SSC DELETED KELs   Saturday 11 Sep

HORIZON KEL kiangl823S

KEL type:	Information
Title:	Balancing whilst the End-of-Day process was running caused the DEF stock unit not to rollover properly.
Summary:	The DEF stock unit did not rollover with the Office
Raised:	by Lina Kiang on 06/03/2008
Last updated:	by Lina Kiang on 07/03/2008
Release:	T80
System product:	Riposte
Branch code:	485611
Keywords:	EOD DEF
Status:	Authorised
Visibility:	Medium
Peak:	PC0155120
TfS:	T146976
Version:	4

Symptoms

PM states he did the rollover last night and all the stock units have been rolled over into TP 12 except for the DEF stock unit which is automatically rolled over with the Office (which started rolling over at 7pm).

The Application log, shows that the CABSProcess was running between 19:00:44 to 19:01:28 and during this time there were some errors:
Source:Riposte
An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)

Source: EPOSSStockUnit
Error Message: Unexpected error executing command <CmdStr:<Cmd:StockUnitRollover><StockUnit:DEF><InactiveRollover:True>> - see audit log for details.

The audit log had:
SU:Failure to log entry in SetRollOverCutOff:<Result:<Success:0><Error:Timeout occurred waiting for lock. (0xC1090003) CreateMessageEx: RiposteCreateMessageEx call failed.><ErrorCode:-1056374781>>

Problem

This is effectively a specific instance of KEL dsed5628Q (when CABSProcess which runs as part of the EOD process was running when the Office was balancing):

"The problem is that because of a previous Peak, PC0140715, CABSProcess writes out messages atomically. It does a StartTransaction quite early on (which creates the lock), then initiates writing lots of transactions with CreateMessage and persistent objects with PutObject and finally really writes them with a call to EndTransaction (which ends the lock). If something else tries to write a transaction whilst CABSProcess has things locked then it will time out after 10 seconds. Hence if CABSProcess takes more than 10 seconds to run you could get this sort of problem. In the first case seen, PC0152376, the CABSProcess took 33 seconds to run which gave a significant window of opportunity for this sort of problem to occur.

Note: The CABSProcess only runs on the gateway counter so the problems seen will not occur on slave counters."

Solution - Helpdesk

In this particular case, the StockUnits object (with the new CAP and NextCAP) and the StockUnitMarker objects (with new CAPnn,CAPMarker and CAPnn.NextCAP) for DEF needed to be written to mstore. Although the Balancing attribute in the StockUnits object did not get set back to False (which meant that some users could not attach to DEF), this was resolved by the User who was doing the balancing logging back onto the same counter he was balancing from (as suggested in KEL JAnscomb2213N).

Note that an OCR needs to be raised. StockUnits (1) Using Smiley: Get StockUnits, select DEF, Edit object, Manual edit. Replace CAP by the current Office CAP, Replace NextCAP by the Office NextCAP (what the other SUs are in already), Send Changes and Close. StockUnitMarkers (2) On the counter:
riposteobject get StockUnitMarkers DEF "" <FAD>
<Message:<GroupId:485611><Id:1><Num:71728><Date:07-Feb-2008><Time:10:43:37><User:RHA001><Expiry:34><TranStartNum:71728><Collection:StockUnitMarkers><ObjectName:DEF>
<Data:<CAP9: the output to remove the oldest CAP and insert a new one:
riposteobject put StockUnitMarkers DEF "<Data:<CAP10:<CAPMarker:><NextCAP:11>><CAP11:<CAPMarker:><NextCAP:12>><CAP12:<CAPMarker:><NextCAP:01>>>" <FAD>

Evidence