

Export

Peak Incident Management System

Call Reference	PC0056922	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI4R	Top Ref	E-0011015130
Call Type	N Hidden. Has ALL ResponseCategories for Admin use	Priority	A -- Programme stopped
Contact	EDSC	Call Status	Closed -- Avoidance Action Supplied
Target Date	03/11/2000	Effort (Man Days)	0
Summary	CI4 - FAD367642 - error committing declarations		
All References	Type	Value	
	SSCKEL	KEL JBallantyne5245K.htm	
	PowerHelp	E-0011015130	

Progress Narrative

Date:02-Nov-2000 09:16:00 User: _Customer Call_
CALL PC0056922 opened
CALL PC0056922:Priority B:CallType L - Target 07/11/00 09:16:49
01/11/00 19:15 PM reports error message whentrying to re-declare her cash.
01/11/00 19:18 uk081285
Information: Guided caller thru re-declaration :
Stk bal/dec cash/highlight previous dec/select/amend to current cash on hand/finish
Error message says " error committing declarations"
Voiced call to Dave in smc who requested I pass the call over to them. caller advsd and ref no given
01/11/00 20:58 UK061815
Information: User "AL[RELEVANT]" advises that when a SU (CASH) declaration is made the declaration would not be accepted" - searched kel for Error committing" - nothing
Searched events from web PAGE for counter #1 - "An unexpected error occured wgiike attempting to modify an entry in the run map. Timeout occurred waitng for lock" and also critical
" Error Number - 2147221504 Error Des: The Riposte
PutObject function call returned an error> this happend while"
01/11/00 21:05 UK061815
Information: searched kel with criteria of "Error Desc" - found kel:GSales2149L.htm - There are x2 instances of riposte running on counter, Down loaded all event logs for counter #1 file id is = 63479 - searched event logs for corrupt index's and - none found, will pass this call to edscl for further investigation
01/11/00 22:16 GB082711
Repeat Call: Pm is still waiting for a phone call it has been three hours since this issue arose. Please ring imidiately
The pm is only still available due to living on the property.
02/11/00 09:14 GB082641
Information: Voiced Babara/EDSC to see who was working on the call, when I check for the PC number we found that the call had not gone over the OTI. Will reopen the OTI.
02/11/00 09:15 GB082641
ReOpen OTI: * NULL TEXT SUPPLIED *
F) Call details
Diagnostician name:
Customer opened date 01/11/2000 19:15:01

Date:02-Nov-2000 09:24:00 User: _Customer Call_
EMPTY 02/11/00 09:20 GB082302 HSH1 Information: as pm is trying to redeclarre cash to alter she is getting error in declaration of cash declaration error in committing list.
Pm tried to create a new declaration for the difference and got the same message. 02/11/00 09:24 GB082302 HSH1 Information: KEL
Title: CI3 to CI4 Declarations Trial Balance
Discrepancy
KEL Reference: JBallantyne589M.htm
Created on: 14 September 2000
Created by: John Ballantyne
KEL Status: Information
PinICL number: PC0054018
Powerhelp number: E-0009133878

Release: CSR+
Product: EPOSSReconciliation
Last updated on: 15 September 2000
Last updated by: John Ballantyne
Keywords: CI3 to CI4 Declarations Trial Balance
Discrepancy
The above kel outlines the problem 02/11/00 09:24 GB082302 HSH1 Information:
called pm on the advise of sara in smc to get the messages
pm is getting , pm would like call back as is now trading
manually and is not being called back to get problem solved

Date:02-Nov-2000 09:38:00 User: Customer Call
EMPTY 02/11/00 09:35 UK061916 SMC1 Information: 09:30 - Voiced Diane Rowe at
SSC to raising of call to 'A'.
09:31 - Voiced SMC TM Andrea Fellows to 'A' priority.
The call summary has been changed from:-
PM reports error message whentrying to re-declare
The call summary is now:-
CI4 - FAD367642 - error committing declarations
Target Release updated to CSR-CI4R
CALL PC0056922:Priority A:CallType N - Target 03/11/00 09:16:49
Product EPOSS & DeskTop added
F) Response :
HSH have said this call should be raised to 'A' priority.
[END OF REFERENCE 22624316]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: John Ballantyne
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours

Date:02-Nov-2000 09:40:00 User: Customer Call
EMPTY 02/11/00 09:37 UK061916 SMC1 Information: This call has been raised to
'A' as PO is manual due to
being unable to roll over SU due to events being genreated by
gateway whihc SSC are actioning as per kEL.
09:35 - Paged Pathway DM to 'A' priority.
09:38 - DM Mike Woolgar rang in. I explained situation and
he requested that he be paged again if situation not
resolved by 13:00.
09:40 - voiced Denise Miller.

