

Export

Peak Incident Management System

Call Reference	PC0086212	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- BI_3S60R-Provisional	Top Ref	E-0301240581
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Programme approved - No fix required
Target Date	28/03/2004	Effort (Man Days)	0
Summary	FAD211801 - TPSC252. Counter Detected CAC Reconci		

Progress Narrative

Date:24-Jan-2003 15:28:00 User:_Customer Call_
CALL PC0086212 opened

Date:24-Jan-2003 15:29:00 User:_Customer Call_
CALL PC0086212:Priority C:CallType L - Target 31/01/03 15:28:50
24/01/03 15:10 TPSC252. Counter Detected CAC Reconciliation Errors Report.
Produced 23/01/03 22:45:12. This report shows 4 errors for FAD 211801. Is
this a reporting error or a genuine error?
24/01/03 15:30 uk084239
REASSIGN: Call # E-0301240581 was Reassigned from Mark Farry, Group
msu to Group EDSC1
F) Call details
Diagnostician name:
Customer opened date 24/01/2003 15:10:59

Date:24-Jan-2003 16:29:00 User:Barbara Longley
The call summary has been changed from:-
TPSC252. Counter Detected CAC Reconciliation Error
The call summary is now:-
FAD211801 - TPSC252. Counter Detected CAC Reconci
Target Release updated to BI_2S20R-Provisional
Product General/Other/Misc Reconciliation added
F) Response :
Prescan: Assigning call to Anne Chambers in EDSC.
[END OF REFERENCE 33228872]
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:29-Jan-2003 11:31:00 User:Anne Chambers
F) Response :
It does look as if there was a problem with last weeks balance - cutoffs and
some final OBCS transactions were done on counter 3, then balancing continued
on counter 4, but this did not seem to know about what had been done on
counter 3 (there were many underlying Riposte timeout messages). The
transactions were entered again; I need to ascertain whether they were sent
to TIP twice and whether the PM is out of pocket.
Have spoken to PM who confirms there were problems and is worried that they
may continue this week. I'll contact her tomorrow a.m. to see how they have
got on.
[END OF REFERENCE 33267856]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:31-Jan-2003 16:09:00 User:Anne Chambers
F) Response :
PM balanced ok. She has reversed the transactions which she had had to
reenter (the original ones were included in the new CAP). This was all caused
by counter 4 being unable to see messages recently written on counter 3 when
the stock unit was being balanced.
There is no accounting discrepancy here, but there is a problem in that the
PM was allowed to balance with no warning that the counters weren't
communicating. MSU informed that I'm sending this to devt for further
investigation.
[END OF REFERENCE 33320897]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:03-Feb-2003 15:47:00 User:Anne Chambers
F) Response :
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:03-Feb-2003 15:55:00 User:Anne Chambers

New evidence added - Full messagestore
New evidence added - Counter 3 event log
New evidence added - Counter 4 event log
New evidence added - Counter 4 audit log
New evidence added - Counter 4 psstandard log

F) Response :

Passing to devt (EPOSS) via QFP.

Please read hidden update Response Ref: 33338846.

[END OF REFERENCE 33339064]

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

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0 hours

Date:03-Feb-2003 16:08:00 User:Lionel Higman

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

Hours spent since call received: 0 hours

Date:04-Feb-2003 13:41:00 User:Walter Wright

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

Hours spent since call received: .1 hours

Date:22-May-2003 15:02:00 User:Barbara Longley

F) Response :

Call currently with EPOSS-FP.

[END OF REFERENCE 34651604]

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

The response was delivered to: PowerHelp

Date:10-Jun-2003 07:10:00 User:Lionel Higman

Currently assigned target release unachievable. Setting target to current R period.

Target Release updated to BI_3S30R-Provisional

Date:04-Aug-2003 15:44:00 User:Lionel Higman

BI_3S30R-Provisional is no longer a valid target release. Rolling forward to next available provisional target release.

Date:04-Aug-2003 15:48:00 User:Lionel Higman

Target Release updated to BI_3S40R-Provisional

Date:09-Jan-2004 14:24:53 User:_Customer Call_

Request For Service ===== Date/Time Raised: 24/01/2003 15:10:59 Priority: C Contact Name: MARK FARRY Contact Phone: 7302 6621 Diagnostician Name: ===== Product Type: =====

eposs Product Serial No: Product Site: PATH039 =====

Request Identifiers Originator: Phelp Originator's reference: E-0301240581 Consumer: 16953 AlGATE Consumer's reference: E-0301240581 Provider: PINICL Provider's reference:

Date:09-Jan-2004 14:24:54 User:_Customer Call_

Prescan: Assigning call to Anne Chambers in EDSC.

It does look as if there was a problem with last weeks balance - cutoffs and some final OBCS transactions were done on counter 3, then balancing continued on counter 4, but this did not seem to know about what had been done on counter 3 (there were many underlying Riposte timeout messages). The transactions were entered again; I need to ascertain whether they were sent to TIP twice and whether the PM is out of pocket. Have spoken to PM who confirms there were problems and is worried that they may continue this week. I'll contact her tomorrow a.m. to see how they have got on.

