Warning: This information has been deleted and is valueless to the support or understanding of the system

SSC DELETED KELs
Saturday 11 Sep

HORIZON KEL JSimpkins338Q

KEL type:	Information
Title:	An unexpected error occurred while attempting to insert a message
Summary:	An unexpected error occurred while attempting to insert a message
Raised:	by John Simpkins on 10/05/2002
Last updated:	by Sudip Sur on 11/01/2010
Release:	S70
System product:	Riposte
Server name:	None
Status:	Authorised
Visibility:	Medium
Peak:	PC0193012
Version:	2

Symptoms

100 * An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock (0xC1090003) were detected at the counter

Problem

The events started at 17:29 on 1-May-2002 after the counter was rebooted. The counter produced one of these messages every 10 seconds throughout the night until Cleardesk restarted Riposte at 03:34. This cleared the lock and the system has been fine since.

Feb 2003:
We are seeing a few of these each week, on Wednesdays during balancing. This can lead to problems if the PM is balancing on the counter generating the events, as it may not have a full view of transactions done on other counters. PC0086212 sent to development.

June 2004:
This event can also give rise to Transfer problems, where the eventing Node was not replicating and so allowed Clerk to Transfer In [TI] of a txn which had already been TI on another Node for the second time or an Existing Reversal [ER] of the TI. See details on call E-0406030482 / PC0103864.

Sept 2005:
This problem is still occurring every week, in one case at the same site on 2 consecutive weeks. PC0126376 sent to development.

Solution - Helpdesk

This problem seems to be cleared by either rebooting the affected counter or Cleardesk running in the morning.

SMC: If the event is seen at a multi-counter office during the working hours of the PO, or up to 18:00 on a weekday (in case they are balancing out-of-hours), RING THE OFFICE AND GET THEM TO REBOOT the eventing counter. If they are in the process of balancing, it is strongly advised that they reboot before continuing with balancing as they are at risk of producing an incorrect balance. Warn the PM that if transactions appear to be missing, they should not be re-entered - they will become visible after the counter has been rebooted.

If a reboot/Cleardesk does not resolve this problem, send the call over for further investigation - SSC can rebuild the messagestore on the affected counter.

Update: 11/01/2010 Peak PC0193012

If the message was seen on a Correspondence server and the source of the message is Riposte then raise a Peak call and route it to SSC to stop and restart the Riposte service under OCP. If the errors are seen on more than one Correspondence server at the same time then further investigations should be carried out.

Evidence

Event log.