

Export

Peak Incident Management System

Call Reference	PC0083563	Call Logger	_ Customer Call_ -- EDSC
Release	Targeted At -- BI_2S20R-Provisional	Top Ref	E-0211070796
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Unspecified Insufficient evidence
Target Date	12/11/2002	Effort (Man Days)	0
Summary	Many 'run map' critical events on various FADs		

Progress Narrative

Date:07-Nov-2002 14:41:00 User:Customer Call
 CALL PC0083563:Priority B:CallType L - Target 12/11/02 14:41:18
 07/11/02 14:36 Following critical event generated on various FADs - An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock (0xC1090003).
 07/11/02 14:39 GB082641
 REASSIGN: Call # E-0211070796 was Reassigned from Sarah Collie, Group SMC1 to Group SMC FILTER
 07/11/02 14:39 GB082641
 KEL Ref No.: As per KEL Reference AChambers330S
 07/11/02 14:41 GB082641
 Information: Following discussions with Anne Chambers reassigning call over for investigations and to have evidence attached.
 07/11/02 14:42 SYSADM
 Open OTI: Automatic Open OTI
 ***Updated by Sarah Collie at 07/11/02 14:42:05
 07/11/02 14:42 GB082641
 REASSIGN: Call # E-0211070796 was Reassigned from Group SMC FILTER to Group EDSC1
 F) Call details
 Diagnostician name:
 Customer opened date 07/11/2002 14:36:13
 CALL PC0083563 opened

Date:07-Nov-2002 14:55:00 User:Barbara Longley
 Target Release updated to BI_2S20R-Provisional
 Product EPOSS & DeskTop Counter Common added
 F) Response :
 Prescan: Assigning to Anne Chambers (call logger) in EDSC.
 [END OF REFERENCE 32190713]
 Responded to call type L as Category 40 -Incident Under Investigation
 The response was delivered to: PowerHelp
 The Call record has been assigned to the Team Member: Anne Chambers
 Defect cause updated to 99:General - Unknown
 Hours spent since call received: 0 hours

Date:07-Nov-2002 16:27:00 User:Anne Chambers
 The call summary has been changed from:-
 Following critical event generated on various FADs
 The call summary is now:-
 Many 'run map' critical events on various FADs
 F) Response :
 These events were investigated in the past (PC0058994) but the call was closed on the basis that the errors were no longer occurring.
 Analysis of the events in the last month shows 2132 of these events. In many cases there is just one, or a small number, on affected counters, but FAD 274470 generated over 900 one day, and 191323 over 100. Spreadsheet attached.
 [END OF REFERENCE 32195235]
 Responded to call type L as Category 40 -Incident Under Investigation
 The response was delivered to: PowerHelp

Date:08-Nov-2002 08:32:00 User:Anne Chambers
 New evidence added - run map events by FAD

Date:24-Feb-2003 12:16:00 User:Anne Chambers
 F) Response :
 I think it is likely that the event storms of this particular event have the same underlying cause as the "An unexpected error occurred while attempting to insert a message" events which we also sometimes get. Something in the balancing process is hanging onto a lock. PC0086212 has been sent to development for further investigation. KEL AChambers330S updated.
 This call can be closed.
 [END OF REFERENCE 33644272]
 Responded to call type L as Category 97 -Unspecified Insufficient evidence
 Hours spent since call received: 0 hours

CALL PC0083563 closed: Category 97, Type L
The response was delivered to: PowerHelp

Date: **24-Feb-2003 12:40:00** User: Customer Call
Date and time complete: 24/02/2003 12:45:30
Service Complete (Confirmation) Received

Root Cause	General - Unknown
Logger	<u>Customer Call</u> -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	24-Feb-2003 12:40 -- <u>Customer Call</u>