

Failure During Startup

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Failure During Startup



Overview

This scenario describes a failure with a COTS product during the startup of the ECS system. The problem is resolved and the system is successfully brought up.

Assumptions

- The system has been gracefully shut down due to some emergency (ex. power outage).
- The system is to be started up from its zero state (Power on, Operating System up, DCE, and Master Agent running).
- A startup script exists for each individual subsystem. Also, there is a master script that starts up all subsystems.
- The system administrator will follow a standard procedure to conduct the startup.

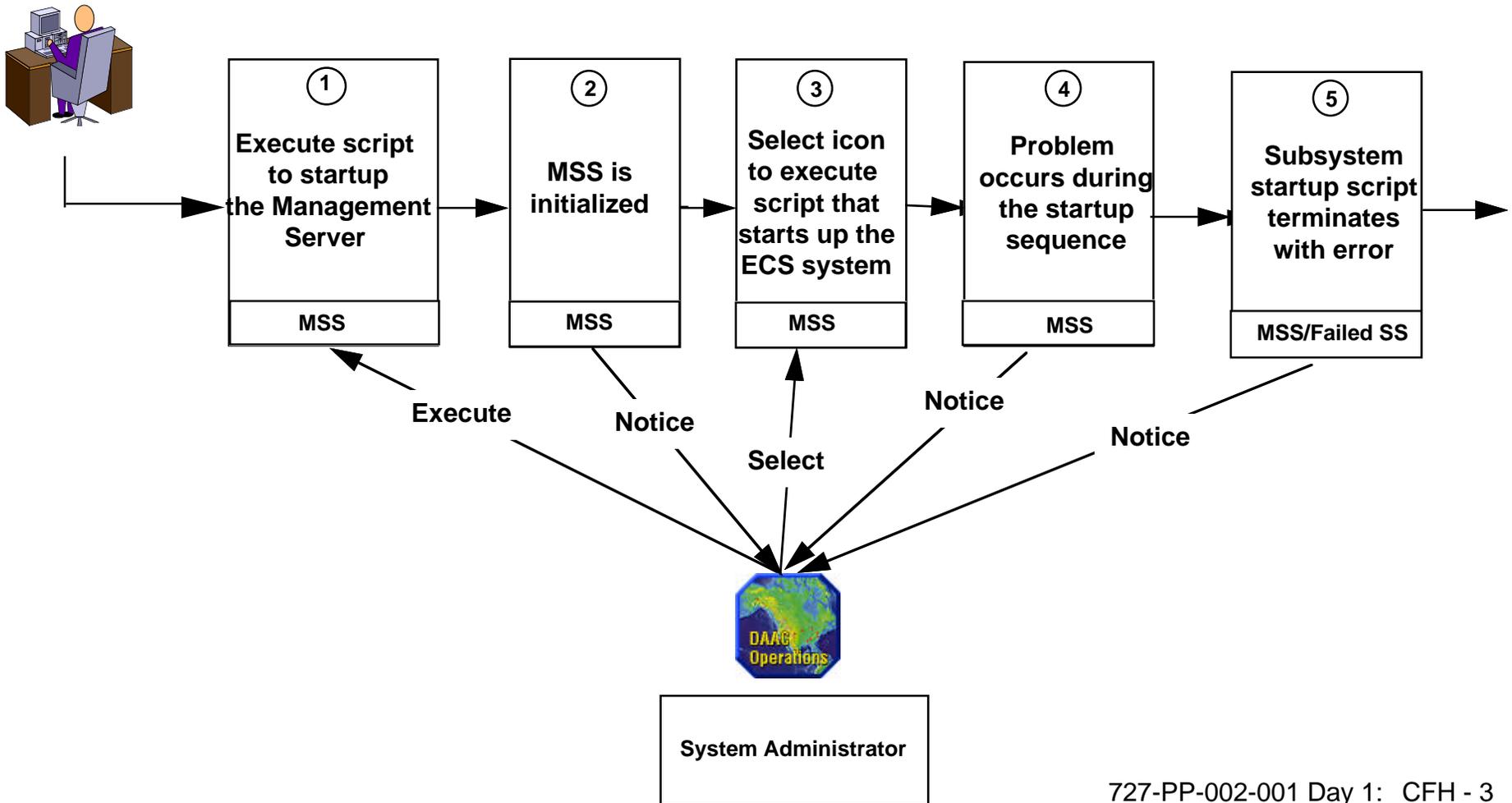
Scenario

- Start up MSS.
- Execute a startup script for the entire ECS system.
- Notice error with COTS package.
- Resolve problem and successfully bring system to be fully operational