Date:02-Nov-2000 09:53:00 User: John Ballantyne
F) Response :
Investigating
[END OF REFERENCE 22624922]
Responded to call type N as Category 40 -Incident Under Investigation

Date:02-Nov-2000 09:54:00 User: John Ballantyne
The response was delivered to: PowerHelp

Date:02-Nov-2000 10:30:00 User: Customer Call
EMPTY 02/11/00 10:29 HShtemp12 HSH1 Information: nbsc chasing A priority
call. nbsc say pm is on manual, pm
was called this morning by 2nd line and told nonsense. pm is
very angry and feels that she is being messed
about. contacted edsc who states that havent called pm. called smc is
checking with the person who was dealing whether they called pm.
will call back. nbsc says will call back in 20 mins if no
resolution.

Date:02-Nov-2000 10:43:00 User: Customer Call
EMPTY 02/11/00 10:36 HShtemp12 HSH1 Information: if nbsc ring back on this
call please contact an stsa. has
given a 20 minute deadline in which she is calling us back.

Date:02-Nov-2000 10:46:00 User: John Ballantyne
F) Response :
Spoke to Les - passing call over urgently. Advised user to reboot as she was
stuck in a loop (Declare/fail) and contact NBSC as to extending CAF.
message store and Event log audit logs coming
[END OF REFERENCE 22628873]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:02-Nov-2000 10:50:00 User: John Ballantyne
New evidence added - message store & event log
The Call record has been transferred to the Team: QFP

Hours spent since call received: 0 hours

Date:02-Nov-2000 10:56:00 User:John Ballantyne

F) Response :

KEL Title: Error committing declarations

KEL Reference: JBallantyne5245K.htm

Created on: 02 November 2000

Created by: John Ballantyne

KEL Status: Information

PinICL number: PC0056922

Powerhelp number: E-0011015130

Release: CSR+

Product: Counter

Keywords: Error committing declarations

[END OF REFERENCE 22630159]

Responded to call type N as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:02-Nov-2000 11:06:00 User:John Ballantyne

New evidence added - Audit log c1 01/11

Date:02-Nov-2000 11:22:00 User:Les Ong

The Call record has been transferred to the Team: EPOSS-FP

Hours spent since call received: 0 hours

Date:02-Nov-2000 11:48:00 User:Les Ong

The Call record has been transferred to the Team: EPOSS-Dev

Hours spent since call received: 0 hours

The Call record has been assigned to the Team Member: Martin McConnell

Hours spent since call received: 0 hours

Date:02-Nov-2000 12:07:00 User: Customer Call

EMPTY 02/11/00 12:10 HSHTemp12 HSH1 Contacted: contacted nbsc. advised as edsc update

Date:02-Nov-2000 13:03:00 User: Customer Call

EMPTY 02/11/00 13:06 UK061916 SMC1 Information: Paged Mike Woolgar at 13:00 as per his earlier request as this call not resolved yet.

Date:02-Nov-2000 13:11:00 User: Customer Call

EMPTY 02/11/00 13:13 UK061916 SMC1 Information: Mike Woolgar called in at 13:10

I updated him on events since I last spoke to him and he requested that he be paged again at 15:00 if issue still not resolved.

Date:02-Nov-2000 15:16:00 User:Martin McConnell

In my first analysis of the messagestore supplied, it would appear that the declarations being written away were done so at the time that the EOD process kicked in. The message which indicates the Riposte failure (putpersistentobject) should have allowed the user at least to have backed out and start again, which seems to happen satisfactorily when these conditions are simulated on a development system. As Les has indicated earlier a system restart should be sufficient to get them back and working OK, in which case I would suspect this call should be dropped to a 'B'. Will see if I can simulate the failure whilst in the midst of an EOD scenario.

Date:02-Nov-2000 15:44:00 User: Customer Call

EMPTY 02/11/00 15:48 GB082484 SMC1 Information: Paged Mike again as per his last request as gone 3pm and call still not resolved. Awaiting his call back to advise.

Date:02-Nov-2000 15:51:00 User: Customer Call

EMPTY 02/11/00 15:52 GB082484 SMC1 Information: Mike called to advise that if call not resolved by 18:00 then to page the duty manager again. Call updated as requested.

