

PinICL Export PC0012751

Logged By	Summary	Opened Closed	Last update Status	Customer	Product Group Product At Fault
Bell	Riposte error: Failed to get lock.	02/07/1998 09:55:43 05/10/1998 11:19:25	05/10/1998 11:19:27 C		BPS RIPOSTE messaging sw

References

Name	Value
Test reference	10.2.1.3

Products

Product Group	Product Name	Product Version
BPS	RIPOSTE messaging sw	216 Upd1

Activities

Date	User	Comment
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	CALL PC0012751 opened
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	There then followed the contents that was presumably being output.
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	The second event:
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	Event Id 614
02/07/1998 08:55:43	Colin Bell	Return Code -1056374781
02/07/1998 08:55:43	Colin Bell	Type Error
02/07/1998 08:55:43	Colin Bell	(B_LD_CD_DEL#7) Riposte function RiposteCreateMessageEx failed.
02/07/1998 08:55:43	Colin Bell	(B_LD_CD_DEL#7) TMSDistrib/Riposte function DistribWriteMessage reports
02/07/1998 08:55:43	Colin Bell	unexpected error=Riposte Timeout occurred waiting for lock (0xC1090003)
02/07/1998 08:55:43	Colin Bell	processing entry rowid=00000C66:0010:0080.
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	There was no event log entry in the Correspondence Server running TMSDistrib
02/07/1998 08:55:43	Colin Bell	at the time of the fail.
02/07/1998 08:55:43	Colin Bell	

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		Closed	Status		Product At Fault
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		05/10/1998 11:19:25	C		RIPOSTE messaging sw

02/07/1998 08:55:43	Colin Bell	Source B_LD_CD_DEL
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	References entered are:-
02/07/1998 08:55:43	Colin Bell	T Test reference : 10.2.1.3
02/07/1998 08:55:43	Colin Bell	Product BPS RIPOSTE messaging sw added
02/07/1998 08:55:43	Colin Bell	Target Release entered: Release 2.0
02/07/1998 08:55:43	Colin Bell	Riposte error: Failed to get lock.
02/07/1998 08:55:43	Colin Bell	Whilst downloading from TMS_TX_CARDS_AWAITED the following series of events
02/07/1998 08:55:43	Colin Bell	occurred:
02/07/1998 08:55:43	Colin Bell	Data 123456
02/07/1998 08:55:43	Colin Bell	B_LD_CD_DEL put two entries in the event log:
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	First event:
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	Event Id 36866
02/07/1998 08:55:43	Colin Bell	Source TMSDistribdll
02/07/1998 08:55:43	Colin Bell	Type Errpr
02/07/1998 08:55:43	Colin Bell	Category Distrib
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	been immediately followed by network problems which have over-shadowed this
02/07/1998 08:55:43	Colin Bell	log entry:
02/07/1998 08:55:43	Colin Bell	We are currently running on Riposte 216 Update1
02/07/1998 08:55:43	Colin Bell	
02/07/1998 08:55:43	Colin Bell	occurring?
02/07/1998 08:55:43	Colin Bell	Are there any tuning parameters that can be adjusted to prevent this problem

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02/07/1998 08:55:43	Colin Bell	The Agent facing Correspondence Server at the time of the error had an event			
02/07/1998 08:55:43	Colin Bell	event.			
02/07/1998 08:55:43	Colin Bell	This is now the third time that this has occurred. The other two times have			
02/07/1998 08:55:43	Colin Bell	schedule.			
02/07/1998 08:55:43	Colin Bell	The data was transferred correctly on a later run of the relevant maestro			
02/07/1998 08:55:43	Colin Bell	table. Timeout occurredw waiting for lock.			
02/07/1998 08:55:43	Colin Bell	An error occurred while attempting to modify an entry in the message run			
02/07/1998 08:55:43	Colin Bell				
02/07/1998 08:55:45	Colin Bell	CALL PC0012751:Priority D:CallType W - Target 16/07/98 09:55:43			
02/07/1998 08:55:46	Colin Bell	The Call record has been assigned to the Team Member: Peter Rickson			
02/07/1998 10:06:51	[Peter Rickson feb01]	F) Response :			
02/07/1998 10:06:52	[Peter Rickson feb01]	The response was delivered on the system			
02/07/1998 10:06:52	[Peter Rickson feb01]	Responded to call type W as Category 17 -TL confirmed			
02/07/1998 10:06:52	[Peter Rickson feb01]	[END OF REFERENCE 4729958]			
02/07/1998 10:06:52	[Peter Rickson feb01]	Confirmed by PJR (pjr 2/7/98)			
02/07/1998 10:06:53	[Peter Rickson feb01]	Call transferred to team: Escher-Dev (Routed via supplied Product name)			
02/07/1998 11:06:17	[Trevor Peppin]	Reviewed by PDA Technical Test Team - Business Impact initially assessed as 1			
20/08/1998 14:41:16	Janet Dore	This issue has been reviewed with Alan Ward and the problem needs to be			
20/08/1998 14:41:16	Janet Dore	re-tested against latest verion of Riposte as it may well have been cleared.			
20/08/1998 14:41:16	Janet Dore	It needs to come off the Escher-Dev stack. Janet			
21/08/1998 07:56:02	Lionel Higman	Please see Janet Dore's response above.			
21/08/1998 07:56:02	Lionel Higman	[END OF REFERENCE 5684275]			
21/08/1998 07:56:02	Lionel Higman	F) Response :			
21/08/1998 07:56:02	Lionel Higman	Responded to call type W as Category 8 -Administrative response			

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21/08/1998 07:56:03	Lionel Higman	Hours spent since call received: 0 hours
21/08/1998 07:56:03	Lionel Higman	The response was delivered on the system
05/10/1998 10:19:24	Colin Bell	I have not seen this problem since the test rig was updated to Riposte 216
05/10/1998 10:19:24	Colin Bell	Update3. Also the network has been changed since then so I am closing this
05/10/1998 10:19:24	Colin Bell	call.
05/10/1998 10:19:25	Colin Bell	CALL PC0012751 closed: Category 8, Type W
05/10/1998 10:19:27	Colin Bell	Hours spent since call received: 0 hours