ICL Pathway	BIT Regression Test Report NR2	Ref: VI/REP/162
		Version: 1.0
		Date: 06/04/99

Document Title: Business Integration Testing NR2 Regression Test Report

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ICL Pathway	BIT Regression Test Report NR2	Ref: VI/REP/162
		Version: 1.0
		Date: 06/04/99

0 Document control

0.1 Document history

Version	Date	Reason
Issue 0.1	15/03/99	First draft of the document
Issue 0.2	19/03/99	Appendix sections updated for regression run PinICLs. Acceptance Criteria tables added based on Acceptance managers review meetings.
Issue 0.3	05/04/99	PinICL statuses updated. All Appendix sections updated.
Issue 1.0	06/04/99	Review comments actioned. KPR entries added.

0.2 Approval authorities

Name	Position	Signature	Date
Gill Jackson	Pathway T&I Manager		

0.3 Associated documents

	Reference	Vers	Date	Title	Source
[1]	VI/STR/006	2.0	24/10/1997	Rev. T&I Approach for Pathway R2	Pathway
[2]			23/02/1999	BIT03 Low Level Test Script	Pathway
[3]	VI/TSC/151	2.0	02/12/1998	BPS Acceptance Test Script	Pathway
[4]	VI/ACS/011	2.1	25/02/1999	Audit Acceptance Test Script	Pathway
[5]	VI/REP/028	1.0	26/02/1999	BIT Final Pass Report	Pathway
[7]	CR/REP/012	0.53	29/03/99	Known Problem Register at New Release 2	Pathway

0.4   Abbreviations

BIT	Business Integration Testing
TI	Technical Integration
T & I	Testing & Integration
LLTS	Low Level Test Script
OBCS	Order Book Control System
BPS	Benefit Payment System
APS	Automated Payment Service
EPOSS	Electronic Point of Sale Service
APR	Automated Payment Reconciliation
BES	Benefit Encashment Service
CMS	Card Management Service
PAS	Payment Authorisation Service
CCS	Common Charging System
SLAM	Service Level Agreement Monitoring
FRMS	Fraud Risk Management System
FCMS	Fraud Case Management System
CON	Contract Administration
TPS	Transaction Processing System
TIP	Transaction Information Processing
RDMC	Reference Data Management Center
RDDS	Reference Data Distribution System
HAPS	Host APS
KPR	Known Problem Register
CAPS	Customer Accounting & Payments Strategy
ESNS	Electronic Stop Notice (Control) System
POCL	Post Office Counters Ltd
BA	Benefits Agency
NR2	New Release 2
FTMS	File Transfer Management System

0.5   Changes in this version

Review comments actioned. KPR entries added.

0.6   Changes forecast

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0.7   Table of Contents

ICL Pathway	BIT Regression Test Report NR2	Ref: VI/REP/162
		Version: 1.0
		Date: 06/04/99

1. Introduction

This document is produced for ICL Pathway management. It is a summary of the Business Integration Testing Regression Pass of the New Release 2 System. It describes the test environment, test activities performed, test results and the conclusions drawn.

There is a previous BIT Final Pass Report, which describes the results of the previous test cycle.

2.   Scope and Objectives

The principle objective of this Regression Cycle was to prove the Audit System was acceptable, which had not been ready for the BIT Final Pass. It also provided a vehicle to:

*   prove other areas that had not been proven during the Final Pass activity (such as Invoicing)
*   prove that many of the PinICLs raised during BIT Final Pass had been cleared
*   run the BPS Acceptance scenarios again

The objectives of the BIT Test phase were:

*   to prove data integrity across the various systems making up the NR2 solution
*   to prove that these systems integrate, and run together in a live like environment
*   to provide an audit trail of the tests performed
*   to demonstrate that the system meets the agreed User Acceptance Criteria, particularly for BPS & Audit.

The scope of BIT is wide-ranging:
data is created at its source ...

*   running the relevant desktop transactions for EPOSS, APS, CMS/PAS, OBCS and BES
*   BPS transactions via the 3 types of Helpdesk
*   creating input files at the load area for CAPS & ESNS, and creating input files on the remote FTMS Gateways for De La Rue Card Systems, De La Rue Security Printing, Royal Mail and CFM
*   loading the POCL and BA Reference Data in the same way as it will be done live, e.g. using the RDDS & RDMC products

... and processing the data via the Maestro Batch Schedules, Harvesters, Bulk Loaders through the TPS, CMS/PAS Extract, and Data Warehouse Systems
... and confirming the results by

*   running and checking the Desktop Reports, Receipts, Cash Account, PMSR/CBOS Reconciliation reports, the APR Reports, the CCS Invoice, the CON system and a sample of performance measures via SLAM, FRMS reports, BPS MIS Reports and Business Development Reports
*   checking and reconciling the output files to CAPS, ESNS, TIP & HAPS

All of this is done on an Architecture that is as live like as possible, thus testing the use of auto-config. counters, multiple Agents & Correspondence Servers, Help Desks, Data Warehouse, MIS Clients, RDMC Workstation, etc.

3.   Management Summary

The Audit system was much improved from the previous cycle, and the success rates documented below should be acceptable. The A06 mapping was also aligned, and the Invoice was successfully reconciled every day of the cycle. (These were the two key issues from the BIT Final Pass Report).
All sessions where BES, EPOS, APS & OBCS were performed together were again successful.   (Additional scenarios had been added since the Final Pass, because concerns had been raised).

The BIT Regression Cycle Low Level Test Script comprised 8711 test steps, and a subset of these were mapped to BPS & Audit acceptance criteria.
8168 of these test steps were successfully executed, with actual results matching those expected. This is a success rate of 93.8%.

The 543 test steps that were unsuccessful were approximately, 40% build/configuration issues, 50% product error, and 10% script/data or test execution error. The product errors are all thought to be Low Business Impact.

110 PinICLs were raised as a result of this Regression Cycle.
   53 of these were build/configuration issues, closed as duplicates or were no fault in product.
   57 of these were product errors of which 25 related to the audit system. Of the remaining 32, 7 of these are on the KPR.

The BIT LLTS test steps are mapped against Acceptance Criteria for all products, but this Regression Cycle was used as an Acceptance vehicle for BPS & Audit only.

   2190 test steps were mapped against the BPS Acceptance Scenarios. 2130 of these test steps were successfully executed, which is 97.5%.
   13 new PinICLs were raised, and 42 outstanding PinICLs from previous testing were encountered.

   2524 test steps were Audit Tests, which included the script lines covering the 34 Audit Acceptance scenarios. 2362 of these test steps were successfully executed, which is 93.6%.
   40 new PinICLs were raised, and 7 outstanding PinICLs from previous testing were encountered. (25 of the new PinICLs and 3 of the outstanding PinICLs came about as part of the execution of the 34 audit Acceptance scenarios.)

The BPS Acceptance Managers meetings held on Friday 12/03/99, Tuesday 16/02/99 and Wednesday 17/02/99 concluded that 142 out of the 160 BPS Acceptance Criteria were successfully proven. An additional conclusion was that the majority of the PinICLs that had caused BPS acceptance criteria to fail had now already had fixes made for them.

The Audit Acceptance Managers meeting held on Wednesday 17/03/99, concluded that 11 out of 16 Audit Acceptance Criteria were successfully proven. It was also noted that the majority of problems that had caused Audit acceptance criteria to fail were of a low business impact.

