HORIZON KEL dsed5628Q (Version 4)

Type:	Unresolved
Status:	Deprecated
Title:	Stockunit loss / gain not sent to local suspense
Summary:	Stockunit loss / gain not sent to local suspense when stockunit was rolled during CABSProcess
Raised:	by Dave Seddon on 10/01/2008
Last updated:	by Anne Chambers on 01/08/2008
Release:	S70
System product:	EPOSS
Keywords:	local suspense suspence bts non zero
Status:	Deprecated
Visibility:	Medium
Peak:	PC0152376
TfS:	T82747

Symptoms

When a stockunit was rolled over at 7pm the loss/gain for that stockunit was not sent to local suspense and consequently when local suspense was cleared this loss/gain was not included. The value of this loss/gain was shown on the trading position line on the branch trading statement which would always be zero if there was no problem.

In the counter application event log the following pair of events were written at 7pm in between events that showed the CABSProcess was running...

Source: Riposte
Text: An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock.

Source: EPOSSStockUnit
Text: Warning Messaeg: Unexpected error executing fPostTxnsToLocalSuspense - see audit log for details.

In the counter audit log the following was written at the time...

SU:fPostTxnsToLocalSuspense (:-1056374781) Timeout occurred waiting for lock. (0xC1090003) CreateMessageEx: RiposteCreateMessageEx call failed.

Problem

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

No fix planned for Horizon given the relative rarity of the problem. However, should the problem start occurring more often then the need for a fix should be reviewed. Add any cases to list below.

MSU will need to be informed of what has gone wrong and what we believe needs to be done to correct matters. We need to look at impact on counter as well as the impact on POLFS. See PC0152421 as an example of what was done in one particular case but be aware that corrective actions in particular will not always be the same and these will need to be looked at on a case by case basis.

List of cases seen...

Date Peak Reference
12/12/2007 PC0152376 - problem with local suspense
05/03/2008 PC0155120 - DEF did not rollover auto with the Office 27/12/2007 PC158102 - problem with local suspense

Evidence

Event log Audit log Messagestore