

Export

Peak Incident Management System

Call Reference	PC0123319	Call Logger	Deleted User -- ITU SV&I
Release	Targeted At -- BI_3S81R	Top Ref	FSTK_2_0_WP22731
Call Type	Cloned call	Priority	C -- Progress restricted
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	20/08/2005	Effort (Man Days)	0
Summary	S80 E2E 2 : Shared SU Cash dec Gain after mig > TP		
All References	Type	Value	
	Customer reference	2783	
	Work Package	PWY WP 22576	
	Clone Call	PC0123647	
	Customer reference	3005	
	Work Package	PWY WP 22731	
	Clone Master	PC0121925	
	Fast track fix	FSTK_2_0_WP22576	
	Release PinICL	PC0124725	
	Fast track fix	FSTK_2_0_WP22731	
	Release PinICL	PC0125616	

Progress Narrative

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

CALL PC0123319 opened

Details entered are:-

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

Call Type:C

Call Priority:C

Target Release:Future Unspecified

Routed to:ITU SV&I - Cliff Sawdy

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

<p>Date:14-Jun-2005 15:15:36 User:Lionel Higman The call Target Release has been moved to Targeted At -- BI_3S80</p>
<p>Date:14-Jun-2005 15:35:42 User:Walter Wright The Call record has been assigned to the Team Member: Martin McConnell</p>
<p>Date:15-Jun-2005 09:50:17 User:Ray Donohoe Evidence Added - <u>audit log 501680 for 11/6/05 at counter 2</u></p>
<p>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</p>
<p>Date:16-Jun-2005 15:27:58 User:Martin McConnell Evidence Added - <u>Log file supplied of a ''good''</u></p>
<p>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..</p>
<p>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'....</p>
<p>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.</p>
<p>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</p>
<p>Date:04-Jul-2005 10:30:05 User:Ray Donohoe Evidence Added - <u>Process Performance Monitor</u></p>
<p>Date:04-Jul-2005 10:44:59 User:Martin McConnell Evidence Added - <u>Audit log for 1 rigs soak test.</u></p>
<p>Date:04-Jul-2005 10:45:39 User:Martin McConnell Evidence Added - <u>Log file generated by soak test program</u></p>
<p>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 factor of 3 (number of days) times 3 number of rigs = 153000 transactions generated. Out of this I have seen ONE failure, F/288.1/2</p>

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 dataserver tree 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 because 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 cloned from original call:PC0121925 by User:Cliff Sawdy

Date:19-Jul-2005 10:35:32 User:Clifford Sawdy

Call cloned as per request of Martin McC.

Date:19-Jul-2005 10:35:43 User:Clifford Sawdy

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

Date:19-Jul-2005 10:52:38 User:Martin McConnell

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

Date:21-Jul-2005 10:24:04 User:Lionel Higman

The call Target Release has been moved to Targeted At -- BI_3S90

Date:25-Jul-2005 14:11:51 User:Lionel Higman

The call Target Release has been moved to Targeted At -- BI_3S81R

Date:25-Jul-2005 14:12:20 User:Lionel Higman

Accepted by prayers as required for S81R.

Date:27-Jul-2005 11:41:36 User:Clifford Sawdy

Evidence Added - mstore FAD:7261 Cycle 4 with perform running

Date:27-Jul-2005 12:00:51 User:Clifford Sawdy

Call has been cloned to Call:PC0123647 by User:Cliff Sawdy

Date:27-Jul-2005 14:36:23 User:Martin McConnell

Diagnostic ready for build at S80.

