

Export

Peak Incident Management System

Call Reference	PC0121925	Call Logger	Deleted User -- ITU SV&I
Release	Targeted At -- Horizon Future Unspecified	Top Ref	3005
Call Type	Business Integration Testing Incidents/Defects	Priority	C -- Progress restricted
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	18/06/2005	Effort (Man Days)	0
Summary	S80 E2E 2 : Shared SU Cash dec Gain after mig > TP		
All References	Type	Value	
	Customer reference	2783	
	SSCKEL	KEL MScardifield2219S	
	Supplier reference	03223 (Escher)	
	Customer reference	3005	
	Clone Call	PC0123319	

Progress Narrative

Date:13-Jun-2005 09:04:56 User:Clifford Sawdy

CALL PC0121925 opened

Details entered are:-

Summary:S80 E2E 2 : Shared SU Cash dec Gain after mig > TP

Call Type:B

Call Priority:B

Target Release:BI_3S80

Routed to:QFP - _Unassigned_

BTC7 Cycle 2 Day 6

POL have raised the following Incident:-

"A cash declaration was made in "Stock Balancing" for the amount displayed on the Snapshot. When the Cash Variance was checked afterwards a Gain of £45.05 was displayed.

The discrepancy was the cash value of the transactions performed on the stock unit after rolling into Branch Trading."

POLs test was performed in a shared SU on the slave after earlier rolling from CAP to TP mode. The gateway SU had rolled to TP the previous day.

Having rolled into TP mode a few txns were performed. Finally, a snapshot was printed and the cash was declared correctly with ID:01, overwriting an the existng ID:01 declaration. The gain (shown on the Event Log) was the value of the SC txns performed in TP.

Mstore to follow.

Date:13-Jun-2005 09:41:52 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield

Date:13-Jun-2005 09:48:02 User:Clifford Sawdy

Evidence Added - mstore FAD:501680 dual counter office

Date:13-Jun-2005 10:55:56 User:Mark Scardifield

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

The Call record has been assigned to the Team Member: Walter Wright

Date:14-Jun-2005 15:15:36 User:Lionel Higman

The call Target Release has been moved to Targeted At -- BI_3S80

Date:14-Jun-2005 15:35:42 User:Walter Wright

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

Date:15-Jun-2005 09:50:17 User:Ray Donohoe

Evidence Added - audit log 501680 for 11/6/05 at counter 2

Date:15-Jun-2005 14:02:32 User:Martin McConnell

[Start of Response]

From the audit log it is clear that :

1. There is no messageport notify event recorded in the audit.log when there should have been.(This Comes from Riposte). Without this update, Dataserver will not have the figures 'in its books' to be able to see past the figures that have been accumulated for cash since the data tree was first built

2. At, or near the time of the 1st transaction, there is a VB trapped error indication of an 'overflow'. However, because this has been trapped, the system should still be able to continue (I've simulated the condition) and normal operations should still be able to continue.

Still looking.

[End of Response]

Response code to call type B as Category 40 -- Pending -- Incident Under Investigation

Hours spent since call received: 0 hours

Date:16-Jun-2005 15:27:58 User:Martin McConnell
Evidence Added - Log file supplied of a ''good''

Date:16-Jun-2005 15:59:45 User:Martin McConnell
I've attempted to recreate the situation which occurred over a CA Rollover in this instance and the injecting a transaction like the mails txns (<GroupId:501680><Id:2><Num:6635,6636>). Difference being that up here the trace has turned up a transaction received (16:24:15 DS:C/I 1,7505) and in the supplied audit log nothing at all appears for 6635 etc..

Date:29-Jun-2005 12:59:34 User:Martin McConnell
After several days of attempting to recreate this problem with a keyboard controlling test program which has generated tens of thousands of EPOSS transactions, thousands of print preview cut off reports I have only seen one instance of this problem whereby a message does not get passed to EPOSS counter code via the message port interface.

Am attempting a fresh run as of this morning (29th June) and will leave for a further 24 hours or so to see if I can see the problem at least once more.

In essence the problem is out of our control (within Counter development) and even if we pass this onto Escher, they will want some sort of recreatable scenario. Therefore unless someone can come up with a sequence of actions at the counter that is able to reproduce the failure 'on demand' all that we can do here is to give some statistical predications on what might happen in live combined with a workaround should the problem manifest itself.

Will update this peak tomorrow, with 'final findings'....

Date:01-Jul-2005 09:30:54 User:Martin McConnell
Only the one failure found in the several thousands of transactions generated thus far. Cliff has informed me that a repeat run of this cycle is being repeated this coming weekend, and I'll be hoping to get them set up with performance diagnostics to run at the critical point from which the clerk logon is made.

Date:04-Jul-2005 10:28:53 User:Ray Donohoe
[Start of Response]
Set up a Performance Process Monitor on BTC7 on Saturday morning to capture the processes that led to this error first appearing during POL's counter testing on Day 6(w/e). Log file is attached.