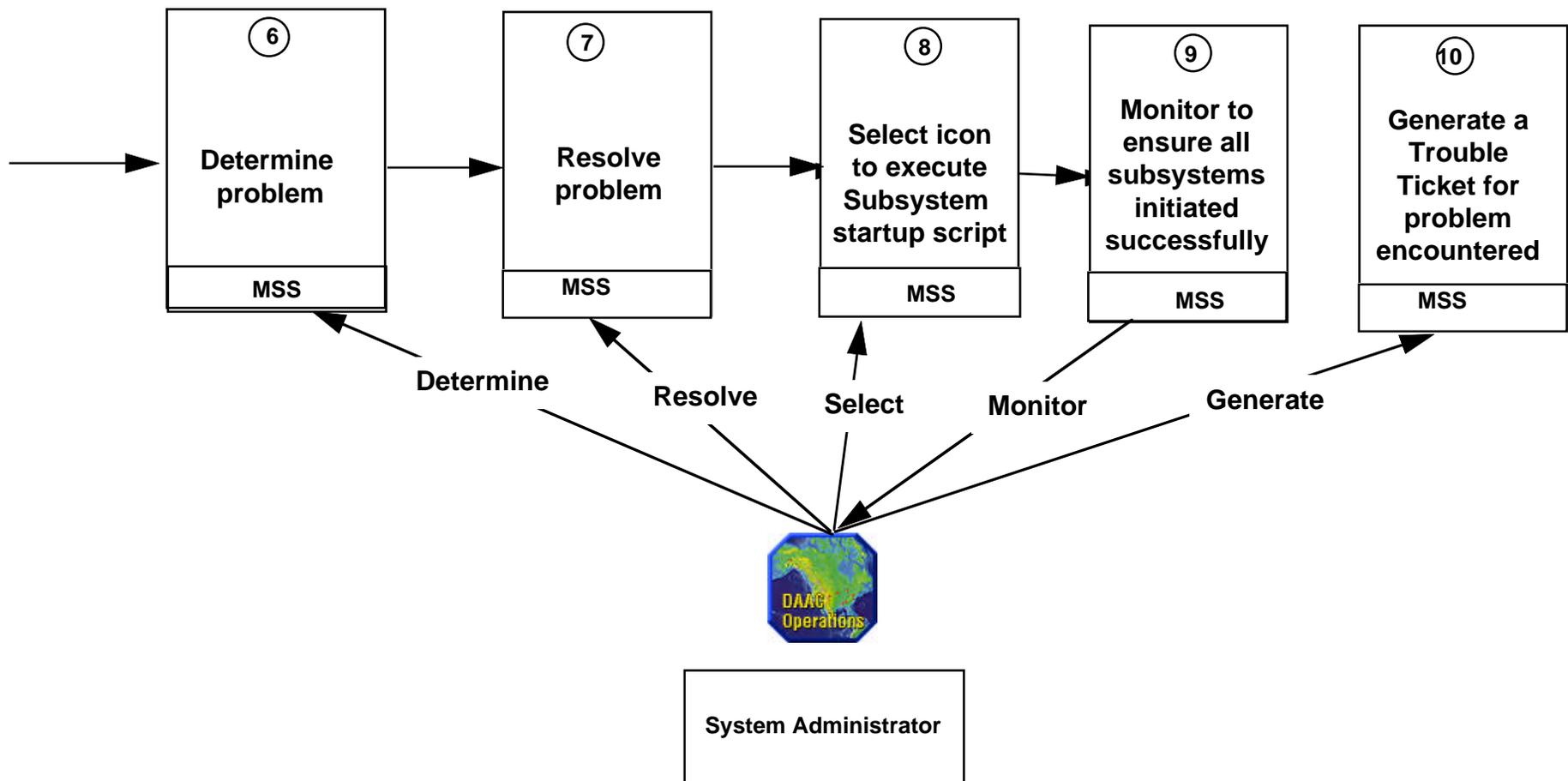
Failure During Startup

Functional Flow I



Failure During Startup

Functional Flow II



