Export

Peak Incident Management System

Call Reference	PC0045061	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- M1Clone	Top Ref	C
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	19/05/2000	Effort (Man Days)	0
Summary	THe host generated cash account line comparisons r		
All References	Type	Value	
	Other	C	
	PowerHelp	E-0005160543	

Progress Narrative

```
Date:16-May-2000 15:46:00 User:_Customer Call_
CALL PC0045061:Priority B:CallType L - Target 19/05/00 16:46:43
16/05/00 10:43 THe host generated cash account line comparisons report dated
15/5 where post office 169207 has a difference in the recipts and payments
total for cap 06.Please investiagte
F} Call details
Diagnostician name:
Customer opened date 16/05/2000 10:43:08
CALL PC0045061 opened
```

```
Date:16-May-2000 16:19:00 User:Barbara Longley
Target Release updated to CSR-CI3R
Product General/Other/Misc Reconciliation added
```

```
Date:18-May-2000 14:26:00 User:John Simpkins
The Call record has been assigned to the Team Member: Diane Rowe
Defect cause updated to 99:General - Unknown
Hours spent since call received: 0 hours
```

```
Date:19-May-2000 07:55:00 User:Diane Rowe
F} Response :
This office did not have a migration discrepancy.
[END OF REFERENCE 18250403]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
```

```
Date:19-May-2000 09:42:00 User:Diane Rowe
New evidence added - complete messagestore
F} Response :
This office has had big problems with its receipts and payments. Cap 5, 6 and
7 did not match. The differences are:
CAP5 16284.72
CAP6 -19296.15
CAP7 14526.08.
The office has already reported problems balancing which are being
investigated by development - see pc43811 (E-0004271707).
I have attached the complete messagestore.
[END OF REFERENCE 18255820]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours
```

```
Date:19-May-2000 09:45:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: 0 hours
```

```
Date:19-May-2000 10:59:00 User:Roger Donato
New evidence added - Payments vs Receipts Report CAP 7 (15/05/00)
New evidence added - Payements versus Receipts CAP 5 02/05/2000
```

```
Date:23-May-2000 17:09:00 User:Steve Warwick
Target Release updated to NFR - No Fix Reqd
F} Response :
```

This is a duplicate of PinICLs 43811 and 45061 which are already under
investigation
[END OF REFERENCE 18372320]
Responded to call type L as Category 72 -Duplicate Call
Hours spent since call received: .1 hours
The Call record has been transferred to the Team: EDSC

Date:**23-May-2000 17:10:00** User:**Steve Warwick**
The response has been routed to the gateway team for validation
F} Response :
My apologies, this IS 45061!
[END OF REFERENCE 18372352]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:**23-May-2000 17:11:00** User:**Steve Warwick**
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: 0 hours

Date:**24-May-2000 10:32:00** User:**Steve Warwick**
F} Response :
The cause of the problems in all three CAPs at this outlet was the fact that
Stock Unit DD's rollover records from CAP 5 to CAP 6 represented a 'nil'
balance (the total stock holding was nil, no receipts or payment transactions
were recorded) despite the fact that the stock unit had been trading normally
during the period. This issue was raised in PinICL 43811 and is still under
investigation within the EPOSS Development team.
The fact that Stock Unit DDs transactions and stock holdings were omitted
from the CAP 5 Cash Account meant that the Brought Forward value for the
Office in CAP 6 was incorrect. This caused the CAP 6 Cash Account to
misbalance.
I am still investigating why the CAP 7 Cash Account misbalanced, but I note
that the office returned to a balanced position in CAP 8.
[END OF REFERENCE 18392228]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation

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Date:**30-May-2000 13:34:00** User:**Steve Warwick**
F} Response :
30/5/00: On further investigation, the same problem that affected stock unit
DD in CAP5 affected Stock Unit TT in CAP 6, i.e. at balancing time the system
failed to record the correct stock holding for the stock unit and failed to
write the summary totals for the Receipts and Payments products. The only
records written were the declared Cash and Stamp holdings with a discrepancy
equivalent to these amounts. This failure will have compounded the CAP 6
problem with stock unit DD and then generated a further discrepancy in CAP 7.
I am passing the call to EPOSS-FP so that the message store evidence of the
problem in both these CAPs can be examined.
[END OF REFERENCE 18540105]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation

