

Export

## Peak Incident Management System

Call Reference	PC0052823	Call Logger	Deleted User -- Deleted Team
Release	Targeted At -- BI 2	Top Ref	PWY WP 12903
Call Type	Product Incidents/Defects	Priority	B -- Progress stopped
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	24/08/2000	Effort (Man Days)	0
Summary	Lost transaction following SCO replacement		
All References	Type	Value	
	Fast track fix	FSTK 2 0 WP12000	
	Work Package	PWY WP 12145	
	Work Package	PWY WP 12000	
	Fast track fix	FSTK 2 0 WP12145	
	Work Package	PWY WP 12903	

## Progress Narrative

Date:21-Aug-2000 12:51:00 User:Deleted User (Robert Hillyard feb01)  
 CALL PC0052823 opened  
 References entered are:-  
 Product Infrastructure RIPOSTE messaging sw added  
 Target Release entered: Unknown  
 Lost transaction following SCO replacement  
 Release management rig - migrated from CI3\_2R2 to CI4  
 Counter-Celestica build  
 Following rollout of a celestica built SCO several transactions were performed at the counter before it was replaced with a triage SCO. Some of these , up to message number 660 from node 1 which was a priority OBCS stop lookup , synchronised to the correspondence server. However further messages above 660 from node 1 existed only in the C: drive message store and the F: drive 'mirror' message store at the time of triage swap.  
 The Fdrive from the original counter was placed into the replacement counter so that the initial MsStore synchronisation would come from the Fdrive squirrel.  
 On examining the before and after balance snapshots, it was clear that an OBCS transaction performed before the swap-out had now vanished from the counter MsStore.  
 It would appear that after the recovery from the squirrel completed , the message processor came out of recovery mode after synchronising up to message number 660 for node id 1. Suspect this was by replication with the Correspondence server. Counter then wrote a Riposte on-line message as 661 for node 1 before 1 second later attempting to synchronise to the F: drive mirror message store. At this point a red event regarding 'self originated message' was generated, the server switched back to recovery mode and the remaining messages from the F: drive mirror message store above 661 were synchronised. The net result appears to be that all original messages are present in the C: drive from prior to the triage swap apart from 661 which has now been overwritten by the 'on-line' message immediately following the swap. Although unconfirmed , suspect the 'lost message' is the £10 OBCS transaction explaining the imbalance in the Balance snap shot reports. Attached extract is all node id 1 messages from counter message store (full extract available if required but is large). Event logs also attached. Original message 661 was written at approx 16:02. New message 661 was written at approx 16:45  
 Gareth Jenkins viewed this error on rig with Mike Berrisford.  
 CALL PC0052823:Priority C:CallType P - Target 29/08/00 13:51:48

Date:21-Aug-2000 12:53:00 User:Deleted User (Robert Hillyard feb01)  
 New evidence added - Node id 1 messages from counter messagestore  
 New evidence added - Event log file .evt

Date:23-Aug-2000 12:47:00 User:Dave Royle  
 F) Response :  
 fao Infra. Dev (or Gareth initially)  
 I don't believe this to be a only CI\_4 counter issue, but is potentially a SCO replacement issue in current live, and on that basis suggest a CS category 'C' fix  
 [END OF REFERENCE 21305532]  
 Responded to call type P as Category 30 -TL confirmed  
 The response was delivered on the system  
 The Call record has been transferred to the Team: QFP  
 Defect cause updated to 99:General - Unknown  
 Hours spent since call received: 0.2 hours

Date:23-Aug-2000 15:33:00 User:Lionel Higman

The Call record has been transferred to the Team: Infrastruc-Dev  
Hours spent since call received: 0 hours

Date:23-Aug-2000 15:34:00 User:Lionel Higman

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

Date:25-Aug-2000 13:56:00 User:del(01/01 Denise Jackson)

QFP authorised categorisation B

Target Release updated to MRB

The call references have been updated. They are now:-

T Other : B

Date:31-Aug-2000 13:59:00 User:Del(04/03 Brian Orzel)

Seeking further information.

