29:00 User: Customer Call_
Call currently assigned to Platform-Des.
Call currently with Dave Johns in Platform-Des.

Date:26-Jan-2004 02:49:47 User: Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL

Date:26-Jan-2004 02:49:49 User: Customer Call_
26/01/2004 02:46 uk081232 SMC1 Information: Repeat event @ 02:39 26th Jan 04
NT Error: The device,
\\Device\\Scsiport2, did not respond within the timeout period

Date:10-Feb-2004 14:51:12 User: Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
10/02/2004 14:48 uk085796 SMC1 Information: further events RCVD on 10th Feb
2004 @ 14.23hrs. MBOARC01.
" Device\\Tape4, has a bad block"

Date:12-Feb-2004 12:58:50 User:Lionel Higman
The call TargetRelease has been changed from:-
BI_3S40R-Provisional
The call TargetRelease is now:-
BI_3S60R-Provisional
BI_3S40R is no longer a targetable release. Setting target to the next viable
R release.

Date:18-Feb-2004 10:51:56 User: Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL

Date:18-Feb-2004 10:51:57 User: Customer Call_
18/02/2004 10:47 uk086391 SMC1 Information: Further events recieved on
MBOARC01 @ 10:36 on 18/02/04,
error text, 'The device, \\Device\\Tape1, has a bad block.'

Date:28-Feb-2004 14:11:31 User: Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
28/02/2004 14:06 gb083797 SMC1 Information: Warning event also reported on
MBOARC01 on 28.2.04 @
13:59:17:
'The persistent object index on volume 8
(z:\\messagestore.dat) will be rebuilt by request'.

Date:20-Mar-2004 09:21:38 User:Chris Hawkes
F) Response :

Date:20-Mar-2004 09:21:39 User:Chris Hawkes
Administrative closure for OTI switch.
[END OF REFERENCE 37876455]
Responded to call type L as Category 70 -Avoidance Action Supplied
Hours spent since call received: 0 hours

Date:20-Mar-2004 09:21:41 User:Chris Hawkes
CALL PC0089043 closed: Category 70, Type L
The response was delivered to: PowerHelp

Date:20-Mar-2004 10:02:53 User: Customer Call_
Date and time complete: 20/03/2004 09:27:06
Service Complete (Confirmation) Received

Date:22-Mar-2004 09:13:24 User: Customer Call_
Administrative closure for OTI switch.

Date:22-Mar-2004 19:40:41 User: Customer Call_
EMPTY
20/03/04 09:27 PINICL

REASSIGN: OTI monitor reassigned this call from PINICL to the Action Group
CFM1 as directed by the OTIReturn activity
22/03/04 18:18 NI057307
Information: Very confusing call this one. It looks like it made
reasonable sense until it went of to the Design people to ensure
the platform design documents were updated. Can someone in SSC
make sense of what happened then - have design confirmed
this change?
22/03/04 18:19 NI057307
REASSIGN: Call # E-0304010637 was Reassigned from Group CFM1 to Group
SMC1
Please pass to SSC as per last update
22/03/04 19:38 uk084204
REASSIGN: Call # E-0304010637 was Reassigned from Group SMC1 to Group
SMC FILTER
22/03/04 19:38 SYSADM
ReOpen OTI: Automatic Re-Open OTI
***Updated by Niall Vincent at 22/03/04 19:38:14
22/03/04 19:38 uk084204
REASSIGN: Call # E-0304010637 was Reassigned from Group SMC FILTER to
Group EDSC1

Date:22-Mar-2004 19:40:41 User:_Customer Call_
CALL PC0089043 reopened by _Customer Call_

Date:23-Mar-2004 07:22:27 User:Chris Hawkes
The Call record has been transferred to the team: Platform-Des
The Call record has been assigned to the Team Member: Dave Johns
Progress was delivered to Powerhelp

Date:24-Mar-2004 04:41:23 User:_Customer Call_
EMPTY 24/03/04 04:36 uk085796 SMC1 Information: further events RCVD on
24th March 2004 @ 02.26hrs.
MBOARC01.
" Device\Harddisk10\Partition1, has a bad block"

Date:29-Mar-2004 11:49:10 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
28/03/04 09:03 uk081232 SMC1 Information: Critical event rec'd on
MBOAR01 @ 08.07 28th March 04.
NT Errpr : The driver detected a controller error on Device\Scsiport)), did
not respond within the timeout period.