Date:27-Jul-2005 14:36:35 User:Martin McConnell The Call record has been transferred to the team: EPOSS-Rel
Date:27-Jul-2005 15:27:28 User:Geoff Thomas Reference Added: Work Package PWY_WP_22576
Date:27-Jul-2005 15:27:30 User:Geoff Thomas TOP Reference set to: Work Package PWY_WP_22576
Date:27-Jul-2005 15:27:54 User:Geoff Thomas Fix released in WP22576.
Date:27-Jul-2005 15:28:06 User:Geoff Thomas The Call record has been transferred to the team: Dev-Int-Rel
Date:28-Jul-2005 08:25:26 User:Tim Canniffe Reference Added: Fast track fix FSTK_2_0_WP22576
Date:28-Jul-2005 08:25:28 User:Tim Canniffe TOP Reference set to: Fast track fix FSTK_2_0_WP22576
Date:28-Jul-2005 08:26:01 User:Tim Canniffe [Start of Response] BI3S81R_WP22576 now released. [End of Response] Response code to call type C as Category 46 -- Pending -- Product Error Fixed Hours spent since call received: 0 hours
Date:28-Jul-2005 08:26:16 User:Tim Canniffe The Call record has been transferred to the team: Live Supp.Test
Date:28-Jul-2005 08:53:09 User:Sheila Bamber The Call record has been transferred to the team: ITU SV&I The Call record has been assigned to the Team Member: Annie Holmes
Date:15-Aug-2005 12:17:59 User:Clifford Sawdy Defect cause updated to 14: Development - Code
Date:15-Aug-2005 12:22:42 User:Clifford Sawdy [Start of Response] Cycle 5: POL have run the tests from Day 6 and Day 8 that uncovered this issue without any further problems and have now closed their Incident accordingly. Closing.... [End of Response] Response code to call type C as Category 60 -- Final -- S/W Fix Released to Call Logger Routing to Call Logger following Final Progress update. Hours spent since call received: 0 hours
Date:15-Aug-2005 12:22:48 User:Clifford Sawdy CALL PC0123319 closed: Category 60 Type C
Date:15-Aug-2005 16:23:15 User:Clifford Sawdy CALL PC0123319 reopened by Cliff Sawdy
Date:15-Aug-2005 16:25:41 User:Clifford Sawdy A further declaration made at the end of the day has after all exhibited the same Gain discrepancy issue. Messagstore for FAD:7261 attached for evidence. The declaration was performed on the slave counter. POL have updated the Incident as follows:- "POL <Martin Rolfe>, 15/08/2005: When a subsequent cash declaration was made at this office later in the day, the amount entered as a cash declaration was again reported as a discrepancy. Therefore status amended to REOPEN and assigned back to Cliff." I will update the PEAK with the exact test steps once the info has arrived from POL.
Date:15-Aug-2005 16:26:01 User:Clifford Sawdy Evidence Added - mstore 7261

Date:15-Aug-2005 16:27:18 User:Clifford Sawdy
The Call record has been transferred to the team: EPOSS-Dev

Date:16-Aug-2005 10:05:05 User:Clifford Sawdy
Steps taken during this latest manifestation as per e-mail extract from Jon Thompson below:-
"As I remeber It happened like this..."

Cash declaration originally made by a user with "Clerk" authority from Stock Balancing screen.

After attempting to roll over the SU but being unable to as the local suspense is not set to zero(Clerk insufficient authority to resolve) the Clerk logs off and a Manager logs on.

Manager goes to declaration screen in Counter Daily and PREVs from the screen before declaring again and this is where it all goes pear shaped.

This is on a shared stock unit always using ID01."

Date:16-Aug-2005 10:58:42 User:Mark Scardifield
The Call record has been assigned to the Team Member: Martin McConnell

Date:16-Aug-2005 11:44:51 User:Clifford Sawdy
Evidence Added - Audit log FAD:7261

Date:17-Aug-2005 16:15:25 User:Martin McConnell
[Start of Response]
The last update by Cliff was a major breakthrough and I've been able to consistently been able to reproduce the problem now as presented here. Although I haven't got to the bottom of it the 'backing out' of the local suspense commit phase is the significant piece of information. I know ~I had to put in some code which tinkered with frerzing/unfreezing of the data tree and when next logging on a property some where seems to be set which indicates the system is STILL in a freeze state (even though a reset of the data tree SHOULD have been set on logon).

