

## Export

## Peak Incident Management System

Call Reference	PC0162602	Call Logger	Customer Call -- EDSC
Release	Proposed For -- T86	Top Ref	398871
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Programme approved - No fix required
Target Date	03/11/2011	Effort (Man Days)	0
Summary	Gaps in Bootle cluster 3.		
All References	Type	Value	
	SSCKEL	KEL_gbar402R	
	TRIOLE for Service	398871	
	SSCKEL	KEL_gbar402R	

## Progress Narrative

Date:30-Jul-2008 11:50:58 User:\_Customer Call\_

CALL PC0162602 opened

Details entered are:-

Summary:Gaps in Bootle cluster 3.

Call Type:L

Call Priority:B

Target Release:T82

Routed to:EDSC - \_Unassigned\_

Date/Time Raised: Jul 30 2008 11:26AM

Priority: B

Contact Name: Nick Audley

Contact Phone: GRO

Originator: XXXXXX@TFSUT

Originator's reference: 398871

Product Serial No:

Product Site: RMGA NT

Audit Penny Thomass has reported that Bootle cluster 3 has gaps in audit data. Please investigate

Incident History:

2008-07-30 11:26:09 [ Audley, Nicholas]

INIT : create a new request/incident/problem/change/issue

2008-07-30 11:28:51 [ Audley, Nicholas]

zneun\_en\_rm : Open Notification

2008-07-30 11:31:34 [ Audley, Nicholas]

TR : Passing call over for investigation / comment.

2008-07-30 11:31:53 [ Audley, Nicholas]

zneut\_en\_rm : Transfer Notification

2008-07-30 11:32:22 [ Steve, Gardiner]

LOG : Audit User Penny Thomas (7302-5968) has reported that Bootle cluster 3 has gaps in audit data. Please investigate. Thank you

2008-07-30 11:33:46 [ Steve, Gardiner]

LOG : We understand the period of time in question is the 14th June - 2nd July. Problems were experienced with MBOCOR03 during the aforementioned time period. MBOCOR03 had a hardware fault and subsequently required a server rebuild.

2008-07-30 11:37:42 [ Steve, Gardiner]

LOG : Please pass this call into PEAK FAO the EDSC in the first instance. The call should then be transferred to the Audit-Dev team FAO Steven Meek. Thank you

2008-07-30 11:39:38 [ Steve, Gardiner]

TR : Please pass this call into PEAK. Thank you

2008-07-30 11:41:03 [ Steve, Gardiner]

zneut\_en\_rm : Transfer Notification

2008-07-30 11:50:09 [ Vincent, Niall]

zneut\_en\_rm : Transfer Notification

2008-07-30 11:50:09 [ Vincent, Niall]

TR : Transfer 'group' from 'SMC1' to 'PEAK'

Date:30-Jul-2008 12:10:11 User:Clive Turrell

Product General/Other/Misc -- Unknown General/Other/Misc (version unspecified) added.



Date:30-Jul-2008 12:11:14 User:Clive Turrell

[Start of Response]

Can this call please be routed to Audit-Dev team FAO Steven Meek

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:30-Jul-2008 12:12:27 User:Clive Turrell

The Call record has been transferred to the team: QFP

Progress was delivered to Provider

Date:30-Jul-2008 13:01:24 User:Nick Lawman

The Call record has been transferred to the team: Audit-Dev

The Call record has been assigned to the Team Member: Steven Meek

Progress was delivered to Provider

Date:31-Jul-2008 10:26:46 User:Steven Meek

MBOCOR03 failed during a re-boot on the 14th June 2008. The machine was out of action until 2nd July when it was brought back into service.

Throughout the 2nd July there appears to have been repeated problems with available disk space, presumably due to the large number of messages being replicated from Wigan.

The normal flow of Audit files was re-established on 5th July 2008.

Initial checks suggest that messages originating at the counters for this period have been replicated from Wigan to Bootle, and subsequently appear in the MBOCOR03 audit files, and that the gaps identified relate to messages originating at the call centres.

This is probably due to the differences in the Correspondence servers retention periods for messages (42 days for counter messages, 4 days for data centre messages).

A thorough check is being conducted to confirm this, and to identify all gaps. Once completed the same checks will be applied to the corresponding Wigan files for this period to confirm that no data has been lost

Date:14-Oct-2008 15:49:32 User:Steven Meek

The call Target Release has been moved to Proposed For -- T86

Date:15-Oct-2008 12:30:18 User:Steven Meek

Target Date/Time updated: new value is 28/11/2008 11:50

[Start of Response]

The checks to identify and fill gaps is on-going.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:11-Nov-2008 13:35:31 User:Steven Meek

The Call record has been assigned to the Team Member: Gerald Barnes

Progress was delivered to Consumer

Date:28-Nov-2008 11:43:25 User:Steve Evans

Target Date/Time updated: new value is 31/12/9999 00:00

[Start of Response]

Ongoing - don't know quite when it will be complete.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:05-Feb-2009 12:12:07 User:Gerald Barnes

Target Date/Time updated: new value is 19/02/2009 00:00

[Start of Response]

I hope to complete this within a fortnight.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:19-Feb-2009 15:26:56 User:Gerald Barnes

Target Date/Time updated: new value is 26/02/2009 00:00

[Start of Response]

I have some urgent work to do concerned with making sure that all audit source is in VSS. I will address this PEAK in a week's time.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:24-Feb-2009 17:01:00 User:Gerald Barnes

Target Date/Time updated: new value is 05/03/2009 00:00

[Start of Response]

Further works has cropped up and so I am putting this back another week.