Failure During Startup

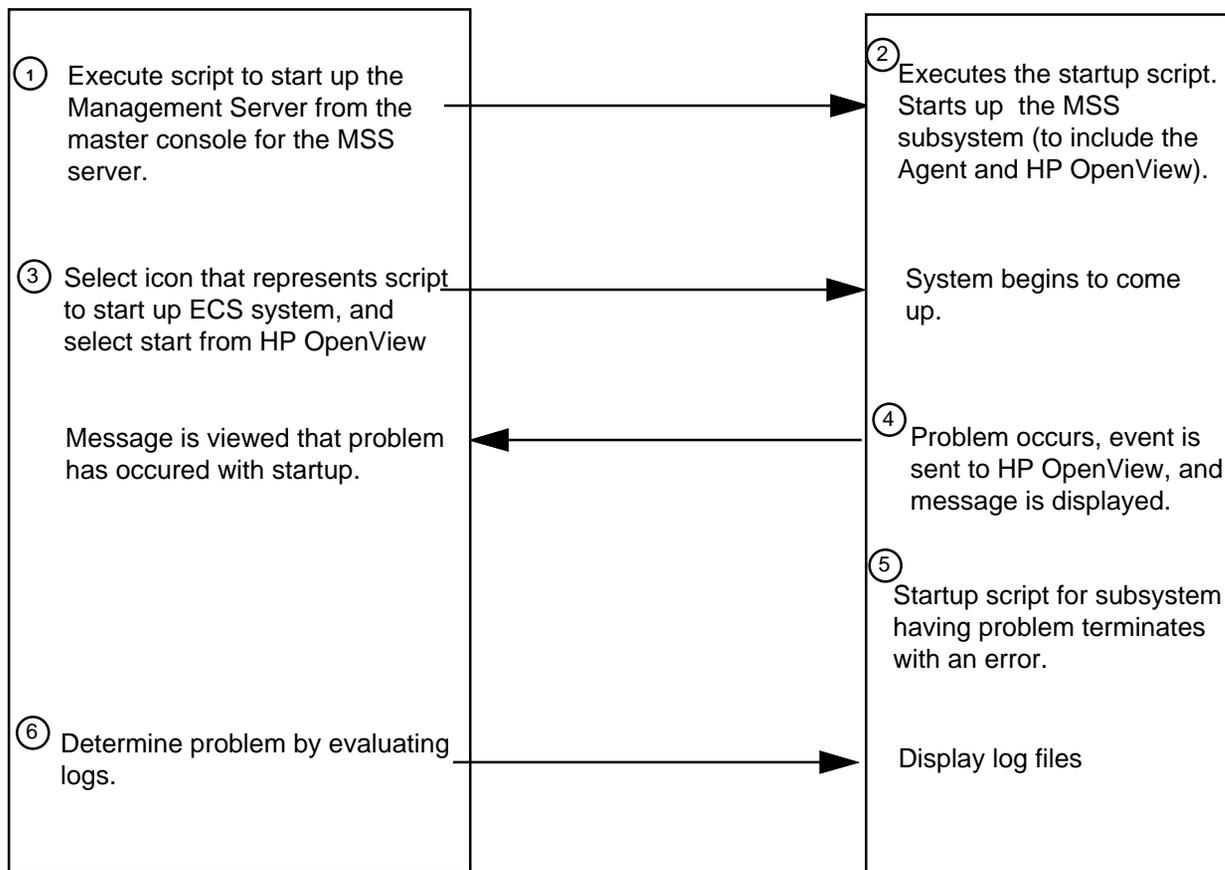
Points of View I



System Administrator



ECS Subsystems

