Ticket/problem "freezing"

Freezing takes place when there is some ticket to expire and CIC cannot perform reliable check of the problem status.

Reasons:

1) Scheduled Downtime (SD)
2) More critical failure at a site occurred, e.g. SFT RM and JS failure. We call that JS *masks* RM.

Ad. 1). Ticket expiration should be extended according to SD end date.

Ad. 2). New ticket should be assigned for new problem. Expiration date of the old one should be set   according to the expiration of the new ticket.

Table below shows problem masking hierarchy. The higher in the hierarchy the problem masks the others. In the grayed-out part problems are not-related i.e. can be checked independently. Problem in parentheses means it is masked by the higher but doesn't mask the lower problems.

Problem Type Hierarchy	SFT	AUTHENTICATION	INFORMATION SYSTEM	GOC DB ENTRY	MISCELANEOUS
1	JL	CE certificate	GIIS DOWN		
2	JS		Top Level BDII, other checks		
3	(RGMA), wrong GFAL_INFO	(CA rpms)			
4	RM: cr, cp, del				
5					
6					