4.   System Under Test

4.1   Environment

The test environment is known as a 'BIT Rig', the major components of which are as follows:

- Single Sequent Host running under the DYNIX operating system, and with Oracle Database
- 4 Correspondence Servers running under NT 4, and supporting Riposte messaging software
- 4 Agent Servers, running under NT 4
- The 3 varieties of BPS Help Desk running under NT 4, and with Oracle Forms/SQL
- 1 Post Office with 1 Gateway and 1 Non-Gateway counter
- 1 Post Office with 1 Gateway and 2 Non-Gateway counters
- 5 Post Offices with a single Gateway counter
- (all Post Offices running under NT4, and supporting Riposte messaging software)
- 2 non-automated Post Offices were included in the Correspondence Servers
- 6 Local & Remote FTMS Gateway Servers.
- A Data Warehouse running on a Sequent Host, Dynix & Oracle
- 3 MIS Clients for CCS, CON, SLAM, FRMS, Bus.Dev., BPS MIS
- A SLAM Cache Server
- A RDMC Workstation
- 4 Tivoli Servers
- An Audit/Archive Server

4.2   Software

The software release was 9F Baseline, Increment 8.1, with 105 additional fast-tracks. These were all applied before the start of the test cycle, and are identified on the TI Certificate of Build. One fast-track fix applied during the cycle, for an emergency fix that was required to the Audit System.

5.   Test Conduct

5.1   Tests Performed

The testing was performed over the period from the 25th February to the 14th March inclusive.

The following test script was run:

Script Number	Description
BIT03	BIT Low Level Test Script

5. 2   Test Execution

The LLTS was printed off on a daily basis, and the test runners initialed each step as it was performed. Each step was marked as tick (successful), cross (unsuccessful) or question mark (query). All unsuccessfuls and queries were subsequently investigated. These were classified as product error, build/configuration issue, script/date/test execution error, or no problem (mis-understanding). PinICLs were raised for all product errors and build/configuration issues, (where there wasn't already an outstanding PinICL).

A Test Diary was kept during the cycle. This can be found in datahome/business integration testing/acceptance pass 2/acceptance pass diary.

There were regular visits by the customer's auditors during the test cycle.
03/03/99 : Graham Patterson
04/03/99 : Graham Patterson, Damon Lawrence, Lynette Marsden
05/03/99 : Geoff Robinson, Graham Patterson, Damon Lawrence, Lynette Marsden
08/03/99 : Graham Patterson
10/03/99 : Geoff Robinson, Les Buckett, Ruth Stinchombe
11/03/99 : Geoff Robinson, Les Buckett, Ruth Stinchombe
16/03/99 : Damon Lawerence, Chris Malone
17/03/00: Christine Lowry, Charlie McDowell

Initial feedback indicates that they were all satisfied with the way testing was conducted.

ICL Pathway	BIT Regression Test Report NR2	Ref: VI/REP/162
		Version: 1.0
		Date: 06/04/99

6. Test Results

6.1 Total Test Statistics

Statistics				Percentages	
Executed	Successful	Unsuccessful	Deferred	Executed Successful	Unsuccessful
8711	8168	543	0	93.8%	6.2%

Key:

Executed: Number of test conditions (successful and unsuccessful)

Successful: Number of test conditions run and were Successful

Unsuccessful: Number of test conditions run and were Unsuccessful

Deferred: Number of test conditions not run and will not be run until the BIT Regression Cycles. These are the Audit test steps.

6.2   BPS Acceptance Test Statistics

Test Steps

Statistics				Percentages	
Executed	Successful	Unsuccessful	Deferred	Executed Successful	Unsuccessful
2190	2130	60	0	97.5%	2.5%

Key:

Executed: Number of test conditions run (successful and unsuccessful)
Successful: Number of test conditions run and were Successful
Unsuccessful: Number of test conditions run and were Unsuccessful
Deferred: Number of test conditions not run and will not be run until the BIT Regression Cycles.

ICL Pathway	BIT Regression Test Report NR2	Ref: VI/REP/162
		Version: 1.0
		Date: 06/04/99

Acceptance Criteria

Meetings were held with the BPS Acceptance Managers to consider the levels of success for the BPS Acceptance Criteria. Their assessments are documented below. The table below is a summary of all BPS Acceptance Criteria.

Totals	Amount
Successful (No incidents recorded against the criteria although observations may have been noted)	160
Unproven (Due to either application problems stopping a case from performing further planned actions, script or data errors certain areas of the script could not be executed leading to some criteria being unproven)	0
Unsuccessful (One or more incidents raised against the criteria)	18

The summary of each individual BPS Acceptance area is as follows:

PAS

Totals	Amount
Successful (No incidents recorded against the criteria although observations may have been noted)	34
Unsuccessful (One or more incidents raised against the criteria)	4

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CMS

Totals	Amount
Successful (No incidents recorded against the criteria although observations may have been noted)	40
Unsuccessful (One or more incidents raised against the criteria)	2

DSS Interface

Totals	Amount
Successful (No incidents recorded against the criteria although observations may have been noted)	22
Unsuccessful (One or more incidents raised against the criteria)	2

BES

Totals	Amount
Successful (No incidents recorded against the criteria although observations may have been noted)	64
Unsuccessful (One or more incidents raised against the criteria)	10

These are documented in Appendix A.

6.3   Audit Acceptance Test Statistics

Test Steps

Statistics				Percentages	
Executed	Successful	Unsuccessful	Deferred	Executed Successful	Unsuccessful
2524	2362	162	0	93.6%	6.4%

Key:

Executed:	Number of test conditions run (successful and unsuccessful)
Successful:	Number of test conditions run and were Successful
Unsuccessful:	Number of test conditions run and were Unsuccessful
Deferred:	Number of test conditions not run and will not be run until the BIT Regression Cycles.

Acceptance Criteria

A meeting needs to be held with the Audit Acceptance Manager to consider the levels of success for the Audit Acceptance Criteria. Their assessments are documented below. The table below is a summary of.

Of the 34 scenarios to be executed 4 (201,206,208,218) contained elements of R2+ functionality. These cases were therefore either totally excluded or partially excluded from the testing performed.

Totals	Amount
Successful (No incidents recorded against the criteria although observations may have been noted)	11
Unproven (Due to either application problems stopping a case from performing further planned actions, script or data errors certain areas of the script could not be executed leading to some criteria being unproven)	0
Unsuccessful (One or more incidents raised against the criteria)	5

*Non audit-related application problems did prevent scenario 223 from being executed fully but it was deemed that the omitted elements of the scenario did not effect the overall proving of any of the acceptance criteria.

These are documented in Appendix B.

7.   PinICLs

7.1   Total PinICLs

110 PinICLs were raised as a result of this BIT Regression Cycle.

53 of these were build/configuration issues, closed as duplicates or were no fault in product.
57 of these were product errors of which 25 related to the audit system. Of the remaining 32, 7 of these are on the KPR.

These PinICLs are detailed in Appendix C.

These figures include the BPS & Audit Acceptance PinICLs below.

7.2   BPS Acceptance PinICLs

Based on the execution of 136 BPS Acceptance scenarios, 13 PinICLs were opened for BPS Acceptance as part of the BIT cycle, 42 PinICLs were encountered that were already outstanding problems.

The BPS Acceptance PinICLs are detailed in Appendix D.

7.3   Audit Acceptance PinICLs

Based on the execution of 34 Audit Acceptance scenarios, 25 PinICLs were opened for Audit Acceptance as part of the BIT cycle, 3 PinICLs were encountered that were already outstanding problems.

The Audit Acceptance PinICLs are detailed in Appendix E.

8. Conclusion

8.1 Summary

The test cycle showed that the NR2 System is close to maturity.
- BPS meets the majority of agreed requirements and acceptance criteria.
- Audit meets the majority of the agreed requirements and acceptance criteria.
- The Invoicing system performed well, and was reconciled on a daily basis.
- There are still many bugs within the system, but these appear to be of low business impact.

