To: 'Mark Jarosz'[GRO]

From: Jenkins Gareth G[GRO]

Sent: Fri 5/11/2001 8:49:19 AM (UTC)

Subject: FW: PC0065665: PinICL - call transferred to Escher-Dev

Mark,

I've received this PinICL.

I know I've raised with you before the question of Error 82, though in the past its been on counters. I'm also aware that the error itself is benign, though it could result in other errors to agents (for example).

As well as the occurrence reported, I am aware of 2 other occurrences over the last 2 months.

In this case there are the following events in the event log :-

02/05/01   10:52:07   Riposte Error   MessageProcessor   89   N/A   MWICOR02   An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock. (0xC1090003).
02/05/01   10:52:07   Riposte Error   MessageProcessor   82   N/A   MWICOR02   An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)
02/05/01   10:51:55   Riposte Error   MessageProcessor   89   N/A   MWICOR02   An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock. (0xC1090003).
02/05/01   10:51:55   Riposte Error   MessageProcessor   82   N/A   MWICOR02   An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)
02/05/01   10:51:51   Riposte Warning   MessageProcessor   150   N/A   MWICOR02   Lock timeout occurred while update an index within an index build or maintenance thread. The operation will be retried.

ie the problem has occurred twice in quick succession and in each case is followed by Error 89.

It also happened on MBOCOR01 earlier the same day with similar events :-

02/05/01   02:19:55   Riposte Error   MessageProcessor   89   N/A   MBOCOR01   An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock. (0xC1090003).
02/05/01   02:19:55   Riposte Error   MessageProcessor   82   N/A   MBOCOR01   An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)
02/05/01   02:19:34   Riposte Warning   MessageProcessor   78   N/A   MBOCOR01   An incoming request was discarded due to an overflow condition on the incoming request queue.
02/05/01   02:18:29   Riposte Warning   MessageProcessor   78   N/A   MBOCOR01   An incoming request was discarded due to an overflow condition on the incoming request queue.
02/05/01   02:17:25   Riposte Warning   MessageProcessor   78   N/A   MBOCOR01   An incoming request was discarded due to an overflow condition on the incoming request queue.

Again it was followed by an Error 89 and it would appear that the CS was somewhat busy, (replicating Ref Data to the counters I assume given the time of day)

The 3rd occurrence was somewhat different :-

08/03/01   15:09:05   Riposte Error   Riposte   7   N/A   MWICOR01   An unhandled exception occurred in Riposte API function RiposteStartTransaction. Exception 0xC0000005 occurred at program address 0x00476B5A. There were 2 excpetion arguments: 0x00000000 0x00000010
08/03/01   15:09:05   Riposte Error   MessageProcessor   82   N/A   MWICOR01   An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)
08/03/01   15:07:03   Riposte Warning   CacheManager 65   N/A   MWICOR01   An i/o wait event occurred while invalidating a cache item in the Block cache. This may occur periodically under normal operation   however if this event occurs frequently   it indicataes a need to increase the configured cache size.

In this case it was followed by Error 7. I seem to remember mentioning that Error 7 to you at the time, but I can't find any emails about it.

What I'm really asking is for confirmation that the associated errors are indeed benign, in which case I can ensure that KELs are raised so as to suppress the reporting of them in future. It worries me that messages are failing to be inserted, however if they are being replicated, then I guess it doesn't matter!

Regards

Gareth Jenkins
ICL Distinguished Engineer

Riposte and Counter TDA; ICL Pathway

email:
Internal Phone (until 23/5/01):
External Phone (until 23/5/01):
Internal Phone (from 24/5/01):
External Phone (from 24/5/01):
Internal Mobile Phone:
External Mobile Phone:

GRO

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> -----Original Message-----
> From: pinicl   GRO   GRO
> Sent: 10 May 2001 12:15
> To: **Gareth Jenkins**
> Subject: PC0065665: PinICL - call transferred to Escher-Dev
>
>
> Title: PinICL - call transferred to Escher-Dev
>
> Call Number   : PC0065665
> Systemname   : PinICL
> Event   : Call arrived on team
> Summary   : Critical NT_Error occurred on MWICOR02,
> 'An unexpe
> Priority   : B
> Target Date   : 11/05/01 15:27:09
> Assigned Team   : Escher-Dev [Escher Development preview team]
> Assignee   : No Assignee
> Subject Product   : NT-NT agent
> Product Group   : Infrastructure
> Call Type   : Live use error
> Contact Surname   : EDSC
> Actioned Team   : Not Actioned
> Actionee   : No Actionee
> Response Category : Incident Under Investigation
> Target Release   : CI4M1R
> Call Logger   : Customer Call
> Call Loggers Team : EDSC [EDSC support team]
> Top Reference   : E-0105021896
> Contact Details   : EDSC
>   Pathway
>   Gateway contact
>   Mail: **Barbara Longley**
> References   : ORIGINATOR   : Phelp
>
>   ORIGREF   : E-0105021896
>
>   CONSUMERREF   : E-0105021896
>
>   PowerHelp   : E-0105021896
>

