

**To:** 'Mark Jarosz' [GRO]  
**From:** Jenkins Gareth G [O=ICL/OU=ICL IT CONSULTANCY/CN=RECIPIENTS/CN=GARETH.JENKINS]  
**Sent:** Fri 11/3/2000 9:34:04 AM (UTC)  
**Subject:** FW: PC0056922: PinICL - call transferred to Escher-Dev  
[63479.DIAG\\_EVT.zip](#)

Mark,

I don't know if you've been 'phoned about this one. It seems to have been passed to you on the Escher-dev stack.

Attached is a zipped event log for the counter. The problem seems to have occurred at about 18:32 on 1/11 when Riposte reported the following error 82 "An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)". From the text of the PinICL it sounds like this lock was causing problems until the counter was rebooted the following day. I assume that the problem is down to the previous Query from EPOSS, however I can't see why that would cause a one-off problem on this system.

I don't know if it is relevant, but the machine appears to have been rebooted in the middle of the night a couple of days earlier (ie at 02:00 and twice at 03:00 on 30/10). The counter appears to be at CI4 (Riposte 6.0.2.27) and has been since the start of the Event Log (16/10/00).

Regards

Gareth

email:  
Internal Phone:  
External Phone:  
External Mobile Phone:  
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> -----Original Message-----

> From: pinicl@ [GRO] mailto:pinic [GRO]  
> Sent: 03 November 2000 08:42  
> To: Gareth Jenkins [GRO]  
> Subject: PC0056922: PinICL - call transferred to Escher-Dev

> Title: PinICL - call transferred to Escher-Dev

> Call Number : PC0056922  
> Systemname : PinICL  
> Event : Call arrived on team  
> Summary : CI4 - FAD367642 - error committing declarations  
> Priority : A  
> Target Date : 03/11/00 09:16:49  
> Assigned Team : Escher-Dev [Escher Development preview team]  
> Assignee : No Assignee  
> Subject Product : EPOSS & DeskTop  
> Product Group : EPOSS & DeskTop  
> Call Type : Live - CI4  
> Contact Surname : EDSC

> Actioned Team : Not Actioned  
> Actionee : No Actionee  
> Response Category : Incident Under Investigation  
> Target Release : CSR-CI4R  
> Call Logger : Customer Call  
> Call Loggers Team : EDSC [EDSC support team]  
> Top Reference : E-0011015130  
> Contact Details : EDSC  
> Pathway  
> Gateway contact  
> Mail: **Barbara Longley** **GRO**  
> References : ORIGINATOR : Phelp  
>  
> ORIGREF : E-0011015130  
>  
> CONSUMERREF : E-0011015130  
>  
> PowerHelp : E-0011015130  
>  
>  
>  
> Call Progress :  
>  
> 02/11/00 09:16:49 - By Customer Call  
> CALL PC0056922 opened  
>  
> 02/11/00 09:16:52 - By Customer Call  
> CALL PC0056922:Priority B:CallType L - Target 07/11/00 09:16:49  
>  
> 02/11/00 09:16:52 - By Customer Call  
> 01/11/00 19:15 PM reports error message when trying to  
> re-declare her cash.  
> 01/11/00 19:18 uk081285  
> Information: Guided caller thru re-declaration :  
> Stk bal/dec cash/highlight previous dec/select/amend to  
> current cash on hand/finish  
> Error message says " error committing declarations"  
> Voiced call to Dave in smc who requested I pass the call  
> over to them. caller advsd and ref no given  
> 01/11/00 20:58 UK061815  
> Information: User "ADA001" advises that when a SU (CASH)  
> declaration is  
> made the declaration would not be accepted" - searched kel  
> for Error committing" - nothing  
> Searched events from web PAGE for counter #1 - "An  
> unexpected error occurred wgike attempting to modify an entry in the  
> run map. Timeout occurred waiting for lock" and also critical  
> " Error Number - 2147221504 Error Des: The Riposte  
> PutObject function call returned an error> this happend while"  
> 01/11/00 21:05 UK061815  
> Information: searched kel with criteria of "Error Desc" - found  
> kel:GSales2149L.htm - There are x2 instances of riposte running on  
> counter, Down loaded all event logs for counter #1 file id is  
> = 63479 - searched event logs for corrupt index's and -  
> none found, will pass this call to edsc1 for further  
> investigation  
> 01/11/00 22:16 GB082711  
> Repeat Call: Pm is still waiting for a phone call it has been three  
> hours since this issue arose. Please ring imidiately  
> The pm is only still available due to living on the  
> proberty.  
> 02/11/00 09:14 GB082641  
> Information: Voiced Babara/EDSC to see who was working on the  
> call, when  
> I check for the PC number we found that the call had not  
> gone over the OTI. Will reopen the OTI.  
> 02/11/00 09:15 GB082641  
> ReOpen OTI: \* NULL TEXT SUPPLIED \*