Date:04-Sep-2000 12:37:00 User:Del(04/03 Brian Orzel)

This is being retested this week.

Date:04-Sep-2000 14:14:00 User:Del(04/03 Brian Orzel)

I was not aware that a single neighbour was acceptable to come on line out of recovery mode. This will inevitably cause self originated message errors, and needs to be fixed.

After a chat with Gareth, I don't think we have a sound implementation in this area, but any change will require careful thought and design.

Transferring it to the TDA stack f.a.o. Gareth, and anticipating a meeting with him and Mark.

Fix could either be to Escher code or UK code, or both.

Brian Orzel.

The Call record has been transferred to the Team: TDA

Hours spent since call received: 3 hours

Date:05-Sep-2000 08:00:00 User:Gareth Jenkins

The Call record has been assigned to the Team Member: Gareth Jenkins

Hours spent since call received: 0 hours

Date:19-Oct-2000 11:13:00 User:Gareth Jenkins

A similar instance of this has occurred on Live (PinICL 51255). (Though in that case recovery took place from a counter rather than the CS after a LAN failure.) That has been closed and this PinICL is being used to pursue the underlying problem.

Gareth

Date:01-Dec-2000 17:03:00 User:Lionel Higman

Updates agreed at tdaqfp (JD/JMcL/LMH)

Target Release updated to DTL - unknown

The call references have been updated. They are now:-

Other : B

T Other : Futures?

Date:11-Dec-2000 17:53:00 User:Gareth Jenkins

See also 58435 for another example.

Gareth

Date:19-Dec-2000 15:47:00 User:Gareth Jenkins

Another duplicate is 58686 (which I will get closed).

Gareth

Date:20-Dec-2000 16:21:00 User:Deleted User

RMF 20/12/00- Fix at CI4R ASAP (January - Week 1). Please route to QFP.

Date:03-Jan-2001 11:49:00 User:del(05/01 John McLean)

The Call record has been assigned to the Team Member: Glenn Stephens

Hours spent since call received: 0 hours

Date:03-Jan-2001 15:06:00 User:Del(06/01 Peter Morgan)

F) Response :

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

The response was delivered on the system

Date:09-Jan-2001 16:43:00 User:Glenn Stephens

Transferring to infrastructure- who have the specification for the design change from the tda .

The Call record has been transferred to the Team: Infrastruc-Rel

Defect cause updated to 7 :Design - High Level Design

Hours spent since call received: 1.0 hours

Date:14-Feb-2001 07:17:00 User:Karen Morley

The Call record has been assigned to the Team Member: Roger Goldring

Hours spent since call received: .1 hours

Date:02-Mar-2001 20:52:00 User:Lionel Higman

Target Release updated to CI4M1R

Date:26-Apr-2001 13:39:00 User:Lionel Higman

Raised priority at request of RMF.

CALL PC0052823:Priority B:CallType P - Target 24/08/00 13:51:48

Date:04-May-2001 14:01:00 User:Del(06/01 Peter Morgan)

F) Response :

The removal of the writing of \$RiposteHeartbeats messages at CI4M1 MAY have resolved this problem, as it appears that the Messages from the MirrorDisk that were being over-written were of this type.

However, this is not certain.

[END OF REFERENCE 25985328]

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

The response was not delivered to external mailer as email address is invalid

Date:09-May-2001 15:37:00 User:Roger Goldring

F) Response :

I had a chat with Gareth Jenkins, and he suggested that the design work currently in progress would still be needed.