>
>
> Call Progress   :
>
> 03/05/01 15:18:32   - By Customer Call
> CALL PC0065665 opened
>
> 03/05/01 15:18:55   - By Customer Call
> CALL PC0065665:Priority B:CallType L - Target 09/05/01 15:18:32
>
> 03/05/01 15:18:57   - By Customer Call
> 02/05/01 16:01 Critical NT_Error occurred on MWICOR02, 'An
> unexpected error
> occurred while attempting to modify an entry in the run map. Timeout
> occurred waiting for (0xC1090003)'.
> 02/05/01 16:05 uk082042
> Information: 'An unexpected error occurred while attempting
> to modify an
> entry in the run map'.
> No exact KEL Ref: can be found, although AChambers330S
> refers to these events on counters.
> Please investigate or advise SMC as appropriate.
> 02/05/01 16:43 uk060170
> Information: This is not a counter, therefore this KEL will not apply.
> This call should be forwarded to PinICL for the attention of
> SSC.
> 03/05/01 13:54 uk082042
> Information: This call should be forwarded to PinICL for the attention
> of SSC, as advised (above).
> Event Log File (All events), 94989
> Please investigate or advise SMC As appropriate.
> 03/05/01 15:22 GB082641
> OTIReturn: SMC Filter
>
> 03/05/01 15:19:07   - By Customer Call
> F} Call details
>
> 03/05/01 15:19:09   - By Customer Call
> Diagnostician name:
> Customer opened date 02/05/2001 16:01:14
>
> 03/05/01 15:31:17   - By Barbara Longley
> Target Release updated to CI4M1R
>
> 03/05/01 15:31:17   - By Barbara Longley
> Product Infrastructure NT-NT agent added
>
> 04/05/01 11:01:00   - By Diane Rowe
> F} Response :
>
> 04/05/01 11:01:00   - By Diane Rowe
> PRESCAN
> I am unable to find this error in file 94989.
> Please supply the date and time of the error.
> [END OF REFERENCE 25973876]
>
> 04/05/01 11:01:01   - By Diane Rowe
> Responded to call type L as Category 96 -Insufficient evidence
>
> 04/05/01 11:01:01   - By Diane Rowe
> Hours spent since call received: 0 hours
> Defect cause updated to 99:General - Unknown
>
> 04/05/01 11:01:04   - By Diane Rowe
> CALL PC0065665 closed: Category 96, Type L
>
> 04/05/01 11:01:04   - By Diane Rowe
> The response was delivered to: PowerHelp

>
> 04/05/01 11:03:02   - By Customer Call
> Date and time complete: 04/05/2001 11:10:47
> Service Complete (Confirmation) Received
>
> 08/05/01 15:27:09   - By Customer Call
> CALL PC0065665 Reopened: This incident has been reopened
>
> 08/05/01 15:27:09   - By Customer Call
> CALL PC0065665:Priority B:CallType L - Target 11/05/01 15:27:09
>
> 08/05/01 15:27:09   - By Customer Call
> EMPTY
> 08/05/01 15:25 uk082042
> Information: This error occurred on MWICOR02 at 10:51:55 and 10:52:07
> May 02 (event time) and 10:52 May 2nd (reception time).
> (The data and time of the event as requested by SSC)
> 08/05/01 15:32 UK052512
> Information: Kel checked
> 08/05/01 15:32 UK052512
> ReOpen OTI: * NULL TEXT SUPPLIED *
>
> 08/05/01 15:27:10   - By Customer Call
> F} Call details
>
> 08/05/01 15:27:12   - By Customer Call
> Diagnostician name:
>
> 09/05/01 09:23:30   - By John Simpkins
> F} Response :
>
> 09/05/01 09:23:30   - By John Simpkins
> This may be related to an existing kel JBallantyne1359R
> (PC0058199) however
> this was never fully investigated, attach event logs and
> check the agent
> events for an error like Jon reported.
> [END OF REFERENCE 26007984]
>
> 09/05/01 09:23:30   - By John Simpkins
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 09/05/01 09:23:32   - By John Simpkins
> The response was delivered to: PowerHelp
>
> 09/05/01 09:23:33   - By John Simpkins
> The Call record has been assigned to the Team Member: Richard Roll
>
> 09/05/01 09:23:33   - By John Simpkins
> Hours spent since call received: 0 hours
>
> 09/05/01 15:38:45   - By Barbara Longley
> The Call record has been transferred to the Team: EDSC
>
> 09/05/01 15:38:45   - By Barbara Longley
> Hours spent since call received: 0 hours
>
> 09/05/01 16:07:42   - By John Simpkins
> The Call record has been assigned to the Team Member: Richard Coleman
>
> 09/05/01 16:07:42   - By John Simpkins
> Hours spent since call received: 0 hours
>
> 10/05/01 11:56:06   - By Richard Coleman
> New evidence added - Application Event log for MWICOR02
>
> 10/05/01 11:56:08   - By Richard Coleman
> F} Response :

>
> 10/05/01 11:56:08   - By Richard Coleman
> The events occurred on MWICOR02 at 2/5/2001 10:51:55 and 10:52:07.
> There are no events on the Agents at these times.
> Passing to development for investigation.
> [END OF REFERENCE 26026876]
>
> 10/05/01 11:56:08   - By Richard Coleman
> Responded to call type L as Category 40 -Incident Under Investigation
>
> 10/05/01 11:56:50   - By Richard Coleman
> The response was delivered to: PowerHelp
>
> 10/05/01 11:56:53   - By Richard Coleman
> The Call record has been transferred to the Team: QFP
>
> 10/05/01 11:56:54   - By Richard Coleman
> Hours spent since call received: 0 hours
>
> 10/05/01 12:14:52   - By Lionel Higman
> The Call record has been transferred to the Team: Escher-Dev
>
> 10/05/01 12:14:52   - By Lionel Higman
> Hours spent since call received: 0 hours
>