

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000
Progress Summaries to Wednesday 02/August/2000

ICL PATHWAY WEEKLY PROGRESS REPORT SYSTEM INFRASTRUCTURE

WEEK ENDING
SUNDAY 30/JULY/2000

REPORTED TO
WEDNESDAY 02/AUGUST/2000

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000

Progress Summaries to Wednesday 02/August/2000

1.1 LIVE

Overall Summary

The release note carried forward from last week was completed and passed to OTT. We retain a limited ability to accommodate wraps for the next couple of weeks. The Wigan bootserver was apparently successfully rebuilt by OSD over the weekend to include the fix for bootserver crashes that has been on the stocks for some months. Although tests conducted on Saturday were successful some problems have been reported on counters on Monday (17th). We are supporting the investigation of these problems

Detailed Progress

Tivoli

- Two release notes delivered for live
 - NR1647, replaced last weeks NR1630 (Counter_Core_Immediate) because OTT found a functionality problem during their testing
 - NR1648A, a dummy fix to test the CI4 keys on the Signing Server
- One release note is in progress for delivery next week. NR1653 is a re-release of NR1560A to merge two Counter_Install and Counter_admin_cfg fixes.
- Support given to SMC and OTT.

Auto-Configuration

- Problems are still occurring on the Bootle bootserver after the EICON driver update on 17th July. There is no conclusive evidence pointing to the driver itself. We shall be attending a review of the problem in Bracknell next Monday. **Issue to programme – see below**
- PC0040904 was raised on the updated EICON drivers on the Gateway counters. Blue screens are observed during the AutoConfig process of other counters in the office. This does not require the Gateway to be swapped at the same time. A new version of the driver has been received from EICON and tested for delivery in CI4. **Issue to programme – see below**

Signing Server

- Nothing to report

Time Services

- Nothing to report.

Audit Archiving and retrieval

- PC0037623 and 0038167 under investigation. Suspicion that the 'live' Legato configuration is incorrect has been shown to be correct and a document produced of the corrections needed. Comments from Richard Laking and Simon Fawkes are awaited.

FTMS

- Nothing to report

Training.

- Nothing to report

Network and System Management

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000

Progress Summaries to Wednesday 02/August/2000

- Nothing to report

Maestro

- Nothing to report

Riposte

- Riposte Message Server 5.4 appears to be suffering in live from the same problems with 'handle' leakage as Riposte 6.0.2. This issue is more fully discussed in section 1.2.

Current Critical Problems

- Nothing to report

Issues

- The rate of failure on the Bootle bootserver has not improved as expected following the upgrade of the EICON driver. The root cause of the problem is uncertain and will be the subject of a major 'drains up' next week. In the meanwhile the network will be amended to point to the Wigan bootserver instead
- A number of counters are failing during the auto configuration process, ending up with blue screens. These counters are LAN connected to the gateway. The current process in implementation, of replacing the gateway box if this occurs, is in error. Glenn Stephens has reviewed this with Satish Mistry. Notwithstanding a further fix to the EICON driver software is required to overcome this problem. CP2549 has been raised to cover as a CI4 delivery. This is being incorporated late into the Live Pilot handover from PIT

Metrics

Time spent on CSR issues in period of report totals 3 staff days

1.2 CSR+

Overall Summary

Two major critical issues arose during the week. The first – handles leaks in the Riposte Message Server could ultimately threaten rollout if not resolved, in as much as the number of handles required for the full estate may exceed the limit inside NT. The present work round is to reload the Riposte Service on the Correspondence servers. This may need to be done more than once a day, and this is being investigated by the TDA, as is the headroom we have inside rollout. An urgent fix is being sought from Escher, but it is likely that this will require significant testing before going live. The problem was first found in Riposte 6.0.2 but it is also present in live. This issue is hidden from the customer behind the dynamic index swap problem for which a work around is available. This therefore is no longer a stopper to the start of Live Pilot and a fix will be available from Escher during Live Pilot.

