

From: Kyle Faulkner
Sent: Thursday, March 23, 2000 12:42 PM
To: Dave Egan
Subject: RE: Local Host problem

Hi Dave,

I consider this to be a breakdown in your team. This issue was known by Jason back on March 9th but he waited to turn it into a crisis before ever escalating this to engineering. We could have had it fixed before it became a crisis with some help from your team instead of the way it played out. Please talk about process so we don't have to go through this again.

Kyle

-----Original Message-----

From: Dave Egan
Sent: Tuesday, March 21, 2000 9:32 AM
To: Jason Boatman (burst)
Cc: Roberta Sanchez; Laks Sampath; Maribeth Riggs; Kyle Faulkner; June White
Subject: RE: Local Host problem

Jason,

I understand, but what would you like me to do?

Is engineering and customer support aware of this? What are their plans?

Dave

-----Original Message-----

From: Jason Boatman (burst)
Sent: Monday, March 20, 2000 7:51 PM
To: Dave Egan
Cc: Roberta Sanchez; Laks Sampath
Subject: FW: Local Host problem
Importance: High

Dave

I am under considerable pressure to get this solved for Interzest. They are launching their service on April 3rd. They are requesting that this bug be fixed by then.

I don't want them to have to return their Burstware Purchase and go with Microsoft's server.

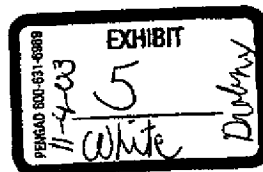
Thanks,
Jason

-----Original Message-----

From: Jason Boatman
Sent: Monday, March 20, 2000 7:43 PM
To: Brad Thayer; Ed Lyons
Cc: June White; Joe Edwards (burst); Maribeth Riggs; Gregory Aronson; Laurent Lawton; Dave Egan; 'minlee@mail.com'
Subject: RE: Local Host problem

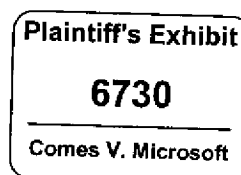
Brad & Ed:

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This email is in reference to the reproducible error we're hitting at Interzest. I am calling this bug "Win98 too many listening ports error". If you come up with a better name, please tell me.

Maribeth & Greg:

I am keeping you in the loop regarding this new bug. I would like CS&S to be on alert for other instances of this problem. Also, please communicate with Engineering regarding the steps they are taking to solve this.

Dave, Laurent, and Joe:

Please be aware of this at other companies who are using Burstware and windows 98.

I'm trying to put together more information here to help you out.

I think the most important step is to replicate the problem from IVT. All of the machines here are using Korean text displays. It's very difficult for me to discern the error and translate the meaning from the dialog boxes shown. You can reach the test pages using:

<http://211.40.179.241/test/minlee.htm>

Use a Windows 98 Machine. Min Lee is using Windows 98 Second Edition, 128MB RAM, and IE 5.0. We are accessing these files over a T1. We are using the 1.3 bridge and 1.3 Servers and Conductors. The problem is always replicate-able on several 98 machines here. It is absolutely consistent.

Let's step through some observations...

Nothing running on machine-here's Netstat's:

<< OLE Object: PBrush >>

Select the file to play (I am using 03-12-00, 40kbps)

File Plays through fine with Burstware.

<< OLE Object: PBrush >>

Continue to jump back and forth playing different files using the links provided. After several plays (around eighth time) the client crashes. I notice from running a netstat -a, that many connections are open. This points to our Client SDK's http server staying running. It would seem that all these open connections finally bring down some element of networking on the client machine. At that point, WMP seems unable to open a new Burstware http connection on the local machine to get video and complains that it can't connect to the server and play the file.

Here's what Netstat -a shows when the error occurs:

Active Connections

Proto	Local Address	Foreign Address	State
TCP	1ZY8C3V7:1304	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1049	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1305	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1307	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1833	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1840	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1841	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1843	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1367	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1369	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1149	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:135	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1673	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1675	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1676	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1936	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1939	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1940	1ZY8C3V7:0	LISTENING
TCP	1ZY8C3V7:1439	1ZY8C3V7:0	LISTENING