Date:02-Nov-2000 17:26:00 User:Martin McConnell

I've talked to Brian Orzell about the 'lock' errors written away by Riposte and it would appear this is an indication of Riposte being rather sick. There

are several Dll's and executables all being told to go away because of this locking problem. Either some application has left some write lock on inadvertently or Riposte is sick as described. A reboot should sort this out or try redeclaring on an alternate system. Brian Orzell has suggested routing this for the attention of Mark Jarosz.
The Call record has been transferred to the Team: QFP
Hours spent since call received: 3 hours

Date:02-Nov-2000 18:20:00 User:Customer Call
EMPTY 02/11/00 18:16 GB083168 SMC1 Information: Paged Pathway Duty Manager
ref this call & asked him to
contact SMC.

Date:02-Nov-2000 18:52:00 User:Customer Call
EMPTY 02/11/00 18:26 GB083168 SMC1 Information: Received call from Pathway
Duty Manager & updated him re
progress of this call.
He would like Duty manager to be paged again at 10:00 on
3/11/00 if this call is still unresolved.
Shift handover updated accordingly.

Date:03-Nov-2000 08:41:00 User:Lionel Higman
The Call record has been transferred to the Team: Escher-Dev
Hours spent since call received: 0 hours
The Call record has been assigned to the Team Member: Mark Jarosz
Hours spent since call received: 0 hours

Date:03-Nov-2000 10:32:00 User:Paul Steed
F) Response :
There has been another case reported in PinICL PC0056876.
[END OF REFERENCE 22667266]
Responded to call type N as Category 40 -Incident Under Investigation

Date:03-Nov-2000 10:33:00 User:Paul Steed
The response was delivered to: PowerHelp

Date:03-Nov-2000 10:45:00 User:Paul Steed
The call references have been updated. They are now:-
ORIGINATOR : Phelp
T PowerHelp : E-0011015130
SSCKEL : JBallantyne5245K.htm

Date:03-Nov-2000 10:59:00 User:Paul Steed
F) Response :
I have spoken to the PM regarding PC0056876. He told me that because the system had ground to a halt he had rebooted with consent from Horizon and following the reboot he was able to balance and rollover with no further problems.
[END OF REFERENCE 22669960]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:06-Nov-2000 14:59:00 User:Barbara Longley
F) Response :
The Call record is currently assigned to Mark Jarosz
[END OF REFERENCE 22714819]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:10-Nov-2000 10:35:00 User:Mark Jarosz
F) Response :
My assessment of what happened is that on Wednesday 1st Nov at 18:32:13 a lock was acquired on the run table which was not released. This had the subsequent effect of causing may Riposte API calls to fail and hence the applications connected to Riposte could not function reliably. I would speculate that the probable cause was a thread silently failing but have no way of proving this. I will check with Escher to confirm my assessment is reasonable and if not further update this PinICL.
In the meantime I would recommend that in future occurrences a restart of Riposte should be attempted prior to rebooting NT.
If the frequency of occurrence of such an event becomes significant (> 1 per month) then we will need to create a reproducible case.
[END OF REFERENCE 22849366]
Responded to call type N as Category 70 -Avoidance Action Supplied
Hours spent since call received: 0.5 hours
The Call record has been transferred to the Team: EDSC

The response has been routed to the gateway team for validation

Date:10-Nov-2000 10:57:00 User:Paul Steed

The Call record has been assigned to the Team Member: John Ballantyne
Hours spent since call received: 0 hours

Date:10-Nov-2000 11:45:00 User:John Ballantyne

F) Response :

Kel updated JBallantyne5245K - Contacted PM call closure agreed, however PM is very unhappy with the way the call has been dealt with and is writing letter of complaint to her RNM.

[END OF REFERENCE 22855761]

Responded to call type N as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:10-Nov-2000 11:53:00 User:John Ballantyne

F) Response :

Voiced Julie Welsh - re unhappy PM - closing call as agreed with PM

[END OF REFERENCE 22856771]

Responded to call type N as Category 70 -Avoidance Action Supplied

Hours spent since call received: 0 hours

Defect cause updated to 14:Development - Code

CALL PC0056922 closed: Category 70, Type N

The response was delivered to: PowerHelp

Date:10-Nov-2000 11:55:00 User:_Customer Call_

Date and time complete: 10/11/2000 12:01:03

Service Complete (Confirmation) Received

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	10-Nov-2000 11:55 -- _Customer Call_