8.2 Issues

None

8.3 Test Procedure Improvements for future Releases

No further suggestion to those detailed in the BIT Final Pass Reports.

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Appendix A

BPS Acceptance Test Results

Section A1 : PAS Acceptance Test Results

The PAS Acceptance Manager has made the following assessments.

Acceptance Reference	Scenario(s) Reference	Result	PinICL(s) / Comments
751/1	71,72,75	Successful	
751/2	75	Successful	
752/1	38,75	Successful	
753/1	83,86	Successful	
754/1	14,16	Successful	
755/1	17,18	Successful	
755/2	70,75	Successful	
		Observation	PC0022647 - Payment showed as available after it was stopped although it could not actually be encashed.
755/3	86	Successful	
756/1	48,79,81,86	Successful	
758/1	15,82	Successful	
758/2	75	Successful	
762/1	75	Successful	
769/1	45,103,104	Unsuccessful	
		Incident (Medium)	PC0022669 - Alt payee local and foreign encashments are being prevented in a certain combination of NPO set-up.
770/4	24	Unsuccessful	
		Incident (Low)	PC0023147 - A foreign encashment performed while the customer's NPO was emergency closed was not rectified overnight to not be a foreign.
770/5	25	Successful	
771/1	79	Successful	
773/1	75	Successful	
		Incident (Low)	PC0022399 - Due to incorrect encashment validation all carded casual agent transactions are being reported as an exception as opposed to the encashment details being returned to CAPS.
781/1	81	Successful	
783/1	75,86	Successful	
791/1	79	Successful	
797/1	29	Successful	
		Observation	PC0022470 - When Establishing contingency payments the find option on the benefit type box did not perform correctly.
		Observation	PC0021282 - Help Prompt for due date box on

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

			contingency screen incorrect.
797/2	29	Successful	
797/3	29	Successful	
797/4	30	Successful	
797/5	31,32	Successful	
797/6	29,106	Successful	
797/7	30,33	Successful	
797/8	30	Successful	
798/2	84	Successful	
798/3	39	Successful	
970/3	26	Successful	
970/4	88	Successful	
977/1	117,118	Unsuccessful Incident (Medium)	PC0022416 - Payment is not available for a customer who is introduced as a Uncarded casual agent (Temporary Agent).
977/2	19,20	Successful	

ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Section A2 : CMS Acceptance Test Results

The CMS Acceptance Manager has made the following assessments.

Acceptance Reference	Scenario(s) Reference	Result	PinICL(s) / Comments
700/1	86	Successful	
700/2	139	Successful	
700/3	5,6	Successful	
700/4	133	Successful	
704/1	76,86	Successful	
704/2	82	Successful	
707/1	82	Successful	
707/2	22,134,135,136	Successful	
707/3	11	Successful	
713/1	67,68	Successful Observation	PC0018670 - Invalid mode appears when tab appears when swiping cards on the renewal option.
714/1	67	Successful	
715/2	41,142	Successful	
716/1	81	Successful	
717/1	60,67,137	Unsuccessful Incident (Low)	PC0022378 - An unactivated card impounded at one counter could still be used after being activated at another.
717/2	13	Successful	
718/1	142	Successful	
719/3	46	Successful	
720/3	42	Successful	
720/5	42	Successful	
720/6	44	Successful	
720/7	48	Successful	
720/9	37,41	Successful	
720/10	55	Successful	
721/1	41	Successful	
721/2	143	Successful	
724/1	13,82	Successful Observation	PC0019669 - The stop event for a card showed up on the old and new cards as opposed to just showing for the old card.
725/1	44	Successful	
725/2	44,138	Successful	
726/1	55,60	Successful	
726/2	82	Successful	
727/1	82	Successful	
732/1	67	Successful	

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

		Observation	PC0019942 - The incorrect event was shown at the Help Desk after a Temporary Token was impounded.
741/1	75	Successful	
742/1	86	Successful	
745/1	55	Successful	
794/1	1,2,38,67,93, 94	Successful	
795/1	6,38,49,50,11 0,119	Successful	
796/1	5,45,98,106	Successful	
		Observation	PC0019959 - Encashment that is prevented due to RPOI restriction causes a normal nil receipt to be given to the customer.
		Observation	PC0019955 - The content of the receipt given to a customer when the system is unable to contact the correspondence server is possibly misleading.
968/4	67	Successful	
970/5	26,27	Successful	

COMMERCIAL IN CONFIDENCE

ICL Pathway **BIT Regression Test Report NR2** Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Section A3 : DSS Interface Acceptance Test Results

The DSS Acceptance Manager has made the following assessments.

Acceptance Reference	Scenario(s) Reference	Result	PinICL(s) / Comments
934/1	16,86	Successful	
934/2	21,81,85	Unsuccessful Incident (Low)	PC0021921 - In a certain functional circumstance a customer ends up not being asked EVP during card activation.
934/3	81	Successful	
934/10	88	Successful	
935/1	86	Successful	
935/2	86	Successful	
935/3	86	Successful	
935/4	79,81,86,141	Successful	
935/5	83	Successful	
935/6	75	Successful	
935/7	75	Successful	
935/8	87	Unsuccessful Incident (Low)	PC0023162 - Attempted RPOI infringements performed at non-automated offices are not appearing on the FRMS infringement report.
935/9	81,87	Successful	
935/13	88	Successful	
936/4	41,86	Successful	
936/6	86	Successful	
937/3	86	Successful	
955/1	13	Successful	
955/2	12,89	Successful	
955/3	3	Successful	
955/4	8,9	Successful	
955/5	13	Successful	

ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Section A4 : BES Acceptance Test Results

The BES Acceptance Manager has made the following assessments.

Acceptance Reference	Scenario(s) Reference	Result	PinICL(s) / Comments
759/1	1,2,38,67,93, 94,95,96,122	Unsuccessful	
		Incident (Low)	PC0019439 - Unable to compare the Casual Agents Details during Carded Casual Agent transaction.
		Observation	PC0018961 - When a customer presents an expired Temporary Token the clerk is not informed that the token has expired.
		Observation	PC0022633 - System incorrectly prompted for a card to be cut in half.
		Observation	PC0022679 - Temporary Token was incorrectly refereed to at the counter.
		Observation	PC0019044 - Token ID not rejected during carded casual agent transaction although no payments could be collected.
760/1	8,10,38,51,90 ,91,100	Successful	
761/1	8,91,92,93,94	Successful	
763/1	51,123	Successful	
764/1	6,38,49,50,51 ,110,118, 119	Unsuccessful	
		Incident (Low)	PC0017699 - Carded Casual Agent Transaction receipts do not show details for the casual agent.
		Observation	PC0017672 - Inconsistency in the name format used between counter and HD receipts.
		Observation	PC0017671 - Alternative payee receipts include details of the main beneficiary.
		Observation	PC0012038 - Manual Receipt shown for encashment has minor misalignment in the details displayed.
		Observation	PC0014328 - Milk Token amount in the wrong place on a receipt.
		Observation	PC0022026 - Manual counter receipt differs slightly to printed receipt.
764/2	38	Successful	
764/3	111,112,113	Successful	
765/1	38	Successful	
766/1	7,17,99,125,1 26	Successful	
		Observation	PC0019378 - Position of the word void on an encashment receipt.
767/1	6,38,49,50,11	Unsuccessful	

ICL Pathway **BIT Regression Test Report NR2** Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