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Date:**30-May-2000 13:46:00** User:**John Simpkins**
New evidence added - Counter 1 application event log

Date:**30-May-2000 14:02:00** User:**Steve Warwick**
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: .1 hours

Date:**04-Jul-2000 14:17:00** User:**Lionel Higman**
The call references have been updated. They are now:-
ORIGINATOR : Phelp
T PowerHelp : E-0005160543
Other : L1HOT

Date:**04-Jul-2000 16:07:00** User:**Barbara Longley**
F} Response :
call currently with EPOSS-FP
[END OF REFERENCE 19740228]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**04-Jul-2000 17:57:00** User:**Les Ong**
F} Response :

This problem is the same as that already resolved on PinICLs 37884 & 37663,
namely that of DataServer not tree building & populating correctly. A
diagnostic has been put into DataServer to detect any such problems.
[END OF REFERENCE 19743912]
Responded to call type L as Category 72 -Duplicate Call
Hours spent since call received: 0.5 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:**05-Jul-2000 08:16:00** User:**Richard Coleman**
The Call record has been assigned to the Team Member: Diane Rowe
Hours spent since call received: 0 hours

Date:**05-Jul-2000 12:53:00** User:**Diane Rowe**
F} Response :
Please can we agree closure on this now? See previous updates for details.
[END OF REFERENCE 19771313]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 0 hours

Date:**05-Jul-2000 16:09:00** User:**John Moran**
F} Response :
I thought diagnostic code was delivered in early May to alert the PO to do
the roll over again and also to aid in tracking the fault. theis incident
happened in mid may. What was the point of the code delivered in 5_2?
[END OF REFERENCE 19789698]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: QFP
Hours spent since call received: .1 hours

Date:**05-Jul-2000 16:20:00** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: 0 hours

Date:**06-Jul-2000 16:17:00** User:**Steve Warwick**
F} Response :
Passing to EPOSS-FP to explain to John exactly what has been delivered to
CI3R in the way of diagnostic code for this issue.
[END OF REFERENCE 19857086]
Responded to call type L as Category 44 -Fix in Progress
The response has been flagged to the gateway team for validation

Date:**06-Jul-2000 16:18:00** User:**Steve Warwick**
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0 hours

Date:**10-Jul-2000 10:45:00** User:**Walter Wright**
The Call record has been transferred to the Team: EPOSS-Pre-Dev
Hours spent since call received: .1 hours

Date:**10-Jul-2000 10:52:00** User:**Walter Wright**
The Call record has been assigned to the Team Member: David Linten
Hours spent since call received: .1 hours

Date:**10-Jul-2000 13:26:00** User:**Deleted User (David Linten Oct/00)**
F} Response :
This validation was release in WP 7865 on the 4th April 2000 from development.
[END OF REFERENCE 19951938]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours
Defect cause updated to 26:Integration - Build
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:**10-Jul-2000 13:41:00** User:**Barbara Longley**
The Call record has been assigned to the Team Member: David Seddon
Hours spent since call received: 0 hours

Date:**12-Jul-2000 07:20:00** User:**David Seddon**

I think Barbara meant to send this to you.
The Call record has been assigned to the Team Member: Diane Rowe
Hours spent since call received: 0 hours

Date:**12-Jul-2000 09:12:00** User:**Diane Rowe**
F} Response :
Development have given you an answer, but I'm not sure that it helps.
What do you think?
[END OF REFERENCE 20015159]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 0 hours

Date:**12-Jul-2000 09:47:00** User:**John Moran**
F} Response :
1. I need to know what the correct Cash Account figures should have been were
it not for the Dataserver failure. Can these be derived from the transactios
in the message store, or the trial cash account.
2. The diagnostic code which was delivered before this incident happened was
promised to aid in investigating the cause of this problem. Has this code
helped? How?
3. At some point a WP was delivered that would alert the user that there was
a problem with the SU roll over and the user woulf be promted with a message
to re do the roll over. Has this been delivered? If so why did the roll
over process not cease and promt the user to try again?
[END OF REFERENCE 20017370]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation
The Call record has been transferred to the Team: EDSC
Hours spent since call received: .1 hours

Date:**12-Jul-2000 10:36:00** User:**Barbara Longley**
The Call record has been assigned to the Team Member: Diane Rowe

