Export

Peak Incident Management System

Call Reference	PC0280437	Call Logger	_Mail Manager_ -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	
Call Type	Operational (SSC)	Priority	C -- Progress restricted
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	28/02/2020	Effort (Man Days)	0
Summary	FW: Counter and BAL clocks not synchronised, causing event date problems (PC0280046)		
Collections	Name	User	Date
	.SSCCBA	Anne Best	03-Oct-2019 11:58:45

Progress Narrative

```
Date:03-Oct-2019 11:40:02 User:_Mail Manager_
CALL PC0280437 opened
Details entered are:-
Summary:FW: Counter and BAL clocks not synchronised, causing event date problems (PC0280046)
Call Type:O
Call Priority:C
Target Release:HNG-X Rel. Ind.
Routed to:EDSC - _Unassigned_
```

```
Date:03-Oct-2019 11:40:02 User:_Mail Manager_
================================================================
MAIL GENERATED INCIDENT
Date/Time Raised: 2019-10-03 11:40:02
Priority: C
Requested Team: EDSC
Requested Product: SSC Adhoc Request
Requested Release: HNG-X Rel. Ind.
Email Attachments: 4
Originator Email: "john.simpkins[_____GRO_____]
================================================================
```

```
Date:03-Oct-2019 11:40:01 User:_Mail Manager_
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : "john.simpkins[_____GRO_____]
Sent Date : Thu Oct 03 11:37:59 BST 2019
Subject : FW: Counter and BAL clocks not synchronised, causing event date problems (PC0280046)


From: Hulme, Jon [_____GRO_____]
Sent: Thursday, October 3, 2019 11:35 AM
To: Simpkins, John [_____GRO_____]
Cc: Brindley, Susan [_____GRO_____]; Arain, Tariq [_____GRO_____]
Subject: Counter and BAL clocks not synchronised, causing event date problems (PC0280046)

Hi John,

As discussed, I have routed PC0280046 to QFP, who can assess whether it is safe to route to GDC (copied Susan Brindley to be
aware of this).

Separately to this, please can SSC investigate why the BAL clock was consistently 34s adrift from the counter clocks (seen all
day long on 30/08/2019 for branch 102868 nodes 2 and 5, but may be a wider issue than that).


· Are the clocks still adrift?

· Is this an estate wide problem?

· What is the counter or BAL that was out from real time?

Thanks,
Jon

Jon Hulme
Domain Architect
Business & Application Services

Planned leave/training:
13th-27rd Sep
17th Oct
23-25th Oct

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
```

```
Tel: [ GRO ]
Mob: [ GRO ]
Email: [        GRO        ]
Web: http://uk.fujitsu.com<http://uk.fujitsu.com/>
[cid:image002.png@01CDCD78.A2445810]<http://www.facebook.com/fujitsuuk>
[cid:image003.png@01CDCD78.A2445810]<https://twitter.com/#!/fujitsu_uk>
[cid:image004.png@01CDCD78.A2445810]<http://www.youtube.com/user/FujitsuUK>
[cid:image005.png@01CDCD78.A2445810]<http://www.linkedin.com/company/fujitsu-uk-and-ireland>
P Please consider the environment - do you really need to print this email?


Added evidence item 'image001.png' from Email attachment
Added evidence item 'image002.png' from Email attachment
Added evidence item 'image003.png' from Email attachment
Added evidence item 'image004.png' from Email attachment
```

Date:**03-Oct-2019 11:59:07** User:**Anne Best**
The Call record has been assigned to the Team Member: John Simpkins

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Date:**03-Oct-2019 15:54:33** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Attempting command execution: wevtutil qe Application /rd:true /f:text

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Date:**03-Oct-2019 15:58:30** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Command execution completed successfully:wevtutil qe Application /rd:true /f:text

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Date:**03-Oct-2019 16:06:51** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Attempting command execution: wevtutil qe Application /rd:true /f:text

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Date:**03-Oct-2019 16:10:43** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Command execution completed successfully:wevtutil qe Application /rd:true /f:text