	0,119		
		Incident (Medium)	PC0019503 - Some Appointee encashments are being wrongly recorded as foreign encashments.
768/1	100,101,110	Successful	
770/1	41	Unsuccessful	
		Incident (Low)	PC0019179 - When a customer performs a third foreign encashment they are told of the reason why no payments are due.
		Observation	PC0019930 - Message shown when a Help Desk foreign override is performed is incorrectly positioned.
		Observation	PC0019735 - Declaration on Welsh Receipts is overwritten when large amount of payments encashed.
770/2	97	Unsuccessful	
		Incident (Low)	PC0022488 - Social fund payments are not being correctly excluded from foreign encashment counting.
770/3	1,140	Successful	
772/1	8,41	Successful	
774/1	54,63	Successful	
787/1	107,114	Successful	
788/1	10,51,102	Successful	
789/1	10,51,102	Successful	
790/1	8,124	Successful	
798/1	59,69	Successful	
840/1	1,2,10,38,51, 67,90,91,93,9 4,95,96,100	Successful	
		Observation	PC0018961 - When a customer presents an expired Temporary Token the clerk is not informed that the token has expired.
841/2	10,51	Successful	
841/3	110	Successful	
842/1	51	Successful	
843/1	92,93,94	Successful	
844/1	6,10,38,49,50 ,100	Successful	
845/1	7,99,125,126	Successful	
		Observation	PC0019378 - Position of the word void on an encashment receipt.
846/1	127,133	Successful	
847/1	38,49,50,110, 119	Successful	
848/1	51,116	Successful	
849/1	41	Successful	
850/1	127,133	Successful	
851/1	127,133	Successful	
854/1	38,50,110	Successful	
855/1	111,115	Successful	
856/1	8,125	Successful	
858/1	41,128	Unsuccessful	

COMMERCIAL IN CONFIDENCE

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

		Incident (Low)	PC0017956 - Counter does not always correctly prompt the clerk that a foreign encashment is being performed.
859/1	127,131	Successful	
861/1	53,105,107	Successful	
862/1	5,45,98,106,129	Successful	
863/1	1,2,8,38,67,93,94	Successful	
865/1	6,38,49,50,110,119	Successful	
866/1	51	Successful	
867/1	39,59	Successful	
874/1	93,94	Unsuccessful	
		Incident (Low)	PC0021908 - When a stopped TT is presented at the counter it is not prompted to be impounded.
		Incident (Low)	PC0019003 - During Carded Casual Agent transaction if one card is stopped then both cards end up being impounded.
		Observation	PC0019068 - Some of the counter receipts do not have manual view options available for when the printer fails and a manual receipt has to be produced.
		Observation	PC0019012 - Card impound receipts produced by different transaction at the counter show inconsistent details.
		Observation	PC0017280 - Unactivated card presented at NPO is impounded.
		Observation	PC0022113 - Mistakes on Bilingual impound receipts.
		Observation	PC0022126 - Bilingual impound receipts contain spelling mistake of 'Derbynned'.
875/1	93	Successful	
877/1	38,40,67	Successful	
881/1	45,98,130,132	Successful	
893/1	127,131	Successful	
904/1	56,62,64,65,66,105	Unsuccessful	
		Incident (Low)	PC0019982 - Customer collected payments as alternative Payee without being instructed to collect payments they had available as main beneficiary.
904/3	10,51,102,106	Successful	
904/4	109,111	Successful	
904/5	52,108,109	Successful	
908/1	6,38,49,50,51,110,118,119	Unsuccessful	
		Incident (Low)	PC0017699 - Carded Casual Agent Transaction receipts do not show details for the casual agent.
910/1	108,109	Successful	

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

910/2	106	Successful	
924/1	36,42,43,47	Successful	
943/1	78	Successful	
944/1	100,10 1,102,119	Successful	
944/2	120	Successful	
963/1	34	Successful	
965/1	111	Successful	
969/1	23	Unsuccessful Incident (Low)	PC0023147 - A foreign encashment performed while the customer's NPO was emergency closed was not rectified overnight to not be a foreign.

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Appendix B

Audit Acceptance Test Results

The Audit Acceptance Manager has made the following assessments.

Acceptance Reference	Scenario(s) Reference	Result	PinICL(s) / Comments
699/1	1-24	Successful	
699/2	1-24	Unsuccessful	
		Incident (Low)	PC22898 - The archive file for Help Desk calls (PASCAR) contains duplicate data.
		Incident (Low)	PC22553 - No archive file was produced on 12/02/2000 for TMS_RX_PAYMENT_STOPS (PASTRS).
		Incident (Low)	PC20521 - OBCS Exception files are not being moved from load_area to ARC_FOUT.
699/3	1-24	Successful	
699/4	1-24	Successful	
699/5	1-24	Successful	
699/6	1-24	Successful	
699/9	25-29	Successful	
816/1	1, 3-10,12-14,17-19,21,23-24,27-34	Unsuccessful	
		Incident (Low)	PC22756 - OBCS table TMS_TX_LOCAL_STOPS archive file is not being produced.
		Incident (Low)	PC23029 - Access Rights to the BES reports for the standard POCL auditor function are possible incorrect.
		Incident (Low)	PC23031 - Standard POCL auditor does not have access to user roles for post office staff. Emergency auditor has access but the method of retrieving this information is long winded.
		Observation	PC22667, PC22889, PC22287, PC22292, PC22293, PC22374, PC23117, PC22295, PC22356, PC22294, PC18983. A series of PinICLs were found as part of the scenarios that tested this criteria that related to the naming of the audited files.
		Observation	PC22543 - Files hoarded on separate days although processed by the hoarder at the same time.
		Observation	PC22286 - Certain hoarded files not visible at Workstation.
		Observation	PC22368 - Register entry for utility Agent_Load_Audit_Data not set correctly.
921/5	32	Successful	

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

942/3	1-9,11,13-18,20-30,34	Unsuccessful	
		Incident (Low)	PC22370 - Archived Message store contained out of sequence and duplicated message store entries.
		Incident (Low)	PC22812 - Restore_Audit_Data should process all retrieved message store files it is only processing the first.
		Observation	PC22367 - Utility to rebuild message store on the audit server did not function correctly.
		Observation	PC22368 - Register entry for utility Agent_Load_Audit_Data not set correctly.
942/6	1-9,11, 13-18,20-30,34	Successful	
942/7	1-9,11, 13-18,20-30,34	Unsuccessful	
		Incident (Low)	PC22553 - No archive file was produced on 12/02/2000 for TMS_RX_PAYMENT_STOPS (PASTRS).
		Incident (Low)	PC22756 - OBCS table TMS_TX_LOCAL_STOPS archive file is not being produced.
942/8	1-9,11, 13-18,20-30,34	Successful	
		Observation	PC22367 - Utility to rebuild message store on the audit server did not function correctly.
942/9	1-9,11, 13-18,20-30,34	Successful	
942/10	1-9,11, 13-18,20-30,34	Successful	
		Observation	PC22286 - Certain hoarded files not visible at Workstation.
942/11	1-9,11, 13-18,20-30,34	Unsuccessful	
		Incident (Low)	PC22812 - Restore_Audit_Data should process all retrieved message store files it is only processing the first file.
		Observation	PC22423 – Audit Workstation couldn't write to CD over the network.

