To: Gareth.Jenkins@ GRO [Gareth.Jenkins@ **GRO**
From: Mark Jarosz **GRO**
Sent: Mon 11/27/2000 9:44:07 AM (UTC)
Subject: RE: PC0057957: PinICL call assigned to you

Gareth,
From your description it sounds as though we potentially have a recipe for a
reproducible case.

I will try this today and also in parallel chase Drew for a response on what
this event means and whether we should be concerned.

Regards
Mark

> -----Original Message-----
> From: Gareth.Jenkins@ GRO [mailto:Gareth.Jenkins **GRO**
> Sent: Friday, November 24, 2000 11:48 AM
> To: mark.jarosz@ **GRO**
> Subject: FW: PC0057957: PinICL call assigned to you
>
>
> Mark,
>
> This PinICL is related to PinICL 56922 which you looked at a
> couple of weeks
> ago.
>
> I've had a look through the message store and the event log and
> have noticed
> that at the time of this failure (00:01:56) that there is an LFS
> background
> task running. It has written a BLOB to the message store at 00:01:46 and
> then writes a further BLOB at 00:02:38. It is presumably doing message
> store scans in between (hence the timeout?).
>
> I suspect it is significant that the Riposte Error is 10 secs
> after the BLOB
> is written (since I assume that the timeout is 10 secs!).
>
> As the PinICL says, this seems to be happening fairly frequently.
> As far as
> I can tell, the application is carrying on OK in this case. Since the
> failure is at midnight, then Riposte is likely to be reloaded fairly soon.
>
> I think we do need a definitive statement from Drew as to whether
> this event
> is benign, or what problems we could have when it happens. Could
> it be due
> to an application error? Do we need to get more info on when
> these problems
> occur. It is clear that the circumstances in this case are very different
> from those in the original PinICL.
>
> Attached is the Event Log (zipped .xls format) and an extract from the
> message store at the time of failure. Relevant Date is 16/11/00.
>
> I've assigned the PinICL to you on Escher-Dev.
>
> Regards
>
> Gareth
>
> email:
> Internal Phone:
> External Phone: **GRO**
> External Mobile Phone:

> Internal Mobile Phone: GRO
>
> ICL
> Lovelace Road, Bracknell, Berkshire, RG12 8SN
> Website : http://www.icl.com
>
> This e-mail is intended only for the addressee named above. As this
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> the Company.
>
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> Registered Office 26, Finsbury Square, London, EC2A 1SL
>
>
> > -----Original Message-----
> > From: pinicl   GRO   [mailto: GRO   ]
> > Sent: 23 November 2000 13:18
> > To: Gareth.Jenkins   GRO
> > Subject: PC0057957: PinICL call assigned to you
> >
> >
> > Title: PinICL call assigned to you
> >
> > Call Number   : PC0057957
> > Systemname   : PinICL
> > Event   : Call assigned to team member
> > Summary   : FAD260801 - Timeout occurred waiting for lock.
> > Priority   : B
> > Target Release   : CSR-CI4R
> >
> >
> > Call Progress   :
> >
> > 16/11/00 14:04:26   - By Customer Call
> > CALL PC0057957 opened
> >
> > 16/11/00 14:04:29   - By Customer Call
> > CALL PC0057957:Priority B:CallType L - Target 21/11/00 14:04:26
> >
> > 16/11/00 14:04:29   - By Customer Call
> > 16/11/00 13:24 @00.01 16-11-00 A critical event was registered on
> > H26080100101 Stating: An unexpected error occurred while attempting to
> > modify an entry in the run map. Timeout occurred waiting for lock.
> > (0xC1090003). KEL Reference: JBallantyne5245K.htm
> > 16/11/00 13:25 SMCtemp3
> > Information: @00.01 16-11-00 A critical event was registered on
> > H26080100101 Stating: An unexpected error occurred while attempting
> > to modify an entry in the run map. Timeout occurred waiting
> > for lock. (0xC1090003). KEL Reference:
> > JBallantyne5245K.htm. An event log will be downloaded for
> > onward transfer to
> > SSC.
> > 16/11/00 14:03 SMCtemp3
> > Information: The event log has been downloaded. The file ID is 67964,
> > this shows all events on the counter. Please peruse this and
> > investigate the events.
> >
> > 16/11/00 14:04:30   - By Customer Call
> > F} Call details
> >
> > 16/11/00 14:04:30   - By Customer Call
> > Diagnostician name:
> > Customer opened date 16/11/2000 13:24:42