[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:04-Mar-2009 10:02:46 User:Gerald Barnes

Target Date/Time updated: new value is 31/12/9999 00:00

[Start of Response]

At a recent meeting it was considered whether this exercise should be broadened to check the consistency of both audit servers throughout there life. I am setting this to no forecast whilst it is decided whether this particular problem mentioned here is to be addressed or this more broad issue.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:09-Mar-2009 14:59:45 User:Stephen Gardiner

[Start of Response]

Audit User Penny Thomas (7302-5968) has requested for this call to be updated to an ?A? priority, I understand that this issue needs to be resolved prior to the migration of the Centera?s.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:09-Mar-2009 15:00:33 User:Stephen Gardiner

[Start of Response]

Audit User Penny Thomas (7302-5968) has requested for this call to be updated to an A priority, I understand this issue needs to be resolved prior to the migration of the Centera?s.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:09-Mar-2009 15:05:39 User:John Simpkins

The call Priority has been changed from B

The call Priority is now A

Date:09-Mar-2009 16:51:43 User:Steve Evans

Target Date/Time updated: new value is 31/12/9999 00:00

[Start of Response]

Somehow the forecast got messed up.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:12-Mar-2009 15:45:09 User:Steve Evans

Target Date/Time updated: new value is 30/04/2009 12:00

[Start of Response]

Our first priority here is to ensure a backup copy of all the data which is missing on one side or the other. This PEAK should remain as an A priority until this is done.

After that we will need to devise a method to inject the data to the hardware where it is missing. This can be done under a lower priority.

I am projecting a date for the first part of ths solution only, i.e. I am providing a traget date at which this PEAK may be reduced in priority.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:12-Mar-2009 15:46:39 User:Gerald Barnes

[Start of Response]

An initial set of files has been identified which needs restoring. I attach them as evidence labelled "Files Needing Restoring". They will first be copied to a NAS.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:12-Mar-2009 15:47:07 User:Gerald Barnes

Evidence Added - Files Needing Restoring

Date:18-Mar-2009 11:11:35 User:Gerald Barnes

[Start of Response]

All the "Priority A" area yellow areas on the "Files Needing Restoring" spreadsheet have now been copied to the NAS as follows -

FN01\_TMS\_Cluster1W\_W\_~\_20021213\_13312800\_V001.arc 1\_OTH3069B

FN01\_TMS\_Cluster1W\_W\_1\_20041103\_08025000\_V001.arc 2\_OTH3070B

FN01\_TMS\_Cluster4W\_W\_3\_20030128\_01323300\_V001.arc 3\_OTH3071B

Files have been copied from 2 days before to 3 days after each incident.

I am now starting to deal with the original files with queries as shown in the attached "Original Files to Restore".

So far I have started query OTH3050W to retrieve files from 12th June to 17th June 2008.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation



Hours spent since call received: 3 hours

Date:18-Mar-2009 11:12:57 User:Gerald Barnes  
Evidence Added - Original Files to Restore

Date:20-Mar-2009 17:33:36 User:Gerald Barnes

[Start of Response]

With regards to the evidence labelled "Original Files to Restore".

The query OTH3050W has now been run and I am in the process of copying all the files to the NAS.

A query OTH3053W for the period 18th June to 24th June has been run as well. I will start copying the files from this to the NAS when the previous copy has finished.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:30-Mar-2009 12:02:29 User:Gerald Barnes

[Start of Response]

The files from OTH3053W have now been copied to the NAS and the query closed.

The query OTH3055W has been created to deal with the files from 25th June 2008 to 1st. July 2008.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:01-Apr-2009 15:40:05 User:Steve Evans

[Start of Response]

Given that priority 'A' data has been successfully copied, we can now reduce trhis to a 'B'.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:09-Apr-2009 17:26:33 User:Gerald Barnes

[Start of Response]

OTH3056W was created to deal with 2nd July 2008 to 8 July 2008. This was run and all files copied to the NAS in directory 8\_OTH3056W.

Hence now all high priority files are on the NAS.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:28-Apr-2009 12:21:55 User:Gerald Barnes

Target Date/Time updated: new value is 11/05/2009 12:00

[Start of Response]

All high priority files are saved to the NAS. I have other work to do which is more pressing.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:08-May-2009 17:04:38 User:Steve Evans

Target Date/Time updated: new value is 31/12/9999 00:00

[Start of Response]

As Gerlad has said, all high priority files are saved to the NAS.

