

To: 'Mark Jarosz' [GRO]; Brian Orzel[Brian.Orzel@icl.com] [GRO]
Cc: Ballantyne John[John.Ballantyne@icl.com] [GRO]
From: Jenkins Gareth GI[/O=ICL/OU=ICL IT CONSULTANCY/CN=RECIPIENTS/CN=GARETH.JENKINS]
Sent: Tue 11/21/2000 8:20:19 AM (UTC)
Subject: FW: PC0057478: PinICL - call transferred to Escher-Dev
events_221328c3.zip

Mark / Brian,

I've had a look at this event log and I don't think there is anything really to worry about. Migration appears to have completed OK and the outlet is running fine on CI4.

I've seen a number of "verification failures" during migration before and I believe that they are to be expected during the various loads of Riposte before the counter reboot.

However I am curious as to why we get the 3 errors mentioned in the PinICL. They occur at 20:26 on 9/11/00. All are identical: Facility MessageProcessor (11); Error 94 "An error occurred while attempting to destroy a checkpoint run. Timeout occurred waiting for lock. (0xC1090003)". They seem to occur during the Riposte index rebuild immediately after the migration of the "real" message store. I assume that they are benign, but would appreciate confirmation from Mark before closing the PinICL.

While I was looking at the event log I also noticed a number of other errors which hopefully Brian can explain. On a number of nights after migration (6 out of 9), there is an Error from DesktopShutdown for facility 1, Error 4 "Error Message: Failed to create the Desktop object while trying to bring down Desktop. Therefore we killed the process directly.". Each time it is put out as part of the ClearDesk closedown function. ClearDesk continues OK, so again it isn't serious, but we need to avoid any errors being generated at the counter as part of ClearDesk (since they cost Pathway 3p each for a 'phone call!). Have you seen this before Brian? Any idea what it means? Should this be passed to Kevin (we can always get a separate PinICL raised if it helps)? I couldn't find a KEL on it. John: is there a separate PinICL or a KEL on this one?

I attach the event log in .xls format (zipped) and will assign the PinICL to me on Escher-Dev until I get feedback from you both.

Regards

Gareth

email:
Internal Phone:
External Phone:
External Mobile Phone:
Internal Mobile Phone:



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> -----Original Message-----
> From: pinicl [GRO] [mailto:pinicl@icl.com] [GRO]
> Sent: 20 November 2000 20:15
> To: Gareth Jenkins [GRO]
> Subject: PC0057478: PinICL - call transferred to Escher-Dev
>
>
> Title: PinICL - call transferred to Escher-Dev
>
> Call Number : PC0057478
> Systemname : PinICL

> Event : Call arrived on team
> Summary : CI4 -critical error was registered on
> H22132800103
> Priority : B
> Target Date : 14/11/00 20:00:00
> Assigned Team : Escher-Dev [Escher Development preview team]
> Assignee : No Assignee
> Subject Product : Counter Common
> 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-0011093401
> Contact Details : EDSC
> Pathway
> Gateway contact
> Mail: Barbara.Longley **GRO**
> References : ORIGINATOR : Phelp
>
> ORIGREF : E-0011093401
>
> CONSUMERREF : E-0011093401
>
> PowerHelp : E-0011093401
>
>
> Call Progress :
>
> 09/11/00 21:52:14 - By Customer Call
> CALL PC0057478 opened
>
> 09/11/00 21:52:18 - By Customer Call
> CALL PC0057478:Priority B:CallType L - Target 14/11/00 20:00:00
>
> 09/11/00 21:52:18 - By Customer Call
> 09/11/00 21:50 A critical error was registered @20.25 09-11
> on H22132800103
> Stating: An error occurred while attempting to destroy a
> checkpoint run.
> Timeout occurred waiting for lock (0xC1090003). No suitable kel.
> 09/11/00 21:55 SMCtemp3
> Information: A critical error was registered @20.25 09-11 on
> H22132800103 Stating: An error occurred while attempting to destroy a
> checkpoint run. Timeout occurred waiting for lock
> (0xC1090003). No suitable kel.
>
> 09/11/00 21:52:18 - By Customer Call
> F} Call details
>
> 09/11/00 21:52:18 - By Customer Call
> Diagnostician name:
> Customer opened date 09/11/2000 21:50:53
>
> 10/11/00 09:21:46 - By Barbara Longley
> The call summary has been changed from:-
> A critical error was registered @20.25 09-11 on H2
> The call summary is now:-
> CI4 -critical error was registered on H22132800103
>
> 10/11/00 09:21:46 - By Barbara Longley
> Target Release updated to CSR-CI4R
>

> 10/11/00 09:21:46 - By Barbara Longley
> CALL PC0057478:Priority B:CallType N - Target 14/11/00 20:00:00
>
> 10/11/00 09:21:46 - By Barbara Longley
> Product EPOSS & DeskTop Counter Common added
>
> 16/11/00 11:06:39 - By Gary Maxwell
> F} Response :
>
> 16/11/00 11:06:39 - By Gary Maxwell
> PRESCAN - Probably needs to go to Development for explanation
> of event. Raise
> KEL once one is received.
> [END OF REFERENCE 22988389]
>
> 16/11/00 11:06:39 - By Gary Maxwell
> Responded to call type N as Category 40 -Incident Under Investigation
>
> 16/11/00 11:06:46 - By Gary Maxwell
> The response was delivered to: PowerHelp
>
> 16/11/00 11:06:47 - By Gary Maxwell
> The Call record has been assigned to the Team Member: John Ballantyne
>
> 16/11/00 11:06:48 - By Gary Maxwell
> Defect cause updated to 99:General - Unknown
> Hours spent since call received: 0 hours
>
> 20/11/00 17:32:02 - By John Ballantyne
> New evidence added - Event log Counter 3
>
> 20/11/00 17:32:03 - By John Ballantyne
> F} Response :
>
> 20/11/00 17:32:03 - By John Ballantyne
> Attaching event log for dev. Looks like this has happened
> while migrating
> Riposte to version 6 and there are some .dll's failing verification.
> [END OF REFERENCE 23079711]
>
> 20/11/00 17:32:03 - By John Ballantyne
> Responded to call type N as Category 40 -Incident Under Investigation
>
> 20/11/00 17:32:05 - By John Ballantyne
> The response was delivered to: PowerHelp
>
> 20/11/00 17:32:06 - By John Ballantyne
> The Call record has been transferred to the Team: QFP
>
> 20/11/00 17:32:07 - By John Ballantyne
> Hours spent since call received: 0 hours
>
> 20/11/00 20:14:49 - By Lionel Higman
> The Call record has been transferred to the Team: Escher-Dev
>
> 20/11/00 20:14:50 - By Lionel Higman
> Hours spent since call received: 0 hours
>