POL were not able to recreate the error on Saturday.

[End of Response]

Response code to call type B as Category 40 -- Pending -- Incident Under Investigation

Hours spent since call received: 2 hours

Date:04-Jul-2005 10:30:05 User:Ray Donohoe
Evidence Added - Process Performance Monitor

Date:04-Jul-2005 10:44:59 User:Martin McConnell
Evidence Added - Audit log for 1 rigs soak test.

Date:04-Jul-2005 10:45:39 User:Martin McConnell
Evidence Added - Log file generated by soak test program

Date:04-Jul-2005 10:58:32 User:Martin McConnell
I've added a sample trace file for one of the test rigs where over 17000 transactions were applied; if we multiply this up by a factor of 3 (number of days) times 3 number of rigs = 153000 transactions generated. Out of this I have seen ONE failure, so going on this statistic there is, obviously a 1 in 153000 chance of hitting this problem. Alas this problem is still related to some temporary resourcing problem (the one I witnessed seemed to be down to a print preview lockup?), but the system did go onto recover but leaving the figures stagnant in memory.

After spending more than a week on this I don't know there is anything more than can be done because:

1. The code is dependent on Escher's Notify mechanism, which MAY itself be beholdant of perhaps some NT or other system failure.
2. We cannot reproduce this at will with any defined or prescribed pattern.
3. We can recommend a course of action to allow the clerk to get a fresh rebuild of the tree if he/she finds anything odd, simply by logging off and on again, the dataservertree will automatically refresh.

The only other course of action which I can recommend is for us to set up a 'heartbeat' to self test the state of the listener to see if the tree is reliable or not and if it is NOT then we reset the flags on the tree to start from scratch instead of relying on the accumulative effects of these 'notifications' since the last tree build. This is do-able but not something I would recommend at this late stage in the test cycle.

Date:04-Jul-2005 10:59:24 User:Martin McConnell
Passing to Mark for him to see my comments and to decide on the next course of action....

Date:04-Jul-2005 11:00:17 User:Martin McConnell

The Call record has been assigned to the Team Member: Mark Scardifield

Date:04-Jul-2005 11:15:51 User:Mark Scardifield

[Start of Response]

There is nothing further we can do at this stage. It has been agreed (at Morning Prayers) that this incidentr can be closed.

[End of Response]

Response code to call type B as Category 63 -- Final -- Programme approved - No fix required

Routing to Call Logger following Final Progress update.

Hours spent since call received: 0 hours

Date:04-Jul-2005 18:32:09 User:Clifford Sawdy

This has occurred on a second office during Day 8 Cycle 3. POL have raised a new defect to track this, the text of which is copied below. We have extracted the test steps from the two offices where this has appeared and will provide a further update tomorrow any commonalities.

POL update in Defect:-

"A variance check was made at Office G (007 261). The stock unit snapshot showed a cash figure of £100,000.00. The cash figure declared was £100,050.00 and therefore a variance check should have produced a gain of £50.00. However, the system showed a gain of £100,050.00. If the user logs out and then logs back in again, the variance check shows the correct value."

Date:04-Jul-2005 18:32:26 User:Clifford Sawdy

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

Date:04-Jul-2005 18:32:52 User:Clifford Sawdy

Reference Added: Customer reference 3005

Date:05-Jul-2005 11:21:52 User:Mark Scardifield

Martin - reuniting you with this PEAK.

Date:05-Jul-2005 11:22:02 User:Mark Scardifield

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

Date:05-Jul-2005 13:58:48 User:Clifford Sawdy

Evidence Added - mstore FAD:7261 - Cycle 3 occurrence

Date:06-Jul-2005 09:37:34 User:Martin McConnell

The latest messagestore attached is not quite the same in that Dataserver has lost transaction totals (as before) but NOT to the messageport notification mechanism because the value of (opening figures) cash was written at :

<GroupId:7261><Id:2><Num:2499><Date:01-Jul-2005><Time:10:35:43>. Therefore this failure has occurred as the result of dataloss between EPOSS and the Riposte query mechanism. The audit log shows that 54 records have been detected from a 'TALOP_QUERY_STATUS' call. Alas there is no trace or other information returned about the success or otherwise about the record(s) returned from 'TALOP_ACCESS_QUERY'. Technically therefore this second occurrence is a different category and perhaps MORE disturbing. I am not able to tell whether :

1. A silent failure has occurred within Riposte
2. A failure has occurred within Riposte and notified to us
3. Riposte is behaving OK but EPOSS has failed within the loop

There is room within the main 'CompletePopulateTree' function to extend error handling in that we know in advance how many records should be returned and should a null string be returned, but this fuction is literally the 'engine' room of Dataserver and not something which I would like to 'tinker' with at this late stage.