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Appendix C

All PinICLs raised during Regression Pass (including BPS Acceptance & Audit Acceptance)

PinICL statuses shown are as at 06/04/99

PinICL	Description	Status
PC22918	'Media' error on archive server	Closed – No Fault in Product.
PC22739	Agent_Get_ClusterID reported an error on the audit server	Closed – No Fault in Product.
PC22667	CAPS Gatherer is renaming files incorrectly.	Closed – Fix Made and Re-Tested.
PC22533	Archive Gathering files more than once.	Fix for Live Trial
PC22289	The TMS Archive files are being renamed incorrectly on the Archive Server.	Fix for Live Trial
PC22898	The archive file for Help Desk calls (PASCAR) is sometimes a duplicate of the previous days file.	KPR
PC22213	PASRRF_AUDIT job gives error event and corresponding error in Maestro journal.	Closed – Fix Made (Build).
PC22340	The Audit Log Gatherer is renaming files incorrectly.	Closed – Fix Made and Re-Tested.
PC22211	Audit jobs unable to connect to share.	Closed – Fix Made and Re-Tested.
PC22423	Audit Workstation couldn't write to CD.	Closed – No Fault in Product.
PC22280	AUDIT_STRT1.MAES_AUDIT failures.	Closed.- Fix Made (Build)
PC22734	Entries incorrectly deleted from file register tables	Closed – No Fault in Product.
PC22543	Files hoarded on separate days although processed by the hoarder at the same time.	Closed – Fix Made and Re-Tested.
PC22284	PMSR reports being gathered by PASRRF_AUDIT job not APR_AUDIT job.	Closed – Fix Made (Build)
PC22287	The Horizon Help Desk files are being renamed incorrectly by the HHD Gatherer.	Closed – Fix Made and Re-Tested.
PC22270	HHD_AUDIT failed - cannot connect to share.	Closed – Fix made and re-tested.
PC22286	Certain hoarded files not visible at Workstation	Closed – Fix made and re-tested.
PC22367	Utility to rebuild message store on the audit server did not function correctly.	Closed – Fix Made (Build).
PC22553	No archive file was produced on 12/02/2000 for TMS_RX_PAYMENT_STOPS (PASTRS).	Closed – Consolidated with PC22908.
PC22554	No archive file was produced on 12/02/2000 for TMS_TX_INFRINGEMENTS (PASTTI).	Closed – Consolidated with PC22908.
PC22370	Archived Message store contained out of sequence and duplicated message store entries.	Closed – Fix made and re-tested.

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Version: 1.0
Date: 06/04/99

PC22417	PASCMS archive files - no .arc or .tmp files were produced on the 10/02/2000 for a series of tables.	Closed – Fix made and re-tested.
PC22368	registry entry for utility Agent_Load_Audit_Data not set correctly.	Closed – Fix Made (Build).
PC22812	Restore_Audit_Data should process all retrieved message store files it is only processing the first file.	Closed – Fix made and re-tested.
PC22292	TDLR Gatherer is renaming Temporary Token exception Archive files incorrectly.	Fix For Live Trial
PC22293	The TIP Gatherer is renaming archive files incorrectly.	Closed – Fix made and re-tested.
PC22273	Audit files on Tivoli are suffixed .tmp. meaning that the Audit Gatherer will not collect them.	Closed – No Fault in Product.
PC22374	The Tivoli Gatherer is renaming files incorrectly;	Fix For Live Trial
PC22283	Was unable to recover files using the Legato Networker User facility on the Audit Workstation.	Closed – Fix Made and Re-Tested.
PC22690	Reference Data file REFR-0101-031 in $ARC_FOUT had no 'write' access.	Closed – No Fault in product.
PC23029	Access writes to the BES reports for the standard POCL auditor function are possibly incorrect.	Closed – No Fault in Product.
PC22908	Archive file for TMS_TX_CARDS_UPDATES (PASTTN) was missing on the 19th	KPR
PC22818	Possible that Calls_Arc table is being archived incorrectly.	Closed – No Fault in Product.
PC22295	The DLR Gatherer is renaming files incorrectly.	Fix For Live Trial
PC22356	The HAPS Gatherer is renaming files incorrectly	Closed – Fix Made & Re-tested.
PC22366	OBCS error message was misleading.	Closed – Fix Made and Re-Tested.
PC22756	OBCS table TMS_TX_LOCAL_STOPS archive file is not being produced.	Closed – Fix Made and Re-Tested.
PC22294	The RAMIL Gatherer is renaming files incorrectly.	Closed – Fix Made & Re-Tested.
PC23007	Emergency auditor has access to the training and admin functions when first logged in.	Closed – No Fault in Product.
PC23031	Standard POCL auditor does not have access to user roles for post office staff. Emergency auditor has access but the method of retrieving this information is long winded.	Closed – No Fault in Product.
PC22407	Time out message appearing occasionally at the Help Desk.	Closed – Fix Made (Build).
PC22669	Alt payee local and foreign encashments are being prevented in a certain combination of NPO set-up.	Closed – Fix Made and Re-Tested.
PC22557	A Batch and On-Line payment were loaded the same day and subsequent contingency processing was based on the on-line payment not the batch payment.	Closed – No Fault in Product.
PC22399	Due to incorrect encashment validation all carded casual agent transactions are being reported as an exception as opposed to the encashment details being returned to CAPS.	Closed – Fix Made and Re-Tested.
PC22378	An unactivated card impounded at one counter could still be used after being activated at another.	KPR
PC22633	System incorrectly prompted for a card to be cut in half	KPR
PC22488	Social fund payments are not being correctly excluded	KPR

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

	from foreign encashment counting.	
PC22679	Temporary Token was incorrectly refereed to at the counter.	KPR
PC22470	When Establishing contingency payments the find option on the benefit type box did not perform correctly.	KPR
PC23147	A foreign encashment performed while the customer's NPO was emergency closed was not rectified overnight to not be a foreign.	Closed – No Fault in Product.
PC23162	Attempted RPOI infringements performed at non-automated offices are not appearing on the FRMS infringement report.	Fix For Live Trial
PC22647	Payment showed as available after it was stopped although it could not actually be encashed.	Closed – No Fault in Product.
PC22416	Payment is not available for a customer who is introduced as a Uncarded casual agent (Temporary Agent).	Closed – Fix Made & Re-Tested.
PC22910	Error events received on Agent01.	Closed – Fix Made & Re-Tested.
PC22763	AGFTMS4 failed to link to Maestro.	Closed – Fix Made (Build).
PC22940	The value on the APR 10 day exception report is printing as a whole number of pence, not as pounds.pence.	Closed as duplicate of PC19394.
PC22701	Following an APS card payment an immediate reversal for the transaction was attempted, resulting in a Desktop message of; "This transaction cannot be reversed it is from a previous accounting period".	KPR
PC22590	APSC318 reported it had already been run today even though it hadn't.	Closed – Fix Made (Build).
PC22231	Maestro Stdlist program AS_Mstdlist missing from HHD local gateway	Closed – Fix Made and Re-Tested.
PC22505	On certain counters the Event Viewer had Errors relating to the Asset Manager:	Closed – No Fault in Product.
PC22681	Problems Authorising some Validation Failures	Closed – Fix Made and Re-Tested.
PC22279	B_HV_ALL security package error	Closed – No Fault in Product.
PC22654	Some counter Event Viewers had errors relating to the job B_HV_POREDIR	Closed – Duplicate of PC22504.
PC22504	B_HV_POREDIR Event Viewer Error	Closed – Fix Made and Re-Tested.
PC22444	BHBES maestro job failure.	Closed – Fix made (Build).
PC22325	c:\tmp\snapshotNT1.bat file missing from Correspondence Servers.	Closed – Fix Made (Build).
PC22473	Problem with CBoS Cash Accounting Week.	Closed – Fix Made and Re-Tested.
PC22380	CBoS pmsr105 not showing error code correctly.	Closed – No Fault in product.
PC22662	CCS - Error received on Suppliers Remedies Report FRM-40735: no access to an underlying table	Closed – Fix Made and Re-Tested.
PC22663	CONAD/CCS expiry date display possibly confusing.	Closed – No Fault