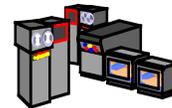


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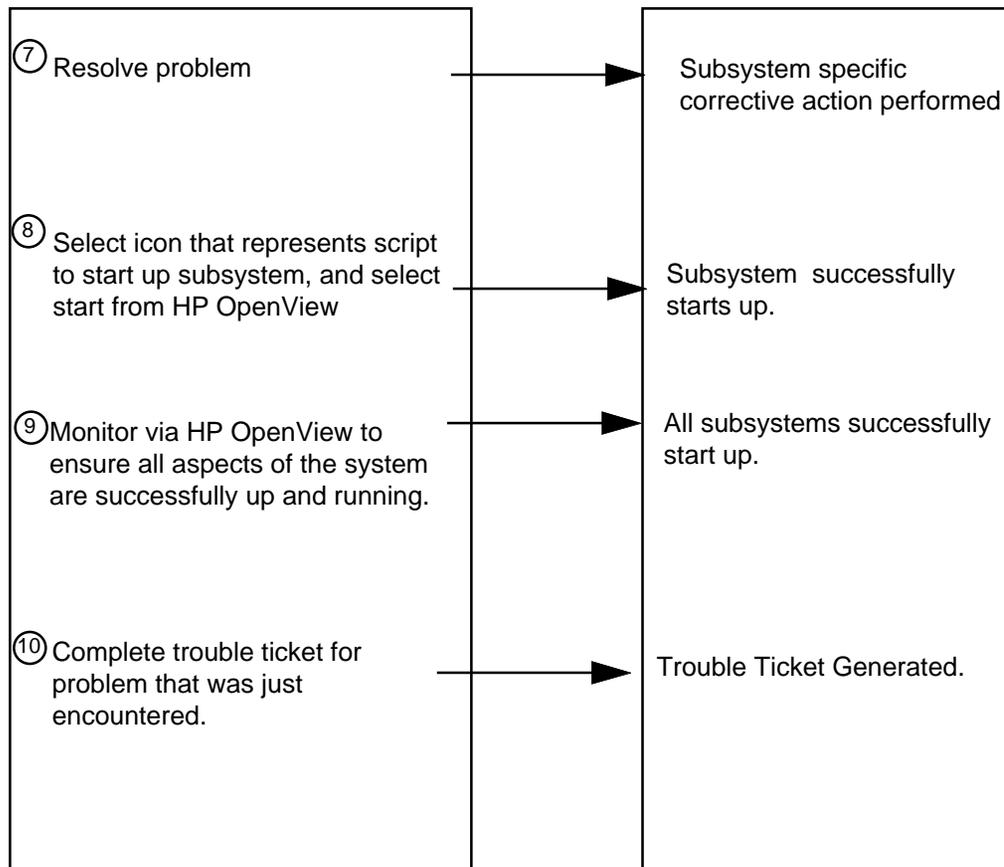
Points of View II