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Date:**12-Jul-2000 10:37:00** User:**Barbara Longley**
Hours spent since call received: 0 hours

Date:**12-Jul-2000 10:39:00** User:**Paul Steed**
The Call record has been assigned to the Team Member: Diane Rowe
Hours spent since call received: 0 hours

Date:**12-Jul-2000 12:29:00** User:**Martin McConnell**
I have been asked by Walter Wright to submit more detail and I also note
John's queries; in response to these first:
1. We can reconstruct the Cashaccount at some point but I do not believe this
to be an 'L1HOT' issue, I think this will have to queued up and reprioritised
(or cloned specifcally for this issue).
2. The diagnostics have been useful for PINICLs such as this becuase have
have confirmed what we have suspected, in that records have failed to be
retrieved from Riposte calls (when they work perfectly well in development).
3. Code has been issued at CI4 which will back the user out from key phases
of rolover should the system detect that rposte readied retrievals have
failed to yield data.
I don't think I'm being premature in revealing that we think we know know why
these failures with Dataserver are occrring. Steve Warwick experienced such a
failure on a rig he was testing against and found the root cause was that
Archiving was active during a riposte query; this only occurs 'out-of-hours'
at the end of each working day. Archiving will occur 'in-hours' should the
counter have been switch off over night for 7 condecutive days and hence the
sprordic nature of these incidents (or where PM's do their balancing near the
archiving time at 10pm.)

Date:**14-Jul-2000 15:28:00** User:**Barbara Longley**
F} Response :
The Call record has been assigned to EDSC Team Member: Diane Rowe
[END OF REFERENCE 20142952]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**18-Jul-2000 08:25:00** User:**Diane Rowe**
F} Response :
Steve Warwick is looking at this.
[END OF REFERENCE 20184722]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**28-Jul-2000 19:12:00** User:**QFP -Administrator**
Target Release updated to CSR-CI4L1
QFP authorised categorisation AA
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0005160543
Other : L1HOT
T Other : AA

Date:**08-Aug-2000 14:07:00** User:**Jim Anscomb**
F} Response :
PRESCAN: Diane's away, Steve Warwick is definitely not looking at this call,
need to check out what to be done as corrected CA details may be required.
Any problems contact L. Higman.
[END OF REFERENCE 20886475]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been assigned to the Team Member: John Ballantyne
Hours spent since call received: 0 hours

Date:**08-Aug-2000 14:09:00** User:**Barbara Longley**
F} Response :
The Call record has been assigned to EDSC Team Member: John Ballantyne
[END OF REFERENCE 20886605]

Date:**08-Aug-2000 14:10:00** User:**Barbara Longley**
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**08-Aug-2000 14:35:00** User:**John Ballantyne**
F} Response :
I have spoken to Martin McConnell who advised call to be routed to EPOSS-FP
for assistance to re-produce the Cash account as per John Moran's
requirements.
[END OF REFERENCE 20888215]
Responded to call type L as Category 40 -Incident Under Investigation

Date:**08-Aug-2000 14:36:00** User:**John Ballantyne**
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: QFP
Defect cause updated to 41:General - in Procedure
Hours spent since call received: 0 hours

Date:**08-Aug-2000 15:07:00** User:**del(05/01 John McLean)**
The call references have been updated. They are now:-
ORIGINATOR : Phelp
T PowerHelp : E-0005160543
The Call record has been assigned to the Team Member: Nam Pandher
Hours spent since call received: 0 hours

Date:**08-Aug-2000 15:11:00** User:**Barbara Longley**
F} Response :
The Call record has been assigned to QFP Team Member: Nam Pandher
[END OF REFERENCE 20890813]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**08-Aug-2000 21:35:00** User:**Les Ong**
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0 hours

Date:**09-Aug-2000 13:07:00** User:**Barbara Longley**
F} Response :
The Call record has been transferred to the Team: EPOSS-FP
[END OF REFERENCE 20913864]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**10-Aug-2000 12:59:00** User:**del(01/01 Denise Jackson)**
QFP authorised categorisation C
Target Release updated to M1
The call refrences have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0005160543