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

		In Product.
PC22661	Selection of Manual performance Measure entry from the Contract Administration gave an application error.	Closed – Fix Made and Re-Tested.
PC22909	Critical event was reported on Corr Server CS02	Closed – Fix Made and Re-Tested.
PC22830	Duplicate data in OBCS transmission file from one day to the next.	Closed as Duplicate of PC22623.
PC22623	Duplicate Data in OBCS files.	Closed as Duplicate of PC22445.
PC22413	Error appeared on Event Viewer on counter.	Closed – Fix Made (Build).
PC22386	Error on Event Viewer on certain counters relating to Riposte Training.	Closed – No Fault in Product.
PC22384	Error on Event Viewer on certain counters relating to Serial Devices:-	Closed – Duplicate of PC17904.
PC22329	Error message displayed when selecting refresh for FCMS Business Object reports - 'evq detail' and 'evp summary'.	Closed – Fix Made & Re-Tested.
PC22241	Transfer from HAPS to APS failed on local gateway.	Closed – Fix Made (Build).
PC22249	Horizon FTMS Gway fails delivery to seq18.	Closed – Fix Made (Build).
PC22290	Following rebuild of Horizon local gateway for FTMS problems, it appears that Maestro had not been re-installed.	Closed – Fix Made (Build).
PC22288	Maestro ref-data load failing.	Closed – Fix Made and Re-Tested.
PC22984	Job MISMONTH.MISC401 failed	Closed – Fix Made and Re-Tested.
PC22282	No End of day marker appeared for a post office.	Closed – No Fault in Product.
PC22437	OBCSC001 process failed attempting to transfer a file.	Closed – Fix Made (Build).
PC22591	OBCSC002 fails deleting from file register	Closed – Duplicate of PC22445.
PC22585	OBCSC005 file transfer errors occurred.	Closed – Duplicate of PC22437.
PC22281	OORACLE.OBCSC001 job failure	Closed – No Fault in Product.
PC22395	Patrol server not present on BIT03	Closed – Fix Made (Build).
PC22589	PAYONIT2.SUPC301 failed recreating index	Fix For Live Trial
PC22517	Unable to produce any of the PCDF Daily & Weekly Token Summaries.	Closed – Fix Made & Re-Tested.
PC22765	Purge process SUPC316 failed	Closed – No Fault in Product.
PC22296	The job RDDATALD.RDLAOD4 ran for 13 hours.	Closed – No Fault in Product.
PC22285	Rddsmisex submitted by rddsextract continues to extract 'all' Post Office opening hours on a daily basis.	Closed – Fix Made & Re-Tested.
PC22219	Rddstpsex - erroneous current_date held.	Closed – No Fault in Product.

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PC22699	ICMF/OCMF files in $ARC_FOUT did not have Read/write access.	Closed – No Fault in Product.
PC22520	Revaluation Processes & Procedures possibly require amendment.	Closed – No Fault in Product.
PC22762	RMLTRK.CMSC504 job failed.	Closed – No Fault in Product.
PC22795	Possible to stop payments reported as encashment validation errors.	Closed – Fix Made & Re-Tested.
PC22278	TIP file transfer failure.	Closed – Fix Made (Build).
PC22379	Tivoli failed to start TMS services	Closed – No Fault in Product.
PC22871	TPS Bes file rec caused D/W to fail	Fix For Live Trial
PC22291	Incorrect message displayed when same use name logged into training and actual system.	Closed – No Fault in Product.
PC22671	BPS MIS Contingency encashments report included encashment values for non-contingency payments.	KPR
PC22809	Balancing Daily cash dec's to Cash Flow total.	Closed – No Fault in Product.
PC22300	While using the test printer option the desktop crashed.	Closed – Fix Made (Build).
PC22664	Item total not populated on Counters Revenue report.	Closed – Fix Made & Re-Tested.
PC22676	P&A group 14, £12, not reported on summary	Closed – No Fault in Product.
PC22675	Txn's were not reported on counter daily report	Closed – Fix Made & Re-Tested.
PC23117	Archived TIP files have incorrect extension on the audit server.	KPR

ICL Pathway   BIT Regression Test Report NR2   Ref: VI/REP/162
                                                             Version: 1.0
                                                             Date: 06/04/99

Outstanding PinICLs (raised during previous testing), that were encountered during Regression Pass (including BPS Acceptance scenarios & Audit Acceptance Scenarios)

PinICL statuses shown are as at 06/04/99

PinICL	Description	Status
18983	PASCMS and OBCS Audit Files are not adhering to Naming Standards.	Closed – Fix Made & Re-Tested.
19506	Lack of operational procedures for Legato.	Fix For Live Trial.
20521	OBCS Exception files are not being moved from load_area to ARC_FOUT.	Fix For Live Trial
21724	Archive Server showed 'Perflib' error	Closed – Fix Made & Re-Tested.
21813	Process SUPC311 missing from maestro schedule.	Closed – No Fault In Product.
21866	If the Audit Agent is not running for a number of days, messages with a deletion time of 1 day will be deleted by Riposte archiving before a copy is made into the Audit File.	Fix For Live Trial.
22019	The Archive Gatherer instance for APR is abending. Message on event viewer is 'Access is Denied'.	Closed – Fix Made & Re-Tested.
12038	Manual Receipt shown for encashment has minor misalignment in the details displayed.	KPR
16609	Impound receipt contains incorrect NINO when system does not match the card to a currently active customer.	Closed – No Fault in Product.
17368	Prompts for a 2nd Foreign Encashment are potentially incorrect.,	Closed – No Fault in Product.
17699	Carded Casual Agent Transaction receipts do not show details for the casual agent.	KPR
17671	Alternative payee receipts include details of the main beneficiary.	Closed – No Fault In Product.
17672	Inconsistency in the name format used between counter and HD receipts.	KPR
17956	Counter does not always correctly prompt the clerk that a foreign encashment is being performed.	KPR
18550	Missing re-order card prompt at the Help Desk after DSS call completed.	KPR
18961	When a customer presents an expired Temporary Token the clerk is not informed that the token has expired.	KPR
19044	Token ID not rejected during carded casual agent transaction although no payments could be collected.	KPR
22026	Manual counter receipt differs slightly to printed receipt.	KPR
19012	Card impound receipts produced by different transaction at the counter show inconsistent details.	KPR
19043	Some receipts automatically print at the counter and some receipts require the clerk to invoke the print option.	KPR
19068	Some of the counter receipts do not have manual view options available for when the printer fails and a manual receipt has to be produced.	KPR

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

19179	When a customer performs a third foreign encashment they are told of the reason why no payments are due.	KPR
19503	Some Appointee encashments are being wrongly recorded as foreign encashments.	Closed – Fixed made and re-tested.
19378	Position of the word void on an encashment receipt.	KPR
19438	Lack of issue/receipt/retain receipt prompts during encashment process.	Closed – No Fault in Product. (Issue for acceptance review)
19439	Unable to compare the Casual Agents Details during Carded Casual Agent transaction.	KPR
19482	Timings shown for an encashment throughout the system.	Closed – No Fault in Product. (Issue for acceptance review)
19510	Incorrect Payee Role shown for carded casual Agent Transaction.	Closed – No Fault in Product. (Issue for acceptance review)
19511	Timing of the don't complete encashment prompt.	Closed – No Fault in Product. (Issue for acceptance review)
19616	Casual Agent flag not set on encashment details for carded casual agent encashment.	Closed – No Fault in Product. (Issue for acceptance review)
19655	Encashment Tab 3 shown during an encashment displays inconsistent details.	Closed - No Fault in Product. (Issue for acceptance review)
19668	Carded Casual Agent encashment on behalf of an appointee shows an incorrect role for the encashment.	Closed - No Fault in Product. (Issue for acceptance review)
19669	The stop event for a card showed up on the old and new cards as opposed to just showing for the old card.	Fix For Live Trial
19735	Declaration on Welsh Receipts is overwritten when large amount of payments encashed.	KPR
19930	Message shown when a Help Desk foreign override is performed is incorrectly positioned.	Closed - Fix Made and Re-tested.
19942	The incorrect event was shown at the Help Desk after a Temporary Token was impounded.	Fix For Live Trial
19955	The content of the receipt given to a customer when the system is unable to contact the correspondence server is possibly misleading.	Closed - Fix Made and Re-tested.
19959	The content of the receipt given to a customer in the RPOI/GRI situation is possibly incorrect.	Closed - Fix Made and Re-tested.
19982	Customer collected payments as alternative Payee without being instructed to collect payments they had available as main beneficiary.	Fix For Live Trial
18670	Invalid mode appears when tab appears when swiping cards on the renewal option.	KPR

