

HORIZON KEL AChambers330S (Version 1)

Type: Unresolved
Status: Deprecated
Title: Unexpected error attempting to modify entry in run map (single event)
Summary: Unexpected error attempting to modify entry in run map (single event)
Raised: by Anne Chambers on 27/11/2000
Last updated: by Mike Croshaw on 20/10/2006
Release: csr_plus
System product: Counter
Server name: None
Keywords: run map"
Status: Deprecated
Visibility: Medium
Peak: PC57957
Tfs: 11162148

Symptoms

Critical event on counter:
"An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock (0xC1090003)"

This single event occurred just after midnight during LFSEndOfDay processing.

Sometimes a storm of these events occurs - see KEL KEL JBallantyne5245k

Problem

Possibly caused by an outstanding lock on the run table, which is cleared subsequently when ClearDesk runs.
The problem is known to have affected at least 129 counters.

KEL JBallantyne5245k documents the same event where there were multiple occurrences of the error, and errors in declarations.

The event storms probably have the same underlying cause as the events documented in KEL JSimpkins338Q.

PC0086212 is with development for problems balancing while these events are occurring.

Solution - Helpdesk

A single event can be ignored.

Evidence

Do not pass further instances to SSC unless there appear to be side effects.