>  
> 02/11/00 09:16:53 - By Customer Call  
> F} Call details  
>  
> 02/11/00 09:16:53 - By Customer Call  
> Diagnostician name:  
> Customer opened date 01/11/2000 19:15:01  
>  
> 02/11/00 09:24:40 - By Customer Call  
> EMPTY 02/11/00 09:20 GB082302 HSH1 Information: as pm is trying to  
> redeclarre cash to alter she is getting  
> error in declaration of cash declaration error in committing  
> list.  
> Pm tried to create a new declaration for the difference  
> and got the same message. 02/11/00 09:24 GB082302 HSH1  
> Information: KEL  
> Title: CI3 to CI4 Declarations Trial Balance  
> Discrepancy  
> KEL Reference: JBallantyne589M.htm  
> Created on: 14 September 2000  
> Created by: John Ballantyne  
> KEL Status: Information  
> PinICL number: PC0054018  
> Powerhelp number: E-0009133878  
> Release: CSR+  
> Product: EPOSSReconciliation  
> Last updated on: 15 September 2000  
> Last updated by: John Ballantyne  
> Keywords: CI3 to CI4 Declarations Trial Balance  
> Discrepancy  
> The above kel outlines the problem 02/11/00 09:24 GB082302  
> HSH1 Information:  
> called pm on the advise of sara in smc to get the messages  
> pm is getting , pm would like call back as is now trading  
> manually and is not being called back to get problem solved  
>  
> 02/11/00 09:38:18 - By Customer Call  
> EMPTY 02/11/00 09:35 UK061916 SMC1 Information: 09:30 -  
> Voiced Diane Rowe at  
> SSC to raising of call to 'A'.  
> 09:31 - Voiced SMC TM Andrea Fellows to 'A' priority.  
>  
> 02/11/00 09:38:02 - By Barbara Longley  
> The call summary has been changed from:-  
> PM reports error message whentrying to re-declare  
> The call summary is now:-  
> CI4 - FAD367642 - error committing declarations  
>  
> 02/11/00 09:38:02 - By Barbara Longley  
> Target Release updated to CSR-CI4R  
>  
> 02/11/00 09:38:03 - By Barbara Longley  
> CALL PC0056922:Priority A:CallType N - Target 03/11/00 09:16:49  
>  
> 02/11/00 09:38:02 - By Barbara Longley  
> Product EPOSS & DeskTop added  
>  
> 02/11/00 09:38:05 - By Barbara Longley  
> F} Response :  
>  
> 02/11/00 09:38:05 - By Barbara Longley  
> HSH have said this call should be raised to 'A' priority.  
> [END OF REFERENCE 22624316]  
>  
> 02/11/00 09:38:05 - By Barbara Longley  
> Responded to call type N as Category 40 -Incident Under Investigation  
>  
> 02/11/00 09:38:53 - By Barbara Longley