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TCP	IZY8C3V7:1440	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1442	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1204	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1753	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1245	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1246	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1248	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1250	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1521	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1522	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1275	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1025	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1037	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1304	IZY8C3V7:1305	CLOSE_WAIT
TCP	IZY8C3V7:1304	IZY8C3V7:1307	CLOSE_WAIT
TCP	IZY8C3V7:1304	IZY8C3V7:1367	CLOSE_WAIT
TCP	IZY8C3V7:1304	IZY8C3V7:1369	CLOSE_WAIT
TCP	IZY8C3V7:1049	IZY8C3V7:1050	CLOSE_WAIT
TCP	IZY8C3V7:1049	IZY8C3V7:1052	CLOSE_WAIT
TCP	IZY8C3V7:1049	IZY8C3V7:1068	CLOSE_WAIT
TCP	IZY8C3V7:1305	IZY8C3V7:1304	FIN_WAIT_2
TCP	IZY8C3V7:1307	IZY8C3V7:1304	FIN_WAIT_2
TCP	IZY8C3V7:1833	IZY8C3V7:1521	FIN_WAIT_2
TCP	IZY8C3V7:1840	IZY8C3V7:1841	CLOSE_WAIT
TCP	IZY8C3V7:1840	IZY8C3V7:1843	CLOSE_WAIT
TCP	IZY8C3V7:1841	IZY8C3V7:1840	FIN_WAIT_2
TCP	IZY8C3V7:1843	IZY8C3V7:1840	FIN_WAIT_2
TCP	IZY8C3V7:1367	IZY8C3V7:1304	FIN_WAIT_2
TCP	IZY8C3V7:1369	IZY8C3V7:1304	FIN_WAIT_2
TCP	IZY8C3V7:1149	IZY8C3V7:1150	CLOSE_WAIT
TCP	IZY8C3V7:1149	IZY8C3V7:1152	CLOSE_WAIT
TCP	IZY8C3V7:1149	IZY8C3V7:1172	CLOSE_WAIT
TCP	IZY8C3V7:1149	IZY8C3V7:1174	CLOSE_WAIT
TCP	IZY8C3V7:127	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1673	IZY8C3V7:1521	FIN_WAIT_2
TCP	IZY8C3V7:138	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:nbsession	IZY8C3V7:0	LISTENING
TCP	IZY8C3V7:1675	IZY8C3V7:1521	FIN_WAIT_2
TCP	IZY8C3V7:1676	IZY8C3V7:1521	FIN_WAIT_2
TCP	IZY8C3V7:1936	IENEB01:80	ESTABLISHED
TCP	IZY8C3V7:1938	IZVIDR001:8019	TIME_WAIT
TCP	IZY8C3V7:1439	IZY8C3V7:1440	CLOSE_WAIT
TCP	IZY8C3V7:1439	IZY8C3V7:1442	CLOSE_WAIT
TCP	IZY8C3V7:1440	IZY8C3V7:1439	FIN_WAIT_2
TCP	IZY8C3V7:1442	IZY8C3V7:1439	FIN_WAIT_2
TCP	IZY8C3V7:1204	IZY8C3V7:1205	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1207	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1243	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1245	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1246	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1248	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1250	CLOSE_WAIT
TCP	IZY8C3V7:1204	IZY8C3V7:1275	CLOSE_WAIT
TCP	IZY8C3V7:1753	IZY8C3V7:1521	FIN_WAIT_2
TCP	IZY8C3V7:1245	IZY8C3V7:1204	FIN_WAIT_2
TCP	IZY8C3V7:1246	IZY8C3V7:1204	FIN_WAIT_2
TCP	IZY8C3V7:1248	IZY8C3V7:1204	FIN_WAIT_2
TCP	IZY8C3V7:1250	IZY8C3V7:1204	FIN_WAIT_2
TCP	IZY8C3V7:1521	IZY8C3V7:1833	CLOSE_WAIT
TCP	IZY8C3V7:1521	IZY8C3V7:1673	CLOSE_WAIT
TCP	IZY8C3V7:1521	IZY8C3V7:1675	CLOSE_WAIT
TCP	IZY8C3V7:1521	IZY8C3V7:1676	CLOSE_WAIT
TCP	IZY8C3V7:1521	IZY8C3V7:1753	CLOSE_WAIT
TCP	IZY8C3V7:1521	IZY8C3V7:1522	CLOSE_WAIT
TCP	IZY8C3V7:1522	IZY8C3V7:1521	FIN_WAIT_2
TCP	IZY8C3V7:1275	IZY8C3V7:1204	FIN_WAIT_2
UDP	IZY8C3V7:1037	*.*	
UDP	IZY8C3V7:nbname	*.*	
UDP	IZY8C3V7:nbdatagram	*.*	

Help!

Thanks,
Jason

-----Original Message-----

From: June White
Sent: Monday, March 20, 2000 6:07 PM
To: Jason Boatman (burst)
Subject: RE: Local Host problem

We would like to get access to their test site. We had access last week. Also, try to reproduce the error. We need to get the error detail. If it doesn't come up in a dialog box, then right click on the WMP display, hit the advanced button, select error detail. Let us know.

June

-----Original Message-----

From: Jason Boatman (burst)
Sent: Monday, March 20, 2000 5:37 PM
To: June White
Subject: RE: Local Host problem

June:

I have VPN up and running now and access to email.

Were Ed and Brad able to replicate the problem? Interzest is interested in knowing this.

Things are going very well otherwise. Some interesting challenges for Burstware. Today, we will look at the Burstware logtoolkit and work on the Mirror scripts.

The servers are performing flawlessly.

It has been difficult to find the time to communicate. Interzest is keeping me very busy. I will attempt to read/send email this evening.

Thank you for your help, and please keep me abreast of this issues with the player.

Thanks,
Jason

-----Original Message-----

From: June White
Sent: Monday, March 20, 2000 4:36 PM
To: Jason Boatman (burst)
Cc: Brad Thayer; Ed Lyons
Subject: Local Host problem

Brad and Ed are working on the problem. They are trying to figure out a workaround or a fix. We will let you know as soon as we have some information.

How is everything else? Any information on the log tool kit?

June

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