System Administrator



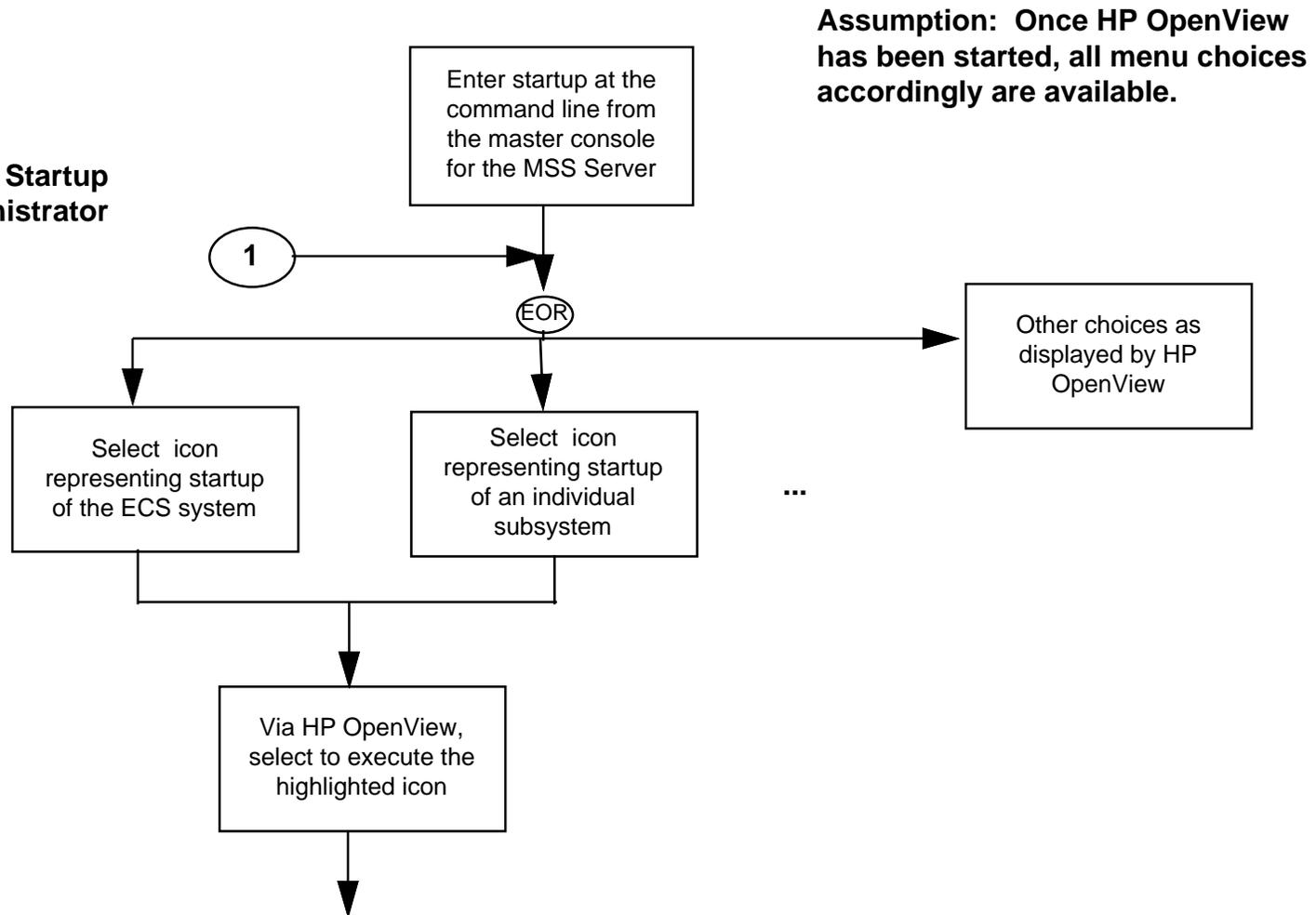
ECS Subsystems





Failure During Startup - Workflow (I)