> The response was delivered to: PowerHelp  
>  
> 02/11/00 09:38:53 - By Barbara Longley  
> The Call record has been assigned to the Team Member: John Ballantyne  
>  
> 02/11/00 09:38:53 - By Barbara Longley  
> Defect cause updated to 99:General - Unknown  
> Hours spent since call received: 0 hours  
>  
> 02/11/00 09:40:45 - By Customer Call  
> EMPTY 02/11/00 09:37 UK061916 SMC1 Information: This call has  
> been raised to  
> 'A' as PO is manual due to  
> being unable to roll over SU due to events being generated by  
> gateway which SSC are actioning as per KEL.  
> 09:35 - Paged Pathway DM to 'A' priority.  
> 09:38 - DM Mike Woolgar rang in. I explained situation and  
> he requested that he be paged again if situation not  
> resolved by 13:00.  
> 09:40 - voiced Denise Miller.  
>  
> 02/11/00 09:53:34 - By John Ballantyne  
> F} Response :  
>  
> 02/11/00 09:53:36 - By John Ballantyne  
> Investigating  
> [END OF REFERENCE 22624922]  
>  
> 02/11/00 09:53:38 - By John Ballantyne  
> Responded to call type N as Category 40 -Incident Under Investigation  
>  
> 02/11/00 09:54:28 - By John Ballantyne  
> The response was delivered to: PowerHelp  
>  
> 02/11/00 10:30:53 - By Customer Call  
> EMPTY 02/11/00 10:29 HSHtemp12 HSH1 Information: nbsc chasing  
> A priority  
> call. nbsc say pm is on manual, pm  
> was called this morning by 2nd line and told nonsense. pm is  
> very angry and feels that she is being messed  
> about. contacted edsc who states that haven't called pm. called smc is  
> checking with the person who was dealing whether they called pm.  
> will call back. nbsc says will call back in 20 mins if no  
> resolution.  
>  
> 02/11/00 10:43:01 - By Customer Call  
> EMPTY 02/11/00 10:36 HSHtemp12 HSH1 Information: if nbsc ring  
> back on this  
> call please contact an stsa. has  
> given a 20 minute deadline in which she is calling us back.  
>  
> 02/11/00 10:46:19 - By John Ballantyne  
> F} Response :  
>  
> 02/11/00 10:46:20 - By John Ballantyne  
> Spoke to Les - passing call over urgently. Advised user to  
> reboot as she was  
> stuck in a loop (Declare/fail) and contact NBSC as to extending CAP.  
> message store and Event log audit logs coming  
> [END OF REFERENCE 22628873]  
>  
> 02/11/00 10:46:20 - By John Ballantyne  
> Responded to call type N as Category 40 -Incident Under Investigation  
>  
> 02/11/00 10:46:35 - By John Ballantyne  
> The response was delivered to: PowerHelp  
>  
> 02/11/00 10:50:49 - By John Ballantyne

> New evidence added - message store & event log  
>  
> 02/11/00 10:50:56 - By John Ballantyne  
> The Call record has been transferred to the Team: QFP  
>  
> 02/11/00 10:50:58 - By John Ballantyne  
> Hours spent since call received: 0 hours  
>  
> 02/11/00 10:56:14 - By John Ballantyne  
> F} Response :  
>  
> 02/11/00 10:56:15 - By John Ballantyne  
> KEL Title: Error committing declarations  
> KEL Reference: JBallantyne5245K.htm  
> Created on: 02 November 2000  
> Created by: John Ballantyne  
> KEL Status: Information  
> PinICL number: PC0056922  
> Powerhelp number: E-0011015130  
> Release: CSR+  
> Product: Counter  
> Keywords: Error committing declarations  
> [END OF REFERENCE 22630159]  
>  
> 02/11/00 10:56:15 - By John Ballantyne  
> Responded to call type N as Category 40 -Incident Under Investigation  
>  
> 02/11/00 10:56:18 - By John Ballantyne  
> The response was delivered to: PowerHelp  
>  
> 02/11/00 11:06:02 - By John Ballantyne  
> New evidence added - Audit log c1 01/11  
>  
> 02/11/00 11:22:37 - By Les Ong  
> The Call record has been transferred to the Team: EPOSS-FP  
>  
> 02/11/00 11:22:38 - By Les Ong  
> Hours spent since call received: 0 hours  
>  
> 02/11/00 11:48:01 - By Les Ong  
> The Call record has been transferred to the Team: EPOSS-Dev  
>  
> 02/11/00 11:48:02 - By Les Ong  
> Hours spent since call received: 0 hours  
>  
> 02/11/00 11:48:28 - By Les Ong  
> The Call record has been assigned to the Team Member: Martin McConnell  
>  
> 02/11/00 11:48:29 - By Les Ong  
> Hours spent since call received: 0 hours  
>  
> 02/11/00 12:07:37 - By Customer Call  
> EMPTY 02/11/00 12:10 HSHtemp12 HSH1 Contacted: contacted  
> nbsc. advised as  
> edsc update  
>  
> 02/11/00 13:03:29 - By Customer Call  
> EMPTY 02/11/00 13:06 UK061916 SMC1 Information: Paged Mike  
> Woolgar at 13:00  
> as per his earlier request as  
> this call not resolved yet.  
>  
> 02/11/00 13:11:41 - By Customer Call  
> EMPTY 02/11/00 13:13 UK061916 SMC1 Information: Mike Woolgar  
> called in at  
> 13:10  
> I updated him on events since I last spoke to him and he  
> requested that he be paged again at 15:00 if issue still not

