To: 'Mark Jarosz'[| GRO |
From: Jenkins Gareth GI[/O=ICL/OU=ICL IT CONSULTANCY/CN=RECIPIENTS/CN=GARETH.JENKINS]
Sent: Fri 11/24/2000 11:48:11 AM (UTC)
Subject: FW: PC0057957: PinICL call assigned to you

57957_events_260810el.zip
57957_260801ms_extract_001116.txt

Mark,

This PinICL is related to PinICL 56922 which you looked at a couple of weeks ago.

I've had a look through the message store and the event log and have noticed that at the time of this failure (00:01:56) that there is an LFS background task running. It has written a BLOB to the message store at 00:01:46 and then writes a further BLOB at 00:02:38. It is presumably doing message store scans in between (hence the timeout?).

I suspect it is significant that the Riposte Error is 10 secs after the BLOB is written (since I assume that the timeout is 10 secs!).

As the PinICL says, this seems to be happening fairly frequently. As far as I can tell, the application is carrying on OK in this case. Since the failure is at midnight, then Riposte is likely to be reloaded fairly soon.

I think we do need a definitive statement from Drew as to whether this event is benign, or what problems we could have when it happens. Could it be due to an application error? Do we need to get more info on when these problems occur. It is clear that the circumstances in this case are very different from those in the original PinICL.

Attached is the Event Log (zipped .xls format) and an extract from the message store at the time of failure. Relevant Date is 16/11/00.

I've assigned the PinICL to you on Escher-Dev.

Regards

Gareth

email: GRO
Internal Phone: GRO
External Phone: GRO
External Mobile Phone: GRO
Internal Mobile Phone: GRO

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Website : http://www.icl.com

> -----Original Message-----
> From: pinicl@| GRO |[mailto:| GRO |
> Sent: 23 November 2000 13:18
> To: Gareth.Jenkins@| GRO |
> Subject: PC0057957: PinICL call assigned to you
>
>
> Title: PinICL call assigned to you
>
> Call Number   : PC0057957
> Systemname   : PinICL
> Event   : Call assigned to team member
> Summary   : FAD260801 - Timeout occurred waiting for lock.

> Priority   : B
> Target Release   : CSR-CI4R
>
>
> Call Progress   :
>
> 16/11/00 14:04:26   - By Customer Call
> CALL PC0057957 opened
>
> 16/11/00 14:04:29   - By Customer Call
> CALL PC0057957:Priority B:CallType L - Target 21/11/00 14:04:26
>
> 16/11/00 14:04:29   - By Customer Call
> 16/11/00 13:24 @00.01 16-11-00 A critical event was registered on
> H26080100101 Stating: An unexpected error occurred while attempting to
> modify an entry in the run map. Timeout occurred waiting for lock.
> (0xC1090003). KEL Reference: JBallantyne5245K.htm
> 16/11/00 13:25 SMCtemp3
> Information: @00.01 16-11-00 A critical event was registered on
> H26080100101 Stating: An unexpected error occurred while attempting
> to modify an entry in the run map. Timeout occurred waiting
> for lock. (0xC1090003). KEL Reference:
> JBallantyne5245K.htm. An event log will be downloaded for
> onward transfer to
> SSC.
> 16/11/00 14:03 SMCtemp3
> Information: The event log has been downloaded. The file ID is 67964,
> this shows all events on the counter. Please peruse this and
> investigate the events.
>
> 16/11/00 14:04:30   - By Customer Call
> F} Call details
>
> 16/11/00 14:04:30   - By Customer Call
> Diagnostician name:
> Customer opened date 16/11/2000 13:24:42
>
> 16/11/00 14:13:19   - By Barbara Longley
> The call summary has been changed from:-
> @00.01 16-11-00 A critical event was registered o
> The call summary is now:-
> FAD260801 - Timeout occurred waiting for lock.
>
> 16/11/00 14:13:19   - By Barbara Longley
> Target Release updated to CSR-CI4R
>
> 16/11/00 14:13:20   - By Barbara Longley
> CALL PC0057957:Priority B:CallType N - Target 21/11/00 14:04:26
>
> 16/11/00 14:13:19   - By Barbara Longley
> Product Infrastructure KMS added
>
> 23/11/00 10:15:08   - By Pat Carroll
> F} Response :
>
> 23/11/00 10:15:11   - By Pat Carroll
> PRESCAN,
> [END OF REFERENCE 23160785]
>
> 23/11/00 10:15:11   - By Pat Carroll
> Responded to call type N as Category 40 -Incident Under Investigation
>
> 23/11/00 10:15:34   - By Pat Carroll
> The response was delivered to: PowerHelp
>
> 23/11/00 10:15:37   - By Pat Carroll
> The Call record has been assigned to the Team Member: John Ballantyne
>

> 23/11/00 10:15:39   - By Pat Carroll
> Defect cause updated to 99:General - Unknown
> Hours spent since call received: 0 hours
>
> 23/11/00 11:10:34   - By John Ballantyne
> F} Response :
>
> 23/11/00 11:10:35   - By John Ballantyne
> This event was reported in PC0056922, this call has been
> closed but the
> comments from Mark Jarosz, were that if calls of this nature
> were > 1 per
> month then further investigation should be carried out. In this case I
> presume that archiving was processing and there was still an
> outstanding lock
> on the run table. I presume that the reload of Riposte at
> cleardesk will
> release the locks. Investigating frequency of event in the estate.
> [END OF REFERENCE 23163800]
>
> 23/11/00 11:10:36   - By John Ballantyne
> Responded to call type N as Category 40 -Incident Under Investigation
>
> 23/11/00 11:10:50   - By John Ballantyne
> The response was delivered to: PowerHelp
>
> 23/11/00 11:45:18   - By John Ballantyne
> New evidence added - Text message store Audit/Event logs
>
> 23/11/00 11:45:19   - By John Ballantyne
> F} Response :
>
> 23/11/00 11:45:20   - By John Ballantyne
> This event has some 129 counters reporting this and also MBOCOR02 and
> MBOCOR03 has reported this event although it may be expected
> on the Corr
> servers. I think this needs investigating Please state what
> evidence is
> required will attach Eventlog/message store & audit logs for
> this outlet.
> [END OF REFERENCE 23165836]
>
> 23/11/00 11:45:20   - By John Ballantyne
> Responded to call type N as Category 40 -Incident Under Investigation
>
> 23/11/00 11:45:30   - By John Ballantyne
> The response was delivered to: PowerHelp
>
> 23/11/00 11:45:32   - By John Ballantyne
> The Call record has been transferred to the Team: QFP
>
> 23/11/00 11:45:32   - By John Ballantyne
> Defect cause updated to 41:General - in Procedure
> Hours spent since call received: 0 hours
>
> 23/11/00 13:17:50   - By Lionel Higman
> The Call record has been assigned to the Team Member: Gareth Jenkins
>
> 23/11/00 13:17:50   - By Lionel Higman
> Hours spent since call received: 0 hours
>