Getting there .. albeit slowly (but this is Dataserver we're talking about here).

[End of Response]

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

Hours spent since call received: 0 hours

Date:17-Aug-2005 17:15:19 User:Martin McConnell
[Start of Response]
Found it at last. Walter's fix for PC0117320 did not (as contrasted as part of my checks for PC0120824 where the tree was left frozen) unfreeze the dataserver tree as part of the 'role back out'; alas this was NOT happening.

So what I intend to do is to unfreeze the tree on the callback confirmation after the 'clerk' has cancelled. Then when logging on the next time as whoever (Manaager OR Clerk) the figures should not ever be viewed as a 'gain'. EPOSSStockunit.dll to be fixed.

This is an ESSENTIAL fix in my opinion for S81R to be in place by the time TP mode comes into operation, and it also explains why we are not seeing any occurrences at the moment.

For the testers the scenario (refined from above) :

- Have a single Stockunit with values posted to 'local' suspense to clear at the office level.
- Attempt to rollover this last active SU by a clerk, and let the system back out of the balancing process.
- Logon as the manager role , simply visit the stock balancing menu and hit the discrepancies button and a gain will be flagged immediately.

NOTE for this to fail, when logging off as the clerk, no other balancing actions must be performed otherwise this will unfreeze the tree and all will appear 'normal'.

[End of Response]

Response code to call type C as Category 42 -- Pending -- Product Error Diagnosed

Hours spent since call received: 0 hours

Date:18-Aug-2005 16:24:57 User:Martin McConnell
The Call record has been transferred to the team: EPOSS-Rel

Date:18-Aug-2005 16:27:09 User:Geoff Thomas
Reference Added: Work Package PWY_WP_22731

Date:18-Aug-2005 16:27:12 User:Geoff Thomas
TOP Reference set to: Work Package PWY_WP_22731

Date:18-Aug-2005 16:27:30 User:Geoff Thomas
Fix released in WP22731.

Date:18-Aug-2005 16:27:40 User:Geoff Thomas
The Call record has been transferred to the team: Dev-Int-Rel

Date:19-Aug-2005 08:57:28 User:Tim Canniffe
Reference Added: Fast track fix FSTK_2_0_WP22731

Date:19-Aug-2005 08:57:30 User:Tim Canniffe
TOP Reference set to: Fast track fix FSTK_2_0_WP22731

Date:19-Aug-2005 09:00:43 User:Tim Canniffe
[Start of Response]
BI3S90 WP22731 now released.
[End of Response]
Response code to call type C as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 0 hours

Date:19-Aug-2005 09:00:55 User:Tim Canniffe
The Call record has been transferred to the team: ITU SV&I

Date:19-Aug-2005 10:54:47 User:Eric Jennings
The Call record has been assigned to the Team Member: Cliff Sawdy

Date:19-Aug-2005 12:49:03 User:Tyrone Cozens
Reference Added: Release PinICL PC0124725

Date:19-Aug-2005 12:50:43 User:Tyrone Cozens
Reference Added: Release PinICL PC0124725

Date:19-Aug-2005 12:50:51 User:Tyrone Cozens
Reference Deleted: Release PinICL PC0124725
TOP Reference automatically set to:Fast track fix FSTK_2_0_WP22731

Date:05-Sep-2005 15:17:43 User:Clifford Sawdy
[Start of Response]
POL have retested and closed their cortresponding Incident. Closing....
[End of Response]
Response code to call type C as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

Date:05-Sep-2005 15:17:47 User:Clifford Sawdy
CALL PC0123319 closed: Category 60 Type C

Date:08-Sep-2005 10:42:07 User:Tyrone Cozens
Reference Added: Release PinICL PC0125616

Root Cause	Development - Code
Logger	Deleted User -- ITU SV&I
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	Deleted User -- ITU SV&I
Last Progress	08-Sep-2005 10:42 -- Tyrone Cozens