T Other : C

Date:**16-Aug-2000 11:53:00** User:**Barbara Longley**
F} Response :
The Call record has been transferred to the Team: EPOSS-FP
[END OF REFERENCE 21106398]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**31-Aug-2000 15:58:00** User:**Walter Wright**
The Call record has been transferred to the Team: EPOSS-Dev
Hours spent since call received: .1 hours
The Call record has been assigned to the Team Member: Gerald Barnes
Hours spent since call received: .1 hours

Date:**05-Sep-2000 15:06:00** User:**del(01/01 Denise Jackson)**
Target Release updated to M1Clone

Date:**13-Sep-2000 14:18:00** User:**Gerald Barnes**
New evidence added - Resurrected CAP 5 cash account data.
F} Response :
It proved to be very difficult to resurrect the cash account data for week 5.
Steve Warwick's analysis tool showed that not only was stock unit DD corrupt
but also stock unit XXX. EPOSS nodes 91579999 and 90029999 were missing and
had to be resurrected.
In the end the reconciliation code was adapted to give data for every
CashAccLine with the exception of 99990001 which is the receipts balance
bought forward; but that can be calculated by looking at the receipts total
from the previous CAP CashAccLine 99990700.
The resurrected figures are given in the attached file CAP5.
The lines containing <Application:EPOSSWeeklyDump><DumpOf:AccumulatedFigures>
give the recalculated values for each CashAccLine. They contain the
CashAccLine number with a prefix giving the table number. Note that lines
99990701 and 99990702 can not be trusted absolutely but their sum will be
correct for the overall discrepancy table value.
An alternative way of looking at the results is to look at the lines
containing
<Application:EPOSSWeeklyRecon><EPOSSTransaction:<TranType:WeeklyCAErr>. They
give the original and recalculated CashAccLine data for each line that was
wrong - all other lines in the cash account would have been correct. Note
that lines 99990701 and 99990702 are not included in this set.
[END OF REFERENCE 21667943]
Responded to call type L as Category 40 -Incident Under Investigation
The response has been flagged to the gateway team for validation

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Date:**13-Sep-2000 14:43:00** User:**Gerald Barnes**
F} Response :
I am not sure it is worth spending time trying to resurect the other CAPs.
The method I have derived assumes that the CashAccLines for the previous CAP.
I see from Steve Warwicks's analysis that CAP 6 was not correct as well. Now
if I rerun the tool I have developed on CAP 6 it will use as its base line
the CashAccLine figures in CAP 5 which we know are wrong and I have just
recalculated. I think therefore that enough time has been spent on this
problem and it is not cost effective to proceed further. However in future
where there is a problem with just one CAP we should be able to resurect the
figures more easily.
[END OF REFERENCE 21668688]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 76.0 hours
Defect cause updated to 14:Development - Code
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

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Date:**13-Sep-2000 14:58:00** User:**Deleted User (Anna Croft Sep/00)**
The Call record has been assigned to the Team Member: John Ballantyne
Hours spent since call received: 0 hours

Date:**13-Sep-2000 15:38:00** User:**John Ballantyne**
F} Response :
John can we kill this one off?
[END OF REFERENCE 21670348]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-Indt Mgt
Defect cause updated to 41:General - in Procedure
Hours spent since call received: 0 hours

Date:**14-Sep-2000 11:14:00** User:**John Moran**

```
F} Response :
Thanks for all the effort. For the time being I have agreed that
reconstructed cash accounts will not be needed all the time, but only by
special request of POCL.
I have already issued the final BIM report.
As such please close this call, and hope for the best with the CI4 code which
should make this type of incident very rare.
[END OF REFERENCE 21684339]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation
```

```
Date:14-Sep-2000 11:15:00 User:Deleted User (Anna Croft Sep/00)
The Call record has been assigned to the Team Member: John Ballantyne
Hours spent since call received: 0 hours
```

```
Date:14-Sep-2000 12:30:00 User:John Ballantyne
F} Response :
As per Johns comments closing call
[END OF REFERENCE 21687334]
Responded to call type L as Category 90 -Reconciliation - resolved
Hours spent since call received: 0 hours
CALL PC0045061 closed: Category 90, Type L
The response was delivered to: PowerHelp
```

```
Date:14-Sep-2000 12:49:00 User:_Customer Call_
Date and time complete: 14/09/2000 13:34:45
Service Complete (Confirmation) Received
```

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	14-Sep-2000 12:49 -- _Customer Call_