[END OF REFERENCE 26018499]

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

The response was not delivered to external mailer as email address is invalid

Date:11-May-2001 08:49:00 User:Angela Shaw

This fix needs bringing forward before S10 for this problem. There have been 20-25 reported occurrences of this problem type recently, which causes receipts and payments mismatches. Every occurrence gives rise to great concern with PON in that we cannot fully reconcile at the outlet, & there may be also knock on effects that transactions may be lost irrecoverably. Fix needs to be brought forward as a matter of urgency. Thanks

Date:11-May-2001 09:50:00 User:Lionel Higman

The call references have been updated. They are now:-

Date:21-May-2001 12:04:00 User:Del(06/01 Peter Morgan)

New evidence added - ZIP file containing FAD 84102 M/Store, the overwri

F) Response :

At CI4M1, the messages in Collection \$RiposteHeartbeat are no longer used, and so these will not over-write messages passed from a neighbour, if Riposte becomes available before it SHOULD be available (because everything has not been passed over from a neighbour, usually the Mirror disc on an SCO).

However, data in RiposteVersionstring is still overwriting data, and this CAN cause a Cash Account misbalance.

See the attached, that happened at FAD 084102 on 18/5/01, this being an SCO

Full MessageStore

Eventlog

Overwritten message, retrieved from the Mirror disc

Please forward to QFP for the attention of Gareth Jenkins

[END OF REFERENCE 26145993]

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

The response was not delivered to external mailer as email address is invalid

Date:04-Jun-2001 08:53:00 User:Angela Shaw

Peter, can you please progress as per Peter M's last update. These types of scenario are costing Pathway considerable amounts of money when this happens, as we are laible at £100/txn to PON. Thanks

Date:05-Jun-2001 16:58:00 User:Roger Goldring

F) Response :

RolloutSynch exe module has been changed. Please note that on our limited testing facilities the original problem of lost transactions, as described in this PinICL, is not reproducible. It is considered essential that the failing situation be set up and demonstrated (using the existing RolloutSynch module), and that installing the new RolloutSynch.exe module fixes the problem. The new module tackles the problem by eliminating the conditions under which lost transactions occur - through manipulation of the Riposte Recovery Neighbours parameter.

[END OF REFERENCE 26330690]

Responded to call type P as Category 46 -Product Error Fixed

The response was not delivered to external mailer as email address is invalid

The Call record has been transferred to the Team: Dev-Int-Rel

Defect cause updated to 41:General - in Procedure

Hours spent since call received: 74.0 hours

Date:06-Jun-2001 09:35:00 User:Miho Fujii

The call references have been updated. They are now:-

T Work Package : PWY\_WP\_12000

Date:06-Jun-2001 15:44:00 User:Miho Fujii

The call references have been updated. They are now:-

Work Package : PWY\_WP\_12000

T Fast track fix : FSTK\_2\_0\_WP12000

F) Response :

Fast track available, please test.

[END OF REFERENCE 26345550]

Responded to call type P as Category 60 -S/W Fix Released to Call Logger

Hours spent since call received: 0 hours

The response was not delivered to external mailer as email address is invalid

Date:06-Jun-2001 15:46:00 User:Miho Fujii

Fast track available, please test.

The Call record has been transferred to the Team: BTC Rel Mig

Hours spent since call received: 0 hours

Date:11-Jun-2001 17:54:00 User:Dave Royle

The Call record has been assigned to the Team Member: Dave Royle

Hours spent since call received: 0.5 hours

Date:13-Jun-2001 14:54:00 User:Dave Royle

F) Response :

Lionel, Can you retarget this at S10 and pass to Infrastructure-Dev. The S03R WP (12000) will need to be withdrawn and an S10 version created. Dave

[END OF REFERENCE 26540510]

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

The response was not delivered to external mailer as email address is invalid

Date:13-Jun-2001 14:57:00 User:Dave Royle

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0.5 hours

Date:13-Jun-2001 15:07:00 User:Lionel Higman

Target Release updated to CI4S10

The Call record has been transferred to the Team: Infrastruc-Dev

Hours spent since call received: 0 hours

Date:14-Jun-2001 19:09:00 User:Karen Morley

The Call record has been assigned to the Team Member: Roger Goldring

Hours spent since call received: .1 hours

Date:06-Jul-2001 09:14:00 User:Roger Goldring

The call references have been updated. They are now:-

Work Package : PWY\_WP\_12000

T Fast track fix : FSTK\_2\_0\_WP12000

Work Package : PWY\_WP\_12145

F) Response :

Problem has been addressed by adding a capability of setting the number of Recovery Neighbours to RolloutSynch; the work package is WP12145.