Given that we believe weekend D to be delayed, we are able then to work on the lesser priority data in slower time. This issue will probably be resolved in June.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:02-Jul-2009 10:09:00 User:Chet Patel

The call Priority has been changed from A

The call Priority is now C

Date:02-Jul-2009 10:09:26 User:Chet Patel

[Start of Response]

AS discussed, with Stephen Gilbert and Steve Evans. This is required in T86.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:03-Jul-2009 17:32:48 User:Steve Evans

Target Date/Time updated: new value is 31/12/9999 00:00

[Start of Response]

The willbe managed long-term.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation



Date:08-Jul-2009 16:33:06 User:Lionel Higman  
Reference Added: HNG-X\_Vet\_Status To be reviewed

Date:16-Jul-2009 16:26:23 User:Lionel Higman  
Reference Added: QFP Review IN PROGRESS

Date:30-Jul-2009 12:29:16 User:Steve Evans  
The call Target Release has been moved to:Proposed For -- T86  
[Start of Response]  
We are planning to update this PEAK with a final code be the close of August  
[End of Response]  
Response code to call type L as Category 42  
Target Response changed to 2009-08-28 18:00:00.0

Date:03-Aug-2009 14:04:35 User:Lionel Higman  
Reference Added: QFP Review IN PROGRESS SheilaB

Date:03-Aug-2009 14:04:42 User:Lionel Higman  
TOP Reference set to: QFP Review IN PROGRESS SheilaB

Date:03-Aug-2009 14:04:43 User:Lionel Higman  
Reference Deleted: QFP Review IN PROGRESS

Date:04-Aug-2009 10:47:35 User:Lionel Higman  
Reference Added: QFP Review COMPLETE

Date:04-Aug-2009 10:47:37 User:Lionel Higman  
TOP Reference set to: HNG-X\_Vet\_Status To be reviewed

Date:04-Aug-2009 10:47:39 User:Lionel Higman  
Reference Deleted: QFP Review IN PROGRESS SheilaB

Date:04-Aug-2009 19:45:45 User:Sheila Bamber  
[Start of Response]  
This is a live call so decision should be via RMF \_ removing HNG-x statuses  
[End of Response]  
Response code to call type L as Category 42 -- Pending -- Product Error Diagnosed  
Response was delivered to Consumer

Date:04-Aug-2009 19:46:00 User:Sheila Bamber  
TOP Reference set to: TRIOLE for Service 398871

Date:04-Aug-2009 19:46:09 User:Sheila Bamber  
Reference Deleted: HNG-X\_Vet\_Status To be reviewed

Date:04-Aug-2009 19:46:12 User:Sheila Bamber  
Reference Deleted: QFP Review COMPLETE

Date:02-Sep-2009 18:15:45 User:Steve Evans  
Target Date/Time updated: new value is 31/12/9999 00:00  
[Start of Response]  
Will reassess this PEAK v soon, and give update.  
[End of Response]  
Response code to call type L as Category 42 -- Pending -- Product Error Diagnosed  
Response was delivered to Consumer

Date:07-Sep-2009 16:38:09 User:Lionel Higman  
[Start of Response]  
Re-organising Response Categories  
[End of Response]  
Response code to call type L as Category 41  
Response was delivered to Consumer

Date:12-Aug-2010 12:32:52 User:Andrew Mansfield  
The data that has been backed up to the NAS (143 GB) now needs to be uploaded to the Centera from which it is missing.  
We will need to generate MD5 checksums for these files and upload them in small batches so that it doesn't interfere with normal



operations.

Estimate 2 -3 days preparation time (prepare tooling for generating MD5s etc)  
Then 1 hour/day for 5 - 6 weeks to initiate each day's upload.

There are no deliverables for this Peak.

Date:12-Aug-2010 16:51:06 User:Gerald Barnes

Target Date/Time updated: new value is 03/11/2011 00:00

[Start of Response]

The priority A tracks that have been recovered will all have expired on 3rd November 2011. When this date is reached the NAS can be wiped of the recovered files.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Hours spent since call received: 1 hours

Date:17-Sep-2010 10:23:24 User:John Simpkins

[Start of Response]

Requested to be closed by Saheed Salawu following review with CS operations.

[End of Response]

Response code to call type L as Category 63

Service Response was delivered to Consumer

Date:17-Sep-2010 10:23:29 User:John Simpkins

CALL PC0162602 closed: Category 63 Type L

Date:17-Sep-2010 12:10:34 User:Customer Call

Consumer XXXXXX@TFS01 has acknowledged the call closure

Date:21-Sep-2020 17:11:55 User:Mark Wright

KEL gbar402R authorised

Root Cause	General - Unknown
Logger	Customer Call -- EDSC
Subject Product	General/Other/Misc -- Unknown General/Other/Misc (version unspecified)
Assignee	Customer Call -- EDSC
Last Progress	21-Sep-2020 17:11 -- Mark Wright