
From: Chambers Anne
[O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ANNE.CHAMBERS]
Sent: Thur 25/02/2010 3:20:25 PM (UTC)
To: Jenkins Gareth G[REDACTED] GRO
Subject: | RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023
Attachment: ARQ436-490 Witness Statement Support for West Byfleet 126023 22022010 1142.xls

Gareth, sending just to you initially.

I know you have even more on your plate than I do, but my involvement has always been unofficial and on the basis that I had time to do it. If I need to do more detailed analysis on this (and I'm not sure what I would be able to find, without knowing what their specific problem was) it will have to be officially agreed with my manager - you can instigate that if you like, but I don't think I can keep volunteering.

There are several entries on the 1 Sysman 2 126023 tab which require some further investigation. I've added some highlighting.

Counter 1 on 2/3 May 2006, and 4 Feb 2008. I don't know whether the counter was replaced, or whether the messagestore was deleted and copied from another counter. The Powerhelp / TfS calls may illuminate this.

I don't know if the counter was used while these errors were occurring - it may have been. If they have any complaints specific to these times, perhaps they should be checked out???

There are some isolated timeout waiting for lock messages, but in general these appear to be associated with checksums being written. To be on the safe side, it could be checked whether anyone was logged on

counter 1 or 2, 3-Apr-2007, 20:30
counter 2 28-May-2008, 01:33
counter 1 18-Aug-2008, 11:04

and if so check the messages to find which processes were in contention.

It is notable that the branch does not have the repeated lock messages which were a feature of the Callender Square problem.

Error Message: Error in node retrieval for node(s) 1010 - as far as I know this hasn't been investigated but on the other hand no one has complained of a problem linked to it. I'll try to check it out.

Anne
[REDACTED] GRO
external [REDACTED] GRO

Sent: 24 February 2010 10:04
To: Thomas Penny
Cc: Chambers Anne O; Jenkins Gareth GI; Holmes Alan; Mansfield Andrew
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

I attach the results of the query.

Note that on the advice of Alan all BAL events are included for the date range. They are identified by a blank FAD. They may not be relevant for a Horizon counter.

Regards,
Gerald Barnes

From: Thomas Penny
Sent: 22 February 2010 10:57
To: Barnes Gerald
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gerald

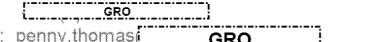
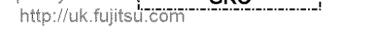
Could you please check events for the following:-

126023 - 30 Jun 05 to 31 Dec 09

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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