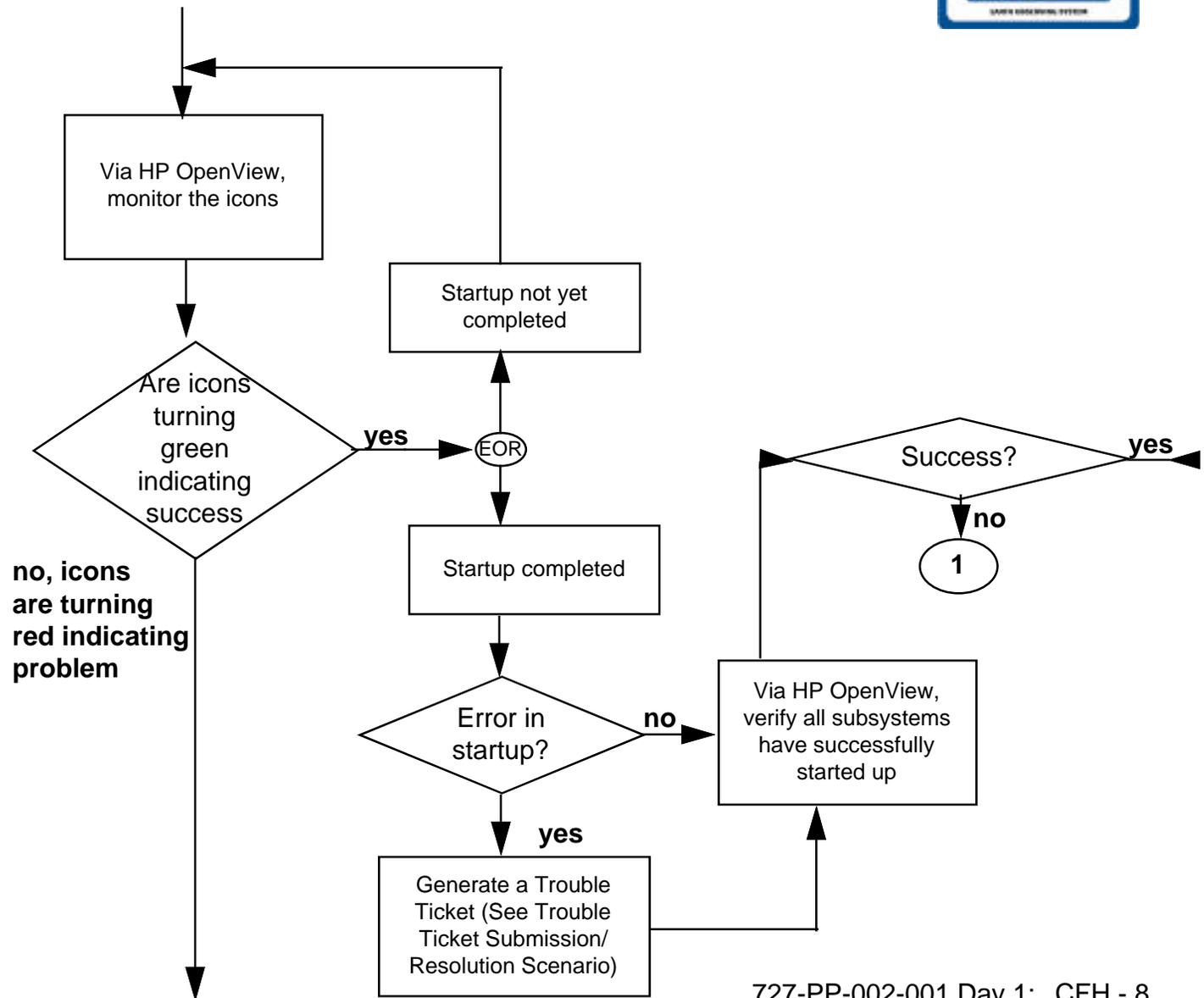
Activity - Sys Admin Startup
Role - System Administrator





Failure During Startup - Workflow (II)