PM balanced ok. She has reversed the transactions which she had had to reenter (the original ones were included in the new CAP). This was all caused by counter 4 being unable to see messages recently written on counter 3 when the stock unit was being balanced. There is no accounting discrepancy here, but there is a problem in that the PM was allowed to balance with no warning that the counters weren't communicating. MSU informed that I'm sending this to devt for further investigation.

Date:09-Jan-2004 14:24:55 User:_Customer Call_

Summary of problem: 22/1/2003: PM was balancing. She reported that counters 3 and 4 were both very slow on 22 and 23rd Jan. Counter 4 event log shows many "An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock. {0xC1090003}." It looks as if messages written on counter 3 were failing to be replicated to the counter 4 messagestore. EOD marks written on counter 1 at 18:00 are 1:604508 (18:00), 2:1227066 (18:00), 3:1072850 (18:00), 4:471001 (18:00) Rollover marks for su AA written on counter 4 at 18:55 are 1:604654 (18:44), 2:1227075 (18:44), 3:1072553 (16:46), 4:471195 (18:49) Hence counter 1 can see all the other counters, but counter 4 hasn't got messages from counter 3. This caused various problems: Balance snapshot on counter 4 was missing some transactions - PM reentered them, then found (next day) they were in twice. PM confused and unhappy. No warning given that counter was effectively disconnected - she was allowed to balance. Event storm on Tivoli. Counter daily CAC figures inconsistent with SU rollover. Eight other sites have had similar event storms in the last month, so this isn't a one-off. Always during balancing (sometimes immediately after Declare Stamps, but not consistently). Cleardesk seems to stop the events, though in this case the counters were still running slowly. This has been investigated before, but no cause

found (see PC75892). Thought it might be worth another look. Can anything be done to prevent the user from balancing on a counter which is getting these errors, or could they be prompted to reboot?
Passing to devt (EPOSS) via QFP. Please read hidden update Response Ref: 33338846.
Call currently with EPOSS-FP.

Date:12-Feb-2004 12:58:50 User:Lionel Higman
BI_3S40R is no longer a targetable release. Setting target to the next viable
R release.
The call TargetRelease has been changed from:-
BI_3S40R-Provisional
The call TargetRelease is now:-
BI_3S60R-Provisional

Date:20-Mar-2004 09:13:18 User:Chris Hawkes
F} Response :

Date:20-Mar-2004 09:13:19 User:Chris Hawkes
Administrative closure for OTI switch.
[END OF REFERENCE 37875432]
Responded to call type L as Category 70 -Avoidance Action Supplied
Hours spent since call received: 0 hours

Date:20-Mar-2004 09:13:22 User:Chris Hawkes
CALL PC0086212 closed: Category 70, Type L
The response was delivered to: PowerHelp

Date:20-Mar-2004 09:51:14 User:_Customer Call_
Date and time complete: 20/03/2004 09:16:54
Service Complete (Confirmation) Received

Date:22-Mar-2004 09:13:18 User:_Customer Call_
Administrative closure for OTI switch.

Date:23-Mar-2004 11:15:58 User:_Customer Call_
EMPTY
20/03/04 09:16 PINICL
REASSIGN: OTI monitor reassigned this call from PINICL to the Action Group
msu as directed by the OTIReturn activity
23/03/04 11:12 SYSADM
ReOpen OTI: Automatic Re-Open OTI
***Updated by Sarah Hill at 23/03/04 11:12:56
23/03/04 11:12 uk951588
REASSIGN: Call # E-0301240581 was Reassigned from Group msu to Group
EDSC1

Date:23-Mar-2004 11:15:58 User:_Customer Call_
CALL PC0086212 reopened by _Customer Call_

Date:23-Mar-2004 11:56:22 User:Barbara Longley
The Call record has been transferred to the team: EPOSS-FP
Progress was delivered to Powerhelp

Date:21-Jun-2004 11:57:16 User:Lionel Higman
The call TargetRelease has been changed from:-
BI_3S60R-Provisional
The call TargetRelease is now:-
BI_3S60R-Provisional

Date:10-May-2005 08:09:59 User:Lionel Higman
[Start of Response]
This call is one of a set approved by EDSC (Mik Peach) for closure without further action.
[End of Response]
Response code to call type L as Category 63

Date:10-May-2005 08:24:43 User:Lionel Higman
The Call record has been assigned to the Team Member: Barbara Longley

Date:10-May-2005 09:07:40 User:Barbara Longley
[Start of Response]

Date:2005-05-10 08:09:28 User:Lionel Higman - QFP

This call is one of a set approved by EDSC (Mik Peach) for closure without further action.

Response code to call type L as Category 63
Programme approved - No Fix Required

[End of Response]

Response code to call type L as Category 63
Service Response was delivered to Powerhelp

Date:10-May-2005 09:07:43 User:Barbara Longley
CALL PC0086212 closed: Category 63 Type L

Date:10-May-2005 09:16:34 User:_Customer Call_
Consumer Phelp has received the call closure

Root Cause	General - Unknown
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	10-May-2005 09:16 -- _Customer Call_