Please note the caveat mentioned above, repeated here for convenience:

RolloutSynch exe module has been changed. Please note that on our limited testing facilities the original problem of lost transactions, as described in

this PinICL, is not reproducible. It is considered essential that the failing situation be set up and demonstrated (using the existing RolloutSynch module), and that installing the new RolloutSynch.exe module fixes the problem. The new module tackles the problem by eliminating the conditions under which lost transactions occur - through manipulation of the Riposte Recovery Neighbours parameter.  
[END OF REFERENCE 26871848]

Responded to call type P as Category 48 -Fix Released to PIT  
The response was not delivered to external mailer as email address is invalid  
The Call record has been transferred to the Team: Dev-Int-Rel  
Hours spent since call received: 3.0 hours

Date:06-Jul-2001 09:53:00 User:Miho Fujii

The call references have been updated. They are now:-

Work Package : PWY\_WP\_12000

Fast track fix : FSTK\_2\_0\_WP12000

T Work Package : PWY\_WP\_12145

Date:31-Jul-2001 11:01:00 User:Miho Fujii

The call references have been updated. They are now:-

Work Package : PWY\_WP\_12000

Fast track fix : FSTK\_2\_0\_WP12000

Work Package : PWY\_WP\_12145

T Fast track fix : FSTK\_2\_0\_WP12145

F) Response :

Fast track available, please test.

[END OF REFERENCE 27151818]

Responded to call type P as Category 60 -S/W Fix Released to Call Logger

Hours spent since call received: 0 hours

The response was not delivered to external mailer as email address is invalid

Date:31-Jul-2001 11:02:00 User:Miho Fujii

Fast track available, please test.

The Call record has been transferred to the Team: BTC Rel Mig

Hours spent since call received: 0 hours

Date:10-Aug-2001 10:00:00 User:Dave Royle

The Call record has been assigned to the Team Member: Steve Bansal

Hours spent since call received: 1 hours

Date:07-Sep-2001 12:07:00 User:Mike Berrisford

Fix did not work as required. See attached extract from mail between myself / Gareth / Tivoli wrapping team giving explanations of fix limitations.

As suggested by Gareth in response to the mail further enhancements are required to the design of the fix which he is intending to discuss with Karen on Monday 10/09/01.

Routing back to Inf\_dev pending discussions with Gareth.

New evidence added - Word document extract from mail describing problem

The Call record has been transferred to the Team: Infrastruc-Dev

Hours spent since call received: 1 hours

Date:12-Sep-2001 07:50:00 User:Lionel Higman

Discussed with Karen Morley, the correct release for an infrastructure fix is BI2. Setting target release as such.

Target Release updated to BI\_2

Date:17-Sep-2001 06:59:00 User:Karen Morley

The Call record has been assigned to the Team Member: Roger Goldring

Hours spent since call received: .1 hours

Date:06-Nov-2001 14:25:00 User:Roger Goldring

The call references have been updated. They are now:-

Work Package : PWY\_WP\_12000

Fast track fix : FSTK\_2\_0\_WP12000

Work Package : PWY\_WP\_12145

T Fast track fix : FSTK\_2\_0\_WP12145

Work Package : PWY\_WP\_12903

F) Response :

Problem fixed in WP12903

[END OF REFERENCE 28062744]

Responded to call type P as Category 48 -Fix Released to PIT

The response was not delivered to external mailer as email address is invalid



Date:06-Nov-2001 14:26:00 User:Roger Goldring

The Call record has been transferred to the Team: Dev-Int-Rel  
Hours spent since call received: 1.0 hours