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
                                                            Version: 1.0
                                                            Date: 06/04/99

21908	When a stopped TT is presented at the counter it is not prompted to be impounded.	Closed - Fix Made and Re-tested.
21153	Occasionally a counter error message is occurring during BES transactions that causes the desktop to have to be re-started.	Monitor for re-occurrence in next regression cycle.
21921	In a certain functional circumstance a customer ends up not being asked EVP during card activation.	Closed – Fix Made and Re-Tested.
19003	During Carded Casual Agent transaction if one card is stopped then both cards end up being impounded.	Closed – Fix Made and Re-Tested.
14328	Milk token amount in the wrong place on a receipt.	Closed – No Fault in Product.
17280	Unactivated card presented at NPO is impounded.	KPR
21282	Help prompt for due date box on contingency screen incorrect.	Closed – Fixed made and re-tested.
22113	Mistakes on Bilingual impound receipts.	KPR
22126	Bilingual impound receipts contain spelling mistake of 'Derbynneb'.	KPR

ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
                                                       Version: 1.0
                                                       Date: 06/04/99

Appendix D

PinICLs raised during Regression Pass, based on execution of BPS Acceptance scenarios

PinICL statuses shown are as at: 06/04/99

PinICL	Description	Scenario(s) PINCL found against.	Incident / Observation recorded.	Accept. Ref	Status
22669	Alt payee local and foreign encashments are being prevented in a certain combination of NPO set-up.	103	Incident (Med)	769/1	Closed - Fix Made and Re-Tested.
22557	A Batch and On-Line payment were loaded the same day and subsequent contingency processing was based on the on-line payment not the batch payment.	29	N/A	N/A	Closed – No Fault in Product.
22378	An unactivated card impounded at one counter could still be used after being activated at another.	137	Incident (Low)	717/1	KPR
22633	System incorrectly prompted for a card to be cut in half.	122	Observation	759/1	KPR
22488	Social fund payments are not being correctly excluded from foreign encashment counting.	97	Incident (Low)	770/2	KPR
22679	Temporary Token was incorrectly refereed to at the counter.	96	Observation	759/1	KPR
22470	When Establishing contingency payments the find option on the benefit type box did not perform correctly.	29	Observation	797/1	KPR
22647	Payment showed as available after it was stopped although it could not actually be encashed.	70	Observation	755/2	Closed – No a Problem.
22416	Payment is not available for a customer who is introduced as a Uncarded casual agent (Temporary Agent).	6, 117	Incident (Medium)	977/1	Closed - Fix Made & Re-Tested.
22399	Due to incorrect encashment validation all carded casual agent transactions are being reported as an exception as opposed to the encashment details being returned to CAPS.	Various	Incident (Low)	773/1	Closed - Fix Made and Re-Tested.
22407	Time out message appearing occasionally at the Help Desk.	Various	N/A	N/A	Closed - Fix Made (Build). Outside scope of BPS Acceptance.
23147	A foreign encashment performed while the customer's NPO was	23,24	Incident (low)	969/1, 770/4	Closed – No Fault in

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

	emergency closed was not rectified overnight to not be a foreign.				Product.
23162	Attempted RPOI infringements performed at non-automated offices are not appearing on the FRMS infringement report.	87	Incident (Low)	935/8	Fix For Live Trial

ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Outstanding PinICLs (raised during previous testing), that were encountered during the execution of the BPS acceptance scenarios during the BIT Regression Cycle :

PinICL statuses shown are as at: 06/04/99

PinICL	Description	Scenario(s) PINCL found against.	Incident / Observation recorded.	Accept. Ref	Status
19378	Position of the word void on an encashment receipt.	Various	Observation	766/1 & 845/1	KPR
19438	Lack of issue/receipt/retain receipt prompts during encashment process.	Various	No Fault in Product.		Closed – no Fault. (Issue for acceptance review)
19439	Unable to compare the Casual Agents Details during Carded Casual Agent transaction.	119	Incident (Low)	759/1	Proposed to be fixed at R2+.
19482	Timings shown for an encashment throughout the system.	Various	No Fault in Product.		Closed - no Fault. (Issue for acceptance review)
19510	Incorrect Payee Role shown for carded casual Agent Transaction.	119	No Fault in Product.		Closed - no Fault. (Issue for acceptance review)
19511	Timing of the don't complete encashment prompt.	Various	No Fault in Product.		Closed - no Fault. (Issue for acceptance review)
19616	Casual Agent flag not set on encashment details for carded casual agent encashment.	Various	No Fault in Product.		Closed - no Fault. (Issue for acceptance review)
19655	Encashment Tab 3 shown during an encashment displays inconsistent details.	Various	No Fault in Product.		Closed - no Fault. (Issue for acceptance review)
19668	Carded Casual Agent encashment on behalf of an appointee shows an incorrect role for the encashment.	119	No Fault in Product.		Closed - no Fault. (Issue for acceptance review)
19669	The stop event for a card showed up on the old and new cards as opposed to just showing for the old card.	Various	Observation	724/1	Fix For Live Trial
19735	Declaration on Welsh Receipts is overwritten when large amount of payments encashed.	99	Observation	770/1	KPR
19930	Message shown when a Help Desk foreign override is performed is incorrectly positioned.	97	Observation	770/1	Closed - Fix Made and Re-Tested.
19942	The incorrect event was shown at the	76	Observation	732/1	Fix For Live

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

	Help Desk after a Temporary Token was impounded.				Trial.
19955	The content of the receipt given to a customer when the system is unable to contact the correspondence server is possibly misleading.	103	Observation	796/1	Closed - Fix Made and Re-Tested.
19959	The content of the receipt given to a customer in the RPOI/GRI situation is possibly incorrect.	79	Observation	796/1	Closed - Fix Made and Re-tested.
19982	Customer collected payments as alternative Payee without being instructed to collect payments they had available as main beneficiary.	128	Incident (Low)	904/1	Fix For Live Trial
12038	Manual Receipt shown for encashment has minor misalignment in the details displayed.	38	Observation	764/1	KPR
16609	Impound receipt contains incorrect NINO when system does not match the card to a currently active customer.	122	No Fault in Product.		Closed - No Fault in Product.
17368	Prompts for a 2nd Foreign Encashment are potentially incorrect.,	Various	No Fault in Product.		Closed - No Fault in Product.
17699	Carded Casual Agent Transaction receipts do not show details for the casual agent.	100,110	Incident (Low)	764/1 & 908/1	KPR
17671	Alternative payee receipts include details of the main beneficiary.	Various	Observation	764/1	Closed – No Fault in Product.
17672	Inconsistency in the name format used between counter and HD receipts.	Various	Observation	764/1	KPR
17956	Counter does not always correctly prompt the clerk that a foreign encashment is being performed.	52	Incident (Low)	858/1	KPR
18550	Missing re-order card prompt at the Help Desk after DSS call completed.	66	N/A	N/A	KPR Outside the scope of BPS acceptance criteria.
18961	When a customer presents an expired Temporary Token the clerk is not informed that the token has expired.	2,76,82	Observation	759/1 & 840/1	KPR
19012	Card impound receipts produced by different transaction at the counter show inconsistent details.	94/122	Observation	874/1	KPR
19043	Some receipts automatically print at the counter and some receipts require the clerk to invoke the print option.	92,76,13	N/A	N/A	KPR Outside scope of BPS Acceptance.
19068	Some of the counter receipts do not have manual view options available for when the printer fails and a manual receipt has to be produced.	95,122	Observation	874/1	KPR
19179	When a customer performs a third foreign encashment they are not told of the reason why no payments are due.	41	Incident (Low)	770/1	KPR