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Date:**03-Oct-2019 16:33:59** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Attempting command execution: wevtutil qe System /rd:true /f:text

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Date:**03-Oct-2019 16:38:51** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Command execution completed successfully:wevtutil qe System /rd:true /f:text

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Date:**10-Oct-2019 16:58:55** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [203311] Node ID [1] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Attempting command execution: ls -l && date

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Date:**10-Oct-2019 16:58:57** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [203311] Node ID [1] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Command execution completed successfully:ls -l && date

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Date:**10-Oct-2019 17:00:37** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [73131] Node ID [1] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Attempting command execution: ls -l && date

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Date:**10-Oct-2019 17:00:40** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [73131] Node ID [1] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Command execution completed successfully:ls -l && date

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Date:**10-Oct-2019 17:17:42** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Attempting command execution: ls -l && date

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Date:**10-Oct-2019 17:17:44** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim*IRRELEVANT*] Command execution completed successfully:ls -l && date

```
Date:10-Oct-2019 17:18:06 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 3 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:10-Oct-2019 17:18:08 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 3 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:10-Oct-2019 17:18:27 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 5 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:10-Oct-2019 17:18:29 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 5 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:10-Oct-2019 17:18:50 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 1 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:10-Oct-2019 17:18:52 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 1 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:10-Oct-2019 17:19:25 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 4 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:10-Oct-2019 17:19:27 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 4 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:10-Oct-2019 17:20:05 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 73131 ] Node ID [ 1 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:10-Oct-2019 17:20:07 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 73131 ] Node ID [ 1 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:29-Jan-2020 11:22:33 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 1 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:29-Jan-2020 11:22:35 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 1 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:29-Jan-2020 11:23:00 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 2 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:29-Jan-2020 11:23:02 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 2 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

```
Date:29-Jan-2020 11:23:33 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 3 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Attempting command execution: ls -l &&
date
```