> >
> > 16/11/00 14:13:19   - By Barbara Longley
> > The call summary has been changed from:-
> > @00.01 16-11-00 A critical event was registered o
> > The call summary is now:-
> > FAD260801 - Timeout occurred waiting for lock.
> >
> > 16/11/00 14:13:19   - By Barbara Longley
> > Target Release updated to CSR-CI4R
> >
> > 16/11/00 14:13:20   - By Barbara Longley
> > CALL PC0057957:Priority B:CallType N - Target 21/11/00 14:04:26
> >
> > 16/11/00 14:13:19   - By Barbara Longley
> > Product Infrastructure KMS added
> >
> > 23/11/00 10:15:08   - By Pat Carroll
> > F} Response :
> >
> > 23/11/00 10:15:11   - By Pat Carroll
> > PRESCAN,
> > [END OF REFERENCE 23160785]
> >
> > 23/11/00 10:15:11   - By Pat Carroll
> > Responded to call type N as Category 40 -Incident Under Investigation
> >
> > 23/11/00 10:15:34   - By Pat Carroll
> > The response was delivered to: PowerHelp
> >
> > 23/11/00 10:15:37   - By Pat Carroll
> > The Call record has been assigned to the Team Member: John Ballantyne
> >
> > 23/11/00 10:15:39   - By Pat Carroll
> > Defect cause updated to 99:General - Unknown
> > Hours spent since call received: 0 hours
> >
> > 23/11/00 11:10:34   - By John Ballantyne
> > F} Response :
> >
> > 23/11/00 11:10:35   - By John Ballantyne
> > This event was reported in PC0056922, this call has been
> > closed but the
> > comments from Mark Jarosz, were that if calls of this nature
> > were > 1 per
> > month then further investigation should be carried out. In this case I
> > presume that archiving was processing and there was still an
> > outstanding lock
> > on the run table. I presume that the reload of Riposte at
> > cleardesk will
> > release the locks. Investigating frequency of event in the estate.
> > [END OF REFERENCE 23163800]
> >
> > 23/11/00 11:10:36   - By John Ballantyne
> > Responded to call type N as Category 40 -Incident Under Investigation
> >
> > 23/11/00 11:10:50   - By John Ballantyne
> > The response was delivered to: PowerHelp
> >
> > 23/11/00 11:45:18   - By John Ballantyne
> > New evidence added - Text message store Audit/Event logs
> >
> > 23/11/00 11:45:19   - By John Ballantyne
> > F} Response :
> >
> > 23/11/00 11:45:20   - By John Ballantyne
> > This event has some 129 counters reporting this and also MBOCOR02 and
> > MBOCOR03 has reported this event although it may be expected
> > on the Corr

> > servers. I think this needs investigating Please state what
> > evidence is
> > required will attach Eventlog/message store & audit logs for
> > this outlet.
> > [END OF REFERENCE 23165836]
> >
> > 23/11/00 11:45:20   - By John Ballantyne
> > Responded to call type N as Category 40 -Incident Under Investigation
> >
> > 23/11/00 11:45:30   - By John Ballantyne
> > The response was delivered to: PowerHelp
> >
> > 23/11/00 11:45:32   - By John Ballantyne
> > The Call record has been transferred to the Team: QFP
> >
> > 23/11/00 11:45:32   - By John Ballantyne
> > Defect cause updated to 41:General - in Procedure
> > Hours spent since call received: 0 hours
> >
> > 23/11/00 13:17:50   - By Lionel Higman
> > The Call record has been assigned to the Team Member: Gareth Jenkins
> >
> > 23/11/00 13:17:50   - By Lionel Higman
> > Hours spent since call received: 0 hours
> >
>
>