COMMERCIAL IN CONFIDENCE

ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

19503	Some Appointee encashments are being wrongly recorded as foreign encashments.	132	Incident (Medium)	767/1.	Closed - Fixed made and re-tested.
18670	Invalid mode appears when tab appears when swiping cards on the renewal option.	143	Observation	713/1	KPR
21908	When a stopped TT is presented at the counter it is not prompted to be impounded.	Various	Incident (Low)	874/1	Closed - Fix Made and Re-tested.
21153	Occasionally a counter error message is occurring during BES transactions that causes the desktop to have to be re-started.	Various	N/A	N/A	Monitor for re-occurrence in next regression cycle.
21921	In a certain functional circumstance a customer ends up not being asked EVP during card activation.	85	Incident (Low)	934/2	Closed – Fix Made and Re-Tested.
19003	During Carded Casual Agent transaction if one card is stopped then both cards end up being impounded.	10	Incident (Low)	874/1	Closed - Fix Made and Re-Tested.
19044	Token ID not rejected during carded casual agent transaction although no payments could be collected.	10	Observation	759/1	KPR
14328	Milk token amount in the wrong place on a receipt.	56, 105,123	Observation	764/1	Closed – No Fault in Product.
17280	Unactivated card presented at NPO is impounded.	137	Observation	874/1	KPR
22026	Manual counter receipt differs slightly to printed receipt.	38	Observation	764/1	KPR
21282	Help prompt for due date box on contingency screen incorrect.	30	Observation	797/4	Closed - Fix made and re-tested.
22113	Mistakes on Bilingual impound receipts.	76	Observation	874/1	KPR
22126	Bilingual impound receipts contain spelling mistake of 'Derbynneb'.	76	Observation	874/1	KPR

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

Appendix E

PinICLs raised during BIT Regression Pass, whilst executing Audit scenarios

PinICL statuses shown are as at: 06/04/99

PinICL	Description	Scenario(s) PINCL found against.	Incident / Observation recorded.	Accept. Ref	Status
PC22667	CAPS Gatherer is renaming files incorrectly.	202,205,216, 217,220,221, 222	Observation	816/1	Closed – Fix Made and Re-Tested.
PC22889	The TMS Acrhive files are being renamed incorrectly on the archive server.	210,230	Observation	816/1	Fix For Live Trial
PC22898	The archive file for Help Desk calls (PASCAR) contains duplicate data.	209	Observation	699/2	KPR
PC22423	Audit Workstation couldn't write to CD over the network.	210,223,230	N/A	N/A	Closed – No Fault in Product. Outside scope of Acceptance.
PC22543	Files hoarded on separate days although processed by the hoarder at the same time.	217, 230	Observation	816/1	Closed – Fix Made and Re-Tested.
PC22287	The Horizon Help Desk files are being renamed incorrectly by the HHD Gatherer.	233	Observation	816/1	Closed – Fix Made and Re-Tested.
PC22366	OBCS error message was misleading	223	N/A	N/A	Closed - Fix Made and Re-Tested. Outside scope of Audit Acceptance.
PC22270	HHD_AUDIT failed - cannot connect to share.	218, 233	N/A	N/A	Closed - Fix made and re-tested. Outside scope of Acceptance.
PC22286	Certain hoarded files not visible at Workstation.	210, 223,230	Observation	816/1, 942/10	Closed - Fix made and re-tested.
PC22367	Utility to rebuild message store on the audit server did not function correctly.	210,230	Observation	942/3, 942/8	Closed - Fix Made (Build).
PC22553	No archive file was produced on 12/02/2000 for TMS_RX_PAYMENT_STOPS (PASTRS).	202	Incident (Low)	699/2,942/7	Closed – Consolidated with PC22908.
PC22370	Archived Message store contained out of sequence and duplicated	210,230	Incident (Low)	942/3	Closed - Fix made and re-

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ICL Pathway   **BIT Regression Test Report NR2**   Ref: VI/REP/162
Version: 1.0
Date: 06/04/99

	message store entries.				tested.
PC22368	Register entry for utility Agent_Load_Audit_Data not set correctly.	210,230	Observation	816/1, 942/3	Closed - Fix Made (Build).
PC22812	Restore_Audit_Data should process all retrieved message store files it is only processing the first file.	210,230	Incident (Low)	942/11, 942/3	Closed - Fix made and re-tested.
PC22292	TDLR Gatherer is renaming Temporary Token exception Archive files incorrectly.	216,230	Observation	816/1	Fix For Live Trial
PC22293	The TIP Gatherer is renaming archive files incorrectly.	219,230	Observation	816/1	Closed - Fix made and re-tested.
PC22374	The Tivoli Gatherer is renaming files incorrectly.	230	Observation	816/1	Fix For Live Trial
PC23029	Access rights to the BES reports for the standard POCL auditor function are possibly incorrect.	231	Incident (Low)	816/1	Closed – As per specification.
PC22295	The DLR Gatherer is renaming files incorrectly.	205,216,230	Observation	816/1	Fix For Live Trial
PC22356	The HAPS Gatherer is renaming files incorrectly.	230	Observation	816/1	Closed - Fix Made & Re-Tested.
PC22756	OBCS table TMS_TX_LOCAL_STOPS archive file is not being produced.	223	Incident (Low)	942/7, 816/1	Closed - Fix Made & Re-Tested.
PC22294	The RAMIL Gatherer is renaming files incorrectly.	205	Observation	816/1	Closed – Fix Made & Re-Tested.
PC23007	Emergency auditor has access to the training and admin functions when first logged in.	232	N/A	N/A	Closed - No Fault in Product.
PC23031	Standard POCL auditor does not have access to user roles for post office staff. Emergency auditor has access but the method of retrieving this information is long winded.	231	Incident (Low)	816/1	Closed – As per specification.
PC23117	Archived TIP files have incorrect extension on the audit server.	230	Incident (Low)	816/1	KPR

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Outstanding PinICLs (raised during previous testing), that were encountered during the execution of the Audit acceptance scenarios during the BIT Regression Cycle:

PinICL statuses shown are as at: 06/04/99

PinICL	Description	Scenario(s) PINCL found against.	Incident / Observation recorded.	Accept. Ref	Status
PC18983	PASCMS and OBCS Audit Files are not adhering to Naming Standards.	202,203,204,205,207,215,216	Observation	816/1	Closed - Fix Made & Re-Tested.
PC20521	OBCS Exception files are not being moved from load_area to ARC_FOUT.	223	Incident (Low)	699/2	Fix For Live Trial
PC21813	Process SUPC311 missing from maestro schedule.	208 (Scenario amended as purging of Help Desk notes not part of R2 solution)	N/A	N/A	Closed – No Fault In Product.

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