```
Date:29-Jan-2020 11:23:34 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 3 ] SSN [ IRRELEVANT ] User [ jsim IRRELEVANT ] Command execution completed
successfully:ls -l && date
```

Date:**29-Jan-2020 11:23:59** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [4] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l &&
date

Date:**29-Jan-2020 11:24:01** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [4] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed
successfully:ls -l && date

Date:**29-Jan-2020 11:24:20** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l &&
date

Date:**29-Jan-2020 11:24:21** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed
successfully:ls -l && date

Date:**29-Jan-2020 11:24:44** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l &&
date

Date:**29-Jan-2020 11:24:46** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed
successfully:ls -l && date

Date:**29-Jan-2020 11:27:05** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [1] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l &&
date

Date:**29-Jan-2020 11:27:06** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [1] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed
successfully:ls -l && date

Date:**29-Jan-2020 11:29:07** User:**John Simpkins**
Counter 1 date response is:
Wed Jan 29 11:27:05 GMTST 2020

This matches well with the Peak timestamp for completion of:
Date:2020-01-29 11:27:06 User:RCAClient Live

Date:**29-Jan-2020 11:29:35** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l &&
date

Date:**29-Jan-2020 11:29:36** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [2] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed
successfully:ls -l && date

Date:**29-Jan-2020 11:30:12** User:**John Simpkins**
Counter 2 date response is:
Wed Jan 29 11:29:35 GMTST 2020

This matches well with the Peak timestamp for completion of:
Date:2020-01-29 11:29:36 User:RCAClient Live

Date:**29-Jan-2020 11:30:33** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l &&
date

Date:**29-Jan-2020 11:30:34** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed
successfully:ls -l && date

Date:**29-Jan-2020 11:33:39** User:**John Simpkins**
Counter 3 date response is:
Wed Jan 29 11:30:19 GMTST 2020

This differs with the Peak timestamp for completion of:

Date:2020-01-29 11:30:34 User:RCAClient Live

The RCAClient to PEAK delta is 15 seconds the normal delta appears to just be 1 second so this counter appears to have drifted by about 14 seconds.

Date:**29-Jan-2020 11:33:59** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [4] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l && date

Date:**29-Jan-2020 11:34:00** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [4] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed successfully:ls -l && date

Date:**29-Jan-2020 11:34:41** User:<u>**John Simpkins**</u>
Counter 4 date response is:
Wed Jan 29 11:33:59 GMTST 2020

This matches well with the Peak timestamp for completion of:
Date:2020-01-29 11:34:00 User:RCAClient Live

Date:**29-Jan-2020 11:35:00** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: ls -l && date

Date:**29-Jan-2020 11:35:02** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed successfully:ls -l && date

Date:**29-Jan-2020 11:36:51** User:<u>**John Simpkins**</u>
Counter 5 date response is:
Wed Jan 29 11:34:47 GMTST 2020

This differs with the Peak timestamp for completion of:
Date:2020-01-29 11:35:02 User:RCAClient Live

The RCAClient to PEAK delta is 15 seconds the normal delta appears to just be 1 second so this counter also appears to have drifted by about 14 seconds.

Date:**29-Jan-2020 11:40:21** User:<u>**John Simpkins**</u>
Target Date/Time updated: new value is 28/02/2020 11:40
[Start of Response]
It would therefore seems that nodes 3 and 5 are still adrift from the rest of the other counters in the branch by about 14 seconds.

I will try and investigate if there are any events created by these counters that will identify why they are not time synching correctly. If I can find a key event we may then be able to look for that across the estate.
[End of Response]
Response code to call type O as Category 40 -- Pending -- Incident Under Investigation

Date:**29-Jan-2020 11:42:13** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: wevtutil qe Application /rd:true /f:text

Date:**29-Jan-2020 11:44:13** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed successfully:wevtutil qe Application /rd:true /f:text

Date:**29-Jan-2020 11:45:45** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: wevtutil qe Application /rd:true /f:text

Date:**29-Jan-2020 11:49:29** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [5] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Command execution completed successfully:wevtutil qe Application /rd:true /f:text

Date:**29-Jan-2020 11:56:48** User:**RCAClient Live**
PEAK [PC0280437] Branch ID [102868] Node ID [3] SSN [**IRRELEVANT**] User [jsim IRRELEVANT] Attempting command execution: wevtutil qe System /rd:true /f:text

```
Date:29-Jan-2020 12:01:44 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 102868 ] Node ID [ 3 ] SSN [ IRRELEVANT ] User [ jsim      ] Command execution completed
successfully:wevtutil qe System /rd:true /f:text
```

```
Date:03-Feb-2020 16:09:31 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 178844 ] Node ID [ 03 ] SSN [ IRRELEVANT ] User [ jsim   ] Attempting command execution: get
/cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2020-02-02.zip evidence/178844_01_POC_20-02-
02.zip
```

```
Date:03-Feb-2020 16:09:42 User:RCAClient Live
PEAK [ PC0280437 ] Branch ID [ 178844 ] Node ID [ 03 ] SSN [ IRRELEVANT ] User [ jsim   ] Command execution completed
successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2020-02-02.zip
evidence/178844_01_POC_20-02-02.zip
```

```
Date:23-Jun-2020 08:57:08 User:John Simpkins
[Start of Response]
All nodes are currently in time synch, no time related events were visible for the time where the counters were out of time.

I believe that to go any further wee would need to talk with CC as they own the time synchronization features used on the
counters.

Closing this call as I cannot make any further progress with the information available.
[End of Response]
Response code to call type O as Category 95 -- Final -- Advice after Investigation
Routing to Call Logger following Final Progress update.
Defect cause updated to 42 -- Gen - Outside Program Control
```

```
Date:23-Jun-2020 08:57:16 User:John Simpkins
CALL PC0280437 closed: Category 95 Type O
```

Root Cause	Gen - Outside Program Control
Logger	_Mail Manager_ -- EDSC
Subject Product	General/Other/Misc -- SSC Adhoc Request (version unspecified)
Assignee	_Mail Manager_ -- EDSC
Last Progress	23-Jun-2020 08:57 -- John Simpkins