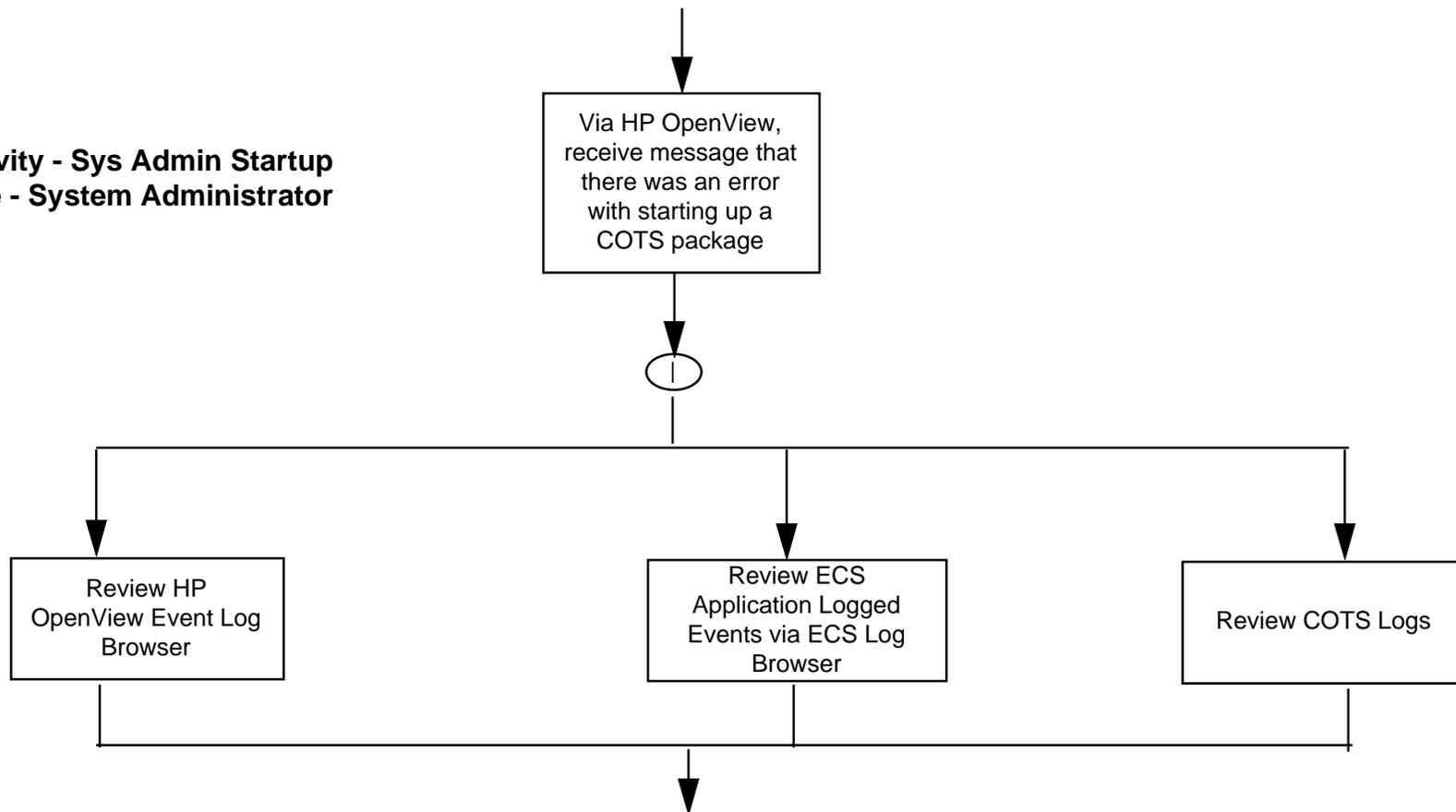
Activity - Sys Admin Startup
Role - System Administrator



Failure During Startup - Workflow (III)



