

Vortex Grid Mobile Message Export

Incident Handoff SMS Export

Record ID: SMS-002
Conversation participants: Morgan Iqbal, Service Assurance; Leila Grant, Field Services; Theo Brooks, Platform Engineering
Display timezone: Coordinated Universal Time (UTC)
Timestamp resolution: seconds, as exported from the duty handset

[2026-05-19 19:02:14 UTC] Morgan -> Leila: Still active. North Harbor telemetry's delayed; we're not at cause yet.	
	[2026-05-19 19:02:51 UTC] Leila -> Morgan: Local collection is still running at the sites. Displays are behind.
[2026-05-19 19:03:09 UTC] Leila -> Morgan: Sorry, sent that before I finished. Nothing lost so far as the field can see.	
	[2026-05-19 19:05:02 UTC] Morgan -> Theo: What do you actually see on the gateways?
[2026-05-19 19:07:38 UTC] Theo -> Morgan: Credential-renewal warnings on a few. That may be something, may be noise.	
	[2026-05-19 19:08:04 UTC] Theo -> Morgan: Four so far. I'm not going to pretend that's a pattern yet.
[2026-05-19 19:09:12 UTC] Morgan -> Theo: Thanks. "Warning observed" for now, then.	
	[2026-05-19 19:12:47 UTC] Leila -> Morgan: Complication: two renewed successfully and still took ages to report normally.
[2026-05-19 19:13:05 UTC] Morgan -> Leila: Which two? Site references, please, not nicknames.	
	[2026-05-19 19:13:44 UTC] Leila -> Morgan: Sending them from the field sheet in a moment. Kai's writing them down at the cabinet.
[2026-05-19 19:14:20 UTC] Morgan -> Theo: Hm. Can you compare retry profiles with the control?	
	[2026-05-19 19:17:31 UTC] Theo -> Morgan: Same renewal schedule. Different throttle value on the control. Pulling exact configs.
[2026-05-19 19:20:06 UTC] Morgan -> Leila: Tell Marta we still need	

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"preliminary" on the customer note.

[2026-05-19 19:20:29 UTC] Leila -> Morgan: Passing that on now.

[2026-05-19 19:23:11 UTC] Leila -> Morgan: Will do. No safety issue here, and no total loss of local collection.

[2026-05-19 19:27:02 UTC] Morgan -> Theo: Could that retry value have come from an older template rev?

[2026-05-19 19:29:48 UTC] Theo -> Morgan: Maybe. Config Mgmt is digging. Please don't let anyone "clean up" the old file meanwhile.

[2026-05-19 19:30:07 UTC] Theo -> Morgan: I mean that literally. Somebody archived a config during the March event.

[2026-05-19 19:33:22 UTC] Morgan -> Theo: Nobody's touching it. Send me what was there, not what we wish was there.

[2026-05-19 19:36:50 UTC] Leila -> Morgan: Also: field handoff showed the UTC window but not expected recovery. Shift lead was guessing.

[2026-05-19 19:37:12 UTC] Morgan -> Leila: That's a template problem, not a person problem. Say it that way.

[2026-05-19 19:40:03 UTC] Morgan -> Leila: Oof. Put it in your notes in your words. Don't fold it into Theo's theory.

[2026-05-19 19:44:36 UTC] Theo -> Morgan: Early read: the retry setting seems to have stretched recovery after the failed reconnect.

[2026-05-19 19:45:01 UTC] Theo -> Morgan: "Seems." I want that word in the record.

[2026-05-19 19:47:19 UTC] Morgan -> Theo: "Seems" is doing useful work there. Keep it.

[2026-05-19 19:51:44 UTC] Leila -> Morgan: Marta sent the corrected preliminary update with IR-2026-017.

[2026-05-19 19:54:08 UTC] Morgan -> Leila: Good. Did she leave the too-confident first one in the thread?

[2026-05-19 19:58:27 UTC] Leila -> Morgan: Yes. Awkward, but visible. Customer has both.

[2026-05-19 19:58:52 UTC] Morgan -> Leila: Awkward and visible beats tidy and missing.

[2026-05-19 20:01:33 UTC] Theo -> Morgan: All affected gateways reporting now. Old values are dribbling in from local buffers.

[2026-05-19 20:02:05 UTC] Morgan -> Leila: If it stays quiet, can we

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close containment at 20:30?

[2026-05-19 20:02:41 UTC] Leila -> Morgan: Give me the field sheet back first.

[2026-05-19 20:06:18 UTC] Leila -> Morgan: Field's comfortable with that. Not calling a cause in the closeout.

[2026-05-19 20:07:02 UTC] Morgan -> Leila: Agreed. Closeout records state, not explanation.

[2026-05-19 20:11:55 UTC] Morgan -> Theo: I need your dated assessment later. Configs + control comparison, under the IR.

[2026-05-19 20:16:29 UTC] Theo -> Morgan: Yep. Tonight or coherent-pick one.

[2026-05-19 20:17:04 UTC] Morgan -> Theo: Coherent. Tomorrow morning is fine.

[2026-05-19 20:17:31 UTC] Theo -> Morgan: Deal.

[2026-05-19 20:29:47 UTC] Morgan -> Leila and Theo: 20:30 and still quiet. Closing containment; review stays open.

[2026-05-19 20:30:12 UTC] Leila -> Morgan: Noted in the field log with the UTC time.

[2026-05-19 20:37:40 UTC] Theo -> Morgan: Config snapshots saved. Control comparison too.

[2026-05-19 20:38:03 UTC] Theo -> Morgan: Both under the IR folder, not my home directory. Learned that one previously.

[2026-05-19 20:46:21 UTC] Leila -> Morgan: Field times are in, and Customer Ops has the corrected wording.

[2026-05-19 20:47:09 UTC] Morgan -> Leila: Any of tonight's readings you'd call uncertain, mark them uncertain.

[2026-05-19 20:47:58 UTC] Leila -> Morgan: Two are eyeballed off a display. Flagged as such.

[2026-05-19 20:50:35 UTC] Morgan -> Leila and Theo: Handoff done. I kept field + eng notes separate. Go eat something.

[2026-05-19 20:52:10 UTC] Theo -> Morgan: Best instruction you've given all evening.

[2026-05-19 20:54:44 UTC] Leila -> Morgan and Theo: Seconded. Night both.