The second major problem is the failure to swap out slave counters in CI4. At present intermittent fault causes the Riposte service to hang. We are having extreme difficulty in diagnosing the root cause of this issue. Tests to date have **not** demonstrated the problem on SCO's, gateways or counters migrated to CI4. Investigations of slave swaps has shown the problem occurring at a number of different points in the process of copying the squirreled message store from the

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000

Progress Summaries to Wednesday 02/August/2000

neighbour to the slave. It has been demonstrated that the problem only arises when TeamCrypto is present. Next step is to seek assistance first from SDU and then from TeamCrypto themselves.

In other areas the wrapping of the new delta to the migration package went well and it moved to BTC testing at the end of the week.

Testing made reasonable progress, but the build of the FTMS platforms is again causing problems, with a mixed CI4/CI4R baseline delivered in error from PIT, and issues in the secureNT base unresolved after a new release. There is going to be a hit on the DIT for the first AP Client unless this can speedily be resolved.

The other hit being taken is in testing AutoConfiguration of the satellite solution, as test resources are diverted into the resolution of the TeamCrypto issue. This is now eating up the contingency in the plan.

Detailed Progress

Auto-Configuration

- Continued to work on CP2667 ACDB Server for the 'OCMS interim solution'.
- Documentation rework to keep it in line with the evolving product continues.

Tivoli

- Revised baseline B049 received Tuesday from PIT.
- This was added to the migration wrap and delivered to BTC testing on Friday.
- Support was given to BTC testing of the new package over the weekend.
- The two most severe PinICLs from the B048 package [blue screen on rollback and mixed office after regression] appear to be fixed in this release.
- Richard Maybourn joined the team as a replacement for Nozrul Hussein

Audit Extraction and retrieval

- Work continued on correcting and updating all Audit documentation. A review meeting for four documents was held on Wednesday and these are now being resubmitted to PVCS as approved.
- Support guides have been produced and are scheduled for review on 8th August

Time Synchronisation

- Time Sync Support Guide (TD/MAN/019) is scheduled for review on 8th August.

FTMS

- One PinICL fixed; a further 5 are under investigation.
- Of the PinICLs under investigation one can only be fixed by upgrading the Hummingbird product to version 7.0. **Issue to programme – see below**
- Support provided for the non-SME implementation of RODB.
- Work continues on the FTMS Configuration control toolkit, which will enable cost savings on Generic AP Clients.
- Client specification produced for Welsh Water
- Giro Bank FTP push HLD version 0.2 being drafted
- Oxford is now lined up as client 6 and the CP should be approved on Monday 31st July, a fortnight behind the scheduled date.
- Knowsley APClient development completed and delivered into PVCCS
- Work has commenced on Yorkshire Electricity under CP2627

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000

Progress Summaries to Wednesday 02/August/2000

Training Mode

- The question of whether or not to have a shutdown button in Training Mode has arisen. A decision is still awaited from TDA.

Network and System Management.

- PC0046474 failure to swap out a counter and PC0044463 Rollout sync failure took most of the week. As a result diagnosed a possible TeamCrypto problem where errors occur in copy a file. **Critical risk to programme – see below**

Maestro

- CI4 HOST schedule version 6.4.0.15.3 delivered in WP9359 clearing PC 0050985, and 50958
- CI4R DW schedule version 6.4.0.15.1 delivered in WP 9363 containing CP 2358.
- CI4R DW schedule version 6.4.0.15.2 delivered in WP 9444 clearing PC 0051135, 51130, and 51072
- PinICLs PC0050184, 51089, 49603, and 51294 were investigated but no change was required.

Message Broadcast Development

- Nothing to report

Escher

- Index swapping issues noted in WING tests last week. Escher is preparing a fix. In the meanwhile we are testing the work around to rebuild indices under Maestro control on Sunday mornings. This seems to offer a stable way forward for the beginning of Live Pilot. The fix will be intercepted as an 'A' fix.
- A leak of NT memory 'handles' has been discovered in Riposte 6.0.2. On investigation this appears to be present in Riposte 5.4 as well. The effect is that with an increase in throughput of entries into the message store [due to increasing size of the estate, coupled with the large amounts of Reference Data being sent to the system in preparation for CI4] we exceed an apparent NT limit of 64K handles.
- In live this may be the root cause of a number of Correspondence Server problems [PC0050830 and 50916 refer].
- It is not clear how much headroom there is in the live estate or when, through increase in counter numbers in the rollout we reach the point where the system will not run. **Critical risk to programme – see below**

