`Export`

Peak Incident Management System

Call Reference	**PC0054604**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0009250462
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Advice and guidance given
Target Date	29/09/2000	Effort (Man Days)	0
Summary	FAD157227 System Operational Integrity Violation		

Progress Narrative

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Date:25-Sep-2000 10:51:00 User:_Customer Call_
CALL PC0054604:Priority B:CallType L - Target 28/09/00 11:51:06
25/09/00 09:39 Clerk ringing in regard to call ref: 0009
25/09/00 09:41 uk081682
Information: pm ringing in connection to call ref: 0009250353. They
have rebooted counter 2 twice but still get the same message:
System Operational Integrity Violation, user cannot log on
25/09/00 09:42 uk081682
Access Times: Mon-Thur: 09.00-17.30 closed 1-2 for lunch
Wed: 09.00-13.00
Sat: 09.00-13.00
25/09/00 10:03 GBo82686
Repeat Call: pm has just called up again and is wondering wether she
will be getting an engineer out or some help reguard to her
system that is down.
25/09/00 11:34 GB082638
Repeat Call: pm wanted update to if a call back is going to happen or
wants to know when engineer will be calling.
25/09/00 11:42 GB082641
Information: This error relates to KEL Reference: PCarroll1535R.htm ,
which states that the Patch should be regressed and
re-applied. The counter should NOT be swapped. This is not a CI4
site.
25/09/00 11:59 062523
Information: please inv operational integrity violation.
F} Call details
Diagnostician name:
Customer opened date 25/09/2000 09:39:38
CALL PC0054604 opened
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Date:25-Sep-2000 13:32:00 User:Barbara Longley
The call summary has been changed from:-
Clerk ringing in regard to call ref: 0009
The call summary is now:-
FAD157227 System Operational Integrity Violation
Target Release updated to CSR-CI3_2R
Product EPOSS & DeskTop Counter Common added
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Date:25-Sep-2000 15:51:00 User:Paul Steed
F} Response :
PRESCAN:Before the call was sent to us, it was updated as follows: -
25/09/00 11:42 GB082641
Information: This error relates to KEL Reference: PCarroll1535R.htm ,
which states that the Patch should be regressed and
re-applied. The counter should NOT be swapped. This is not a CI4
site.
Why has the call been sent to SSC? I thought that SMC was tasked with the
patching process.
[END OF REFERENCE 21855461]
Responded to call type L as Category 64 -Published Known Error
Hours spent since call received: 0 hours
Defect cause updated to 99:General - Unknown
CALL PC0054604 closed: Category 64, Type L
The response was delivered to: PowerHelp
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Date:26-Sep-2000 10:57:00 User:_Customer Call_
CALL PC0054604 Reopened: This incident has been reopened
CALL PC0054604:Priority B:CallType L - Target 29/09/00 11:57:51
EMPTY
26/09/00 09:02 GB082204
Information: voiced to smc who advised to reboot the counter and he will
chase the engineer smc dist
26/09/00 10:34 GB082471
Repeat Call: Julie the pm phoned to say after re-booting she has a new
message now reading "error veryfiying desktop componants
error code c10200b8"
26/09/00 10:57 062523
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Information: checked the software patch status for ctr 2 on the webpage
and all is ok, down loaded the directory from counters and
ctr 2 has an extra riposte signed 4_1, regressing.
26/09/00 11:06 062523
Information: checked commit directory for ctr 2 and riposte signed not
there.
26/09/00 11:13 UK061824
Information: have requested PM to reboot counter 2.
26/09/00 11:16 UK061824
Information: PM is still getting same error after reboot.
26/09/00 11:21 GB082839
Repeat Call: andrew from nbsc called adv of situation and is being
looked into
26/09/00 12:02 062523
Information: have found riposte signed on ctr 2 and the product has been
removed, the pm has rebooted and the 'integrity' message is
still there, please check the commit directory and remove
any leftover files.
26/09/00 12:05 062523
ReOpen OTI: * NULL TEXT SUPPLIED *
F} Call details
Diagnostician name:

Date:**26-Sep-2000 12:11:00** User:**_Customer Call_**
EMPTY 26/09/00 13:14 GB082205 HSH1 Repeat Call: PM rang chasing this up as
they going to have problems with
balancing if the problem is not sorted out tomorrow.
Advised pm that this call has been passed onto our third
line support team.

Date:**26-Sep-2000 16:05:00** User:**Gary Maxwell**
The Call record has been assigned to the Team Member: Rakesh Patel
Hours spent since call received: 0 hours

Date:**26-Sep-2000 16:30:00** User:**_Customer Call_**
EMPTY 26/09/00 16:54 GB082472 HSH1 Repeat Call: rnm has called now to find
out what is happening with this
call as pm is getting worried about balancing and he needs
this ctr to be running as he is a busy office. 26/09/00 16:56 GB082472 HSH1
Escalate: called barbara longley for advise on what to say to rnm in
regard to this call. 26/09/00 17:01 GB082472 HSH1 Advice: advised rnm that
this call is being reassigned to someone
in ssc now but am unsure of the time scale for the completion
of the problem

Date:**27-Sep-2000 08:13:00** User:**Rakesh Patel**
F} Response :
Advice Given
I have reviewed the event logs for this site and can confirm that counter 2
is now reporting 'Riposte function RiposteCreateMessagePortEx failed- The
license
object for the current build could not be vaildated' and also 'Replication
slowing- suspect comms problem'.
SMC(Mark) i do not beleive this to be a comms issue nor an issue regressing
patches! I beleive this to be an issue relating to a possible corrupt
messagestore. Please send an engineer to swap the affected counter 2. This is
not a new site.
[END OF REFERENCE 21881239]
Responded to call type L as Category 94 -Advice and guidance given
Hours spent since call received: 0 hours
Defect cause updated to 41:General - in Procedure
CALL PC0054604 closed: Category 94, Type L
The response was delivered to: PowerHelp

Date:**27-Sep-2000 08:18:00** User:**_Customer Call_**
Date and time complete: 27/09/2000 09:23:36
Service Complete (Confirmation) Received

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	27-Sep-2000 08:18 -- _Customer Call_