Date:02-May-2004 12:16:06 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
02/05/04 12:14 uk085796 SMC1 Information: further events RCVD on 2ND
May 2004 @ 11.12hrs.
MBOARC01.
" Device\Harddisk10\Partition1, has a bad block"

Date:08-May-2004 03:16:19 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
08/05/04 03:12 uk085796 SMC1 Information: further events RCVD on 8th
May 2004 @ 02.21hrs.
MBOARC01.
" Device\Harddisk10\Partition1, has a bad block"

Date:17-May-2004 18:03:44 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
17/05/04 18:01 uk085796 SMC1 Information: further events RCVD on 17th
May 2004 @ 16.10hrs.
MBOARC01.
" Device\Harddisk10\Partition1, has a bad block"

Date:02-Jun-2004 02:01:31 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
02/06/04 01:57 uk086394 SMC1 Information: further events RCVD on 01 June
2004 @ 01:54:36 on
MBOARC01.
" The device, \Device\Tapel, has a bad block"

Date:05-Jun-2004 13:43:07 User:_Customer Call_
EMPTY 05/06/04 13:40 uk085514 SMC1 Information: futher events been
generated
13:18:04 05/06/04

'A corrupt storage unit was detected on volume 4 with LPN 15, unitttype

Date:21-Jun-2004 14:40:47 User:Lionel Higman

The call TargetRelease has been changed from:-
BI_3S40R-Provisional
The call TargetRelease is now:-
BI_3S40R-Provisional

Date:21-Jun-2004 15:27:35 User:Lionel Higman

The call TargetRelease has been changed from:-
BI_3S40R-Provisional
The call TargetRelease is now:-
BI_3S70R-Provisional
S40R is no longer a possible target release. S60R is already fully subscribed. Targeting at next available potential R release - S70R.

Date:02-Jul-2004 07:50:36 User:_Customer Call_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
02/07/04 03:34 gb083797 SMC1 Information: further events reported on
2.7.04 @ 03:30:23:

The device, \Device\Tape4, has a bad block

Date:03-Jul-2004 18:21:31 User:_Customer Call_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
03/07/04 18:18 uk082476 SMC1 Information: Further Events reported on
03/07/04 @ 17:48:29

The device, \Device\Tape3, has a bad block

Date:14-Jul-2004 16:20:08 User:Lionel Higman

The call TargetRelease has been changed from:-
BI_3S70R-Provisional
The call TargetRelease is now:-
BI_3S75R-Provisional
I am told the currently targeted release for this call (70R) exists only in
name - retargeting at S75R-Provisional.

Date:05-Aug-2004 03:36:47 User:_Customer Call_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
05/08/04 03:31 UK061824 SMC1 Information: Further Events reported on
05/08/04 @ 03:28:13

The device, \Device\Tape2, has a bad block

Date:09-Jun-2006 16:37:50 User:_Customer Call_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 09/06/06 16:33 uk084203 SMC1 Information: Events received
on 9/06/06 @ 15:33 " The driver detected a
controller error on \Device\Scsiport8

Date:29-Nov-2007 12:29:10 User:Lionel Higman

[Start of Response]
Is there still a problem here?
[End of Response]
Response code to call type L as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.

Date:29-Nov-2007 12:43:45 User:Lorraine Guiblin

Defect cause updated to 41: General - in Procedure

Date:29-Nov-2007 12:43:49 User:Lorraine Guiblin

CALL PC0089043 closed: Category 68 Type L

Root Cause

General - in Procedure

Logger

Customer Call -- EDSC

Subject Product

Infrastructure -- Agent Common (version unspecified)

Assignee

Customer Call -- EDSC

Last Progress

29-Nov-2007 12:43 -- Lorraine Guiblin