Date:06-Nov-2001 15:19:00 User:Miho Fujii

The call references have been updated. They are now:-

Work Package : PWY\_WP\_12000

Fast track fix : FSTK\_2\_0\_WP12000

Work Package : PWY\_WP\_12145

Fast track fix : FSTK\_2\_0\_WP12145

T Work Package : PWY\_WP\_12903

Date:29-Nov-2001 18:25:00 User:Del(01/03 Ajay Nehra)

Fix released in PWY\_WP\_12903. Please route to call logger when processed by  
SPTS

Date:30-Nov-2001 13:24:00 User:Miho Fujii

F) Response :

Fast track available, please test.

[END OF REFERENCE 28298997]

Responded to call type P as Category 46 -Product Error Fixed

Date:30-Nov-2001 13:25:00 User:Miho Fujii

The response was not delivered to external mailer as email address is invalid

The Call record has been transferred to the Team: BTC Rel Mig

Hours spent since call received: 0 hours

Date:30-Nov-2001 13:36:00 User:Dave Royle

The Call record has been assigned to the Team Member: Dave Royle

Hours spent since call received: 0.5 hours

Date:11-Dec-2001 12:33:00 User:Angela Shaw

Dave, the customer had been advised that this problem had been fixed, so would it please be possible to put this through testing & get the new WP sent down to the counters as soon as possible. Pathway have to pay for these incidents, plus will have to explain this reoccurrence. Thanks

Date:20-Feb-2002 16:38:00 User:Dave Royle

F) Response :

Mike, Based on your extensive experience at S10, can you have a look at this with the changes introduced at BI2 (sorry!). Ta Dave

[END OF REFERENCE 28941671]

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

The response was not delivered to external mailer as email address is invalid

The Call record has been assigned to the Team Member: Mike Berrisford

Hours spent since call received: 1 hours

Date:21-Mar-2002 15:51:00 User:Mike Berrisford

Have attempted retest using the new BI2 base units. Unfortunately we are currently only at the stage where these base units auto regress to BI2a. The full solution to this problem is two pronged. Rolloutsynch has changed to execute a gradual reduction of RecoveryNeighbors to a minimum of 1, time based, to give the counter time to synchronise with as many neighbors as possible before coming on line whilst at the same time ensuring that if for any reason 1 or more neighbors is not contactable at least the box won't hang itself.

This works in conjunction with a new hard setting of RecoveryNeighbors in the Riposte registry to 32 (a special value that indicates to Riposte that it should attempt synchronising with all available neighbors as determined from the Neighbors registry parameter).

Unfortunately this new value of 32 is associated with the BI2b counter baseline. As our counters auto regress to BI2a (where the parameter is not present leaving Riposte to default to a value of 1) we are unable to test this at this time. Will hold on stack until we can attempt a BI2b box swap.

Date:09-May-2002 09:51:00 User:Del(04/03 Ray Fenwick)

The Call record has been assigned to the Team Member: Steve Bansal

Hours spent since call received: .1 hours

Date:09-Sep-2002 15:41:00 User:Del(04/03 Steve Bansal)

Tested as part of BI3 cycle1 testing, box swap on 120817. Scenario from above followed, Recovery Neighbors started at 32, changed to 2 then 1 and finally

reset back to 32.

Date:09-Sep-2002 15:46:00 User:Del(04/03 Steve Bansal)  
Appears to be fixed, can you close this call  
The Call record has been assigned to the Team Member: Ray Fenwick  
Defect cause updated to 16:Development - Reference Data  
Hours spent since call received: 3 hours

Date:09-Sep-2002 16:18:00 User:Del(04/03 Ray Fenwick)  
CALL PC0052823 closed: Category 60, Type P  
Hours spent since call received: .1 hours

Root Cause	Development - Reference Data
Logger	Deleted User -- Deleted Team
Subject Product	Infrastructure -- RIPOSTE messaging sw (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	09-Sep-2002 16:18 -- Del(04/03 Ray Fenwick)