

---

**From:** Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]  
**Sent:** Fri 22/08/2008 9:20:45 AM (UTC)  
**To:** Jenkins Gareth GI[GRO]; Holmes Alan[GRO]  
**Cc:** Sewell Peter (FEL01)[GRO]  
**Subject:** | FW: ARQ Events to check

Forget that .... I really need my holiday!

---

**From:** Thomas Penny  
**Sent:** 22 August 2008 10:18  
**To:** Jenkins Gareth GI; Holmes Alan  
**Cc:** Sewell Peter (FEL01)  
**Subject:** RE: ARQ Events to check

Alan/Gareth

ARQ264 error messages cover Nov and Dec 05 - this request is for Aug 08.  
ARQ265, 266, 267 and 271 error messages cover Nov 07 to Jun 08 - these requests are for Aug 08.

Can you check all is OK?

Penny

---

**From:** Jenkins Gareth GI  
**Sent:** 22 August 2008 08:24  
**To:** Holmes Alan  
**Cc:** Sewell Peter (FEL01); Thomas Penny; Meek Steven; Birkinshaw Roy; Evans Steve (FEL01); Ambrose Peter  
**Subject:** RE: ARQ Events to check

Alan,

I've now gone through and annotated them as before:

<< File: 8822.ARQEvents2.xls >>

1. ARQ261: There are lots of occurrences of one message. They are all overnight so shouldn't be an issue for ARQs if no one logged on at the time.
1. ARQ262: Again quite a few timeouts but all at 10pm so provided no one logged on should be OK.
1. ARQ264: Lots of errors from CASEPOSSDailyRecon. SSC need to decide if these are benign. Also a number of other errors to be investigated further. Mainly restricted to a few days so may not be in ARQ period.
1. ARQ265: Again a lot of unexplained errors that need further investigation. OK if not in ARQ range. I've also marked a number of events as "Ignore" which indicate significant hardware issues so some of these may be side effects.
1. ARQ266: 2 remaining unexplained errors. Need to get SSC to check them out if they are at vital times.
1. ARQ267: All Clear!
1. ARQ271: 2 remaining events. OK if no one logged on (10pm again)

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account

FUJITSU  
Lovelace Road, Bracknell, Berkshire, RG12 8SN  
Tel:  
Mobile:  
email:  
Web: <http://uk.fujitsu.com>

**GRO**

internal:  
internal:

**GRO**



*Please consider the environment - do you really need to print this email?*

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

**This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.**

---

**From:** Holmes Alan

**Sent:** 21 August 2008 16:11

**To:** Jenkins Gareth GI

**Cc:** Sewell Peter (FEL01); Thomas Penny; Meek Steven; Birkinshaw Roy; Evans Steve (FEL01); Ambrose Peter

**Subject:** ARQ Events to check

Gareth

A further batch of ARQ events to be checked.

Alan

<< File: ARQEvents2.xls >>