> resolved.  
>  
> 02/11/00 15:16:52 - By Martin McConnell  
> In my first analysis of the messagestore supplied, it would  
> appear that the  
> declarations being written away were done so at the time that  
> the EOD process  
> kicked in. The message which indicates the Riposte failure  
> (putpersistentobject) should have allowed the user at least  
> to have backed  
> out and start again, which seems to happen satisfactorily when these  
> conditions are simulated on a development system. As Les has indicated  
> earlier a system restart should be sufficient to get them  
> back and working  
> OK, in which case I would suspect this call should be dropped  
> to a 'B'. Will  
> see if I can simulate the failure whilst in the midst of an  
> EOD scenario.  
>  
> 02/11/00 15:44:29 - By Customer Call  
> EMPTY 02/11/00 15:48 GB082484 SMC1 Information: Paged Mike  
> again as per his  
> last request as gone 3pm and  
> call still not resolved. Awaiting his call back to advise.  
>  
> 02/11/00 15:51:10 - By Customer Call  
> EMPTY 02/11/00 15:52 GB082484 SMC1 Information: Mike called  
> to advise that  
> if call not resolved by 18:00  
> then to page the duty manager again.  
> Call updated as requested.  
>  
> 02/11/00 17:26:02 - By Martin McConnell  
> I've talked to Brian Orzell about the 'lock' errors written  
> away by Riposte  
> and it would appear this is an indication of Riposte being  
> rather sick. There  
> are several DLL's and executables all being told to go away  
> because of this  
> locking problem. Either some application has left some write lock on  
> inadvertently or Riposte is sick as described. A reboot  
> should sort this out  
> or try redeclaring on an alternate system. Brian Orzell has  
> suggested routing  
> this for the attention of Mark Jarosz.  
>  
> 02/11/00 17:26:03 - By Martin McConnell  
> The Call record has been transferred to the Team: QFP  
>  
> 02/11/00 17:26:03 - By Martin McConnell  
> Hours spent since call received: 3 hours  
>  
> 02/11/00 18:20:04 - By Customer Call  
> EMPTY 02/11/00 18:16 GB083168 SMC1 Information: Paged Pathway  
> Duty Manager  
> ref this call & asked him to  
> contact SMC.  
>  
> 02/11/00 18:52:56 - By Customer Call  
> EMPTY 02/11/00 18:26 GB083168 SMC1 Information: Received call  
> from Pathway  
> Duty Manager & updated him re  
> progress of this call.  
> He would like Duty manager to be paged again at 10:00 on  
> 3/11/00 if this call is still unresolved.  
> Shift handover updated accordingly.  
>  
> 03/11/00 08:41:33 - By Lionel Higman

> The Call record has been transferred to the Team: Escher-Dev  
>  
> 03/11/00 08:41:33 - By Lionel Higman  
> Hours spent since call received: 0 hours  
>