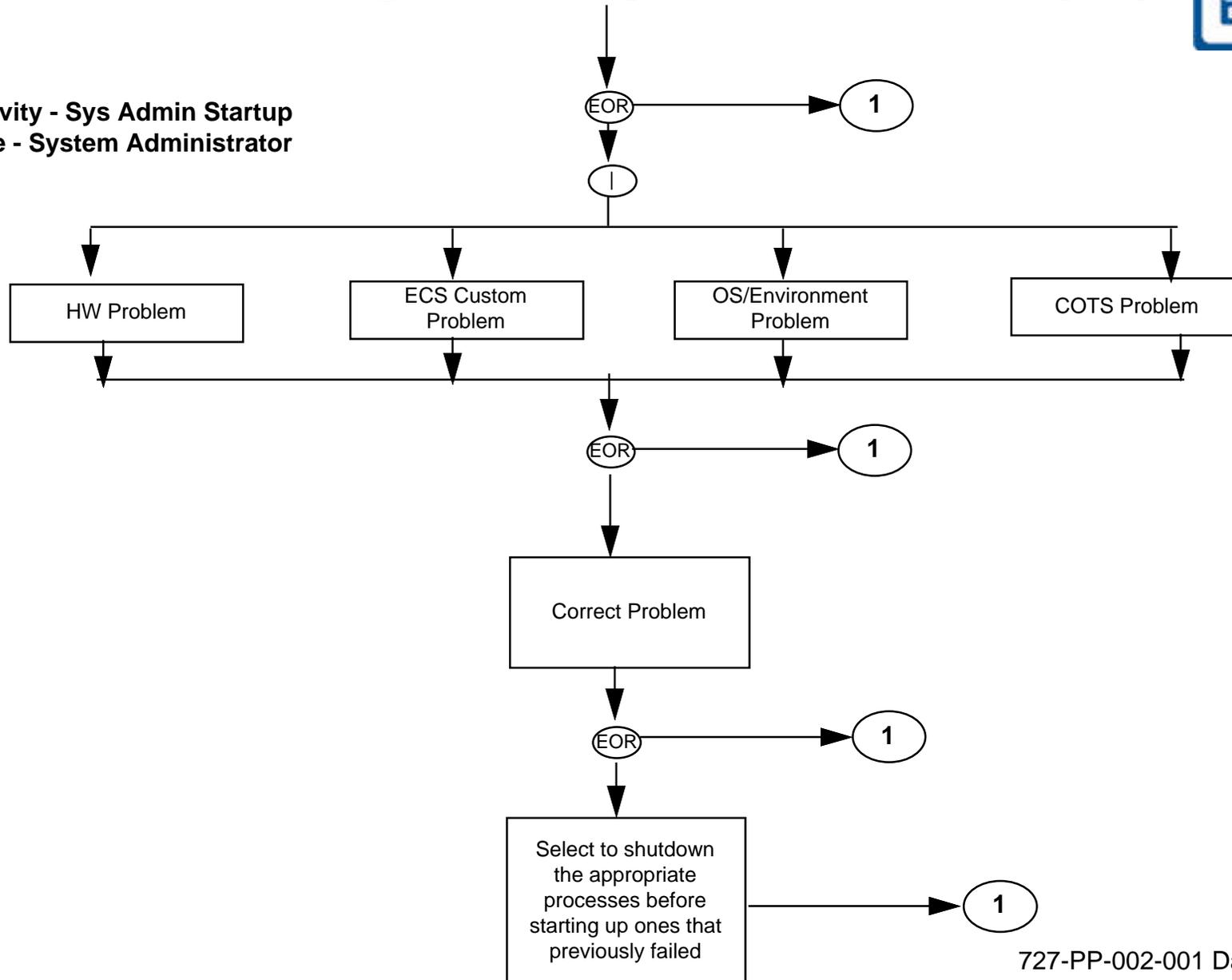
Activity - Sys Admin Startup
Role - System Administrator



Failure During Startup - Workflow (IV)



Activity - Sys Admin Startup
Role - System Administrator



Failure During Startup - Data Activity (I)



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
1. Notice icon has turned red	icons	Display
2. Select icon in HP OpenView	icons	Input/Display
3. View logs	Log Selection ECS error id ECS error text Severity COTS error text COTS error id	Input Display Display Display Display Display

Failure During Startup - Data Activity (II)



Operator Function	Data Element	Operator Interactions (Edit, Input, Display)
4. Monitor	Icons	Display
5. Start up MSS	Script name	Input
6. Generate a Trouble Ticket	See Trouble Ticket Submission/Resolution Scenario Data Activity	