Mobiles

- After last week's embarrassment a unit was delivered to PON for hardware testing and was passed. The tester noted the length of time it took to get through POLO logon.
- We have now identified 35 mobile outlets that require Satellite Comms. Of these 4 are dual location. **Issue to programme – see below**

New Routers

- Next step is to decommission 34Mb lines; a CP is being prepared by Dave Tanner. It is expected that we shall project manage the changes and early planning for this is underway

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000

Progress Summaries to Wednesday 02/August/2000

TMS Contingency Site (3rd Data centre/CS Upgrade)

- Nothing to report.

Satellites

- System test being delayed by on going work on CI4 migration issues. The physical link from INF1 to the satellite dish in FEL01 is now available. **Issue to programme – see below**

System testing

- INF1 was handed to SPTS for upgrade to CI4L1 status at the end of the week. Forecast completion is now 09/08.
- PinICL clearance made good progress with 13 closed in the week.
- Of 4 'AA' PinICLs assigned to testing two depend on completion of Work Requests by SPTS.
- The use of Mark O'Sullivan to assist in the diagnosis of the TeamCrypto related issues has delayed start of Satellite testing.
- AC - B049 has been used to rollout Frame Relay gateway, and previously 'non-secure' offices have now been successfully rolled out using this build.
- Maestro schedules 6.4.0.15.2 and .3 blitzed OK.
- FTMS – the new secureNT baseline has either not fixed, or introduced further problems (PC0051264).
- No new problems were found during regression testing of Audit. HLTP now amended for all known new AP Client links, whilst LLTS has been updated for Mid-Kent, HCC, SCC, Knowsley, Girobank and YE
- System Management – retesting of PinICLs associated with CP2553 (CTX touch screen) is now complete. Most work associated with diagnosis of PC0046474.
- Failover regression – no new issues found.
- Testing of index build problem for TDA completed OK and PC0050598 will be closed.
- Testing Training Mode regression now 80% complete. PC0040293 fix failed and returned to development.
- Message Broadcast regression testing completed. PinICL clearance in progress.

Current Critical Problems

- The problems in getting the squirreled message store mean that we cannot successfully swap out a faulty counter in CI4. The exact cause of this problem is difficult to establish, although some interaction with TeamCrypto is clearly involved. Testing to date has shown that the problem is intermittent, apparently only affects slaves, and will happen only on new build counters [i.e. slave counters migrated to CI4 have not failed]. More tests in SIDU are planned with the objective of producing a work around fix in the Live Pilot timescale that will keep us inside the SLA, but which will not need a fix from TeamCrypto.
- The issue in live with handle leak can be addressed by reloading the Riposte service on the Correspondence server. It is not clear whether this needs to be done once, or more than once, per day. Gareth Jenkins will address this issue. In the meanwhile Mark Jarosz will liase with Escher to establish the root cause of the leak. TDA will also be tasked to establish precisely how many offices can be handled before this becomes a stopper to rollout.

ICL Pathway Weekly Progress Report - Week Ending Sunday 30/July/2000
Progress Summaries to Wednesday 02/August/2000

- Issues
- Hummingbird fix (version 7.0) on 1st September is well outside our delivery timescales for an 'A' class PinICL, and the other contents of the release are unclear. Issue raised with Hummingbird for a full description of the changes in v7.0.
- Delays to start of satellite testing are now eating up all contingency in plan
- We have previously worked on the assumption that no mobile offices would need satellite comms. This has now proved to be false. No solution is currently available for these offices and a new CP may be required.
- Work requests are outstanding with SPTS that must be completed before we can start clearing AA PinICLs.

Metrics

Time spent on CSR+ issues in period of report totals 114.6 staff days.

Documentation Corrective Action Plan

<u>Performance indicators</u>	<u>This week</u>	<u>Last week</u>
Document production		
Versus plan	99.2%	98.5%
In total	99.2%	98.5%
Document reviews		
Versus plan	99.2%	99.2%
In total	99.2%	97.7%
Delivery timescale		
Versus plan	95.3%	92.2%
In total	93.9%	90.8%