Date:06-Jul-2005 16:02:44 User:Ray Donohoe

Evidence Added - event log for 040705 FAD 7261

Date:07-Jul-2005 10:01:32 User:Martin McConnell

Bit of a smoking gun presented in the event viewer log for the 'busy process':

(04/07/05 12:31:01) The description for Event ID (1) in Source (Busy) could not be found. It contains the following insertion string(s): VM Usage @Mon Jul 04 12:13:01 2005 :0%,93336KbPhys,396996KBPage,60540KbDesktop.

Would have been so much better had perfmon.exe been running on this machine becuase obviously we could have nailed which process might have been 'draining' the system near the point of failure, but all that we can categorically state is that the system has suffered a big jump in system resource usage which has most likely led to this failure.

Date:07-Jul-2005 10:07:19 User:Martin McConnell

I should add the bracketted date/time string in the event I inserted earlier was of my doing and it should have been (04/07/05 12:13:01), ie a few minutes prior to the point of failure.

Date:13-Jul-2005 15:16:16 User:Clifford Sawdy

The call Priority has been changed from B
The call Priority is now C

Date:13-Jul-2005 15:20:38 User:Clifford Sawdy

Reducing to 'C' priority because although it is still thought to be a live problem, investigation also points to Riposte/build anomalies on BTC7 which may explain its prevalence in E2E.

Date:13-Jul-2005 17:15:56 User:Lionel Higman

The call Target Release has been moved to Targeted At -- Future Unspecified

Date:15-Jul-2005 08:19:10 User:Lionel Higman

TOP Reference set to: Customer reference 3005

Date:18-Jul-2005 15:45:17 User:Martin McConnell

Have looked at the parameters on the latest E2E builds and the Message port upper and lower limits look fine to me, there is no way of knowing (and this is clutching at straws) of what they were, guess we'll never know.

Date:19-Jul-2005 10:34:39 User:Clifford Sawdy

Call has been cloned to Call:PC0123319 by User:Cliff Sawdy

Date:25-Jul-2005 16:05:06 User:Clifford Sawdy

Evidence Added - [performance monitor log](#)

Date:26-Jul-2005 14:12:03 User:Martin McConnell

EPOSS uses the TALOP_CREATE_MESSAGE_PORT call from the retailbroker.Transaction interface call. Currently when called it uses a queue size parameter of 1000. The counter in BTC are configured with RiposteConfig parameters of a Max. 1024 and Min=8.

In my experiments if I set the Queue size = 1 no matter what the Riposte config is set to the system returns a single message then returns no more messages thereafter. I know this is NOT the actual problem but it does tend to imply that Riposte does NOT give us ANY warning that the NOTIFY call set up has failed. What we need is the 'c' equivalent of the ReadMessagePort call which indicates that an overflow has occurred so that we can rebuild our internal data tree if necessary, or better still just for Riposte to indicate on a call back that it has failed; either will do.

Therefore we need an error path associated with the above, a call we can probe the status with, or if this is already handled documentation as to what we can actually do.

Date:26-Jul-2005 14:12:19 User:Martin McConnell

The Call record has been transferred to the team: Escher-Dev

Date:26-Jul-2005 16:43:45 User:Mike Coon

Reference Added: Supplier reference 03223 (Escher)

Date:26-Jul-2005 16:53:27 User:Mike Coon

Placed on Escher support web site as item 03223 with edited version of narrative above.

Date:18-Jan-2006 17:54:12 User:Mark Scardifield

Reference Added: [SSCKEL MScardifield2219S](#)

Date:28-Mar-2006 15:33:37 User:Mike Coon

The Call record has been assigned to the Team Member: At-Escher

Date:07-Apr-2006 14:35:53 User:Lionel Higman

[Start of Response]

Correcting response category which at "Programme approved - No fix required" was clearly wrong.

[End of Response]

Response code to call type B as Category 40 -- Pending -- Incident Under Investigation

Hours spent since call received: 0 hours

Date:26-Sep-2006 09:29:05 User:Mike Coon

[Start of Response]

Escher annotation of closure of their call (03223): "Unless you tell me by Friday that you wish to proceed with a fix for 03223, 03295, 03563 and 04404 at some future point, I propose to take these off your hands and make them internal Escher issues owned by our QA team. I hope this is OK?". Hence closed by them ("suspended") at 8/21/2006 6:44:18 AM.

This amounts to a declaration by POA that we are no longer interested in obtaining a fix.

[End of Response]

Response code to call type B as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

Date:23-Oct-2006 11:29:07 User:Sheila Bamber
Defect cause updated to 42: Gen - Outside Pathway Control

Date:23-Oct-2006 11:29:12 User:Sheila Bamber
CALL PC0121925 closed: Category 68 Type B

Root Cause	Gen - Outside Program Control
Logger	Deleted User -- ITU SV&I
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	Deleted User -- ITU SV&I
Last Progress	23-Oct-2006 11:29 -- Sheila Bamber