PinICL Expor   PC0034505

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				**Status**		**Product At Fault**
PC0034505	CSR+/EPOSS : Receipts/Pay not		04/12/1999 13:23:58	09/02/2000 18:52:01		EPOSS & DeskTop
Sawdy	equal msg. for SU			Closed		Unknown EPOSS&D'top

References

Name	Value
Acceptance Incident	AI0376H
Call reference	PC0036163
Work Package	PWY_WP_7012
Fast track fix	FSTK_2_0_WP7012

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop	Unknown EPOSS&D'top	

Activities

Date	User	Comment
04/12/1999 13:23:58	Cliff Sawdy	CALL PC0034505 opened
04/12/1999 13:23:58	Cliff Sawdy	References entered are:-
04/12/1999 13:23:58	Cliff Sawdy	Product EPOSS & DeskTop Unknown EPOSS&D'top added
04/12/1999 13:23:58	Cliff Sawdy	Target Release entered: DTL - unknown
04/12/1999 13:23:58	Cliff Sawdy	CSR+\EPOSS : Receipts/Pay not equal msg. for SU
04/12/1999 13:23:58	Cliff Sawdy	Dev. counter CI4 Rip 223
04/12/1999 13:23:58	Cliff Sawdy	A misbalance to stock unit was caused by cheque settlement of P&A
04/12/1999 13:23:58	Cliff Sawdy	transactions. When balancing the stock unit, a warning message that receipts
04/12/1999 13:23:58	Cliff Sawdy	did not equal payments was not ouptut. The message did appear for the Trial
04/12/1999 13:23:58	Cliff Sawdy	Cash account.
04/12/1999 13:23:59	Cliff Sawdy	CALL PC0034505:Priority C:CallType S - Target 10/12/99 20:00:00
04/12/1999 13:24:00	Cliff Sawdy	The Call record has been assigned to the Team Member: Nikki O'Sullivan
04/12/1999 13:24:00	Cliff Sawdy	Defect cause updated to 99:General - Unknown
04/12/1999 13:24:00	Cliff Sawdy	Hours spent since call received: 0.0 hours
06/12/1999 07:38:48	Nikki O'Sullivan	The call summary has been changed from:-
06/12/1999 07:38:48	Nikki O'Sullivan	CSR+\EPOSS : Receipts/Pay not equal msg. for SU
06/12/1999 07:38:48	Nikki O'Sullivan	The call summary is now:-

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Sawdy			Closed		Unknown EPOSS&D'top

06/12/1999 07:38:48	Nikki O'Sullivan	CSR+/EPOSS : Receipts/Pay not equal msg. for SU
06/12/1999 07:38:49	Nikki O'Sullivan	F} Response :
06/12/1999 07:38:49	Nikki O'Sullivan	send to eposs-pre-dev
06/12/1999 07:38:49	Nikki O'Sullivan	[END OF REFERENCE 13898827]
06/12/1999 07:38:49	Nikki O'Sullivan	Responded to call type S as Category 30 -TL confirmed
06/12/1999 07:38:50	Nikki O'Sullivan	The response was delivered on the system
06/12/1999 07:38:50	Nikki O'Sullivan	The Call record has been transferred to the Team: QFP
06/12/1999 07:38:50	Nikki O'Sullivan	Hours spent since call received: 0 hours
06/12/1999 10:36:12	Lionel Higman	Target Release updated to CSR-CI4
06/12/1999 10:36:16	Lionel Higman	The Call record has been assigned to the Team Member: Nam Pandher
06/12/1999 10:36:17	Lionel Higman	Hours spent since call received: 0 hours
07/12/1999 11:32:48	deleted Nam Pandher Feb02	The Call record has been transferred to the Team: EPOSS-FP
07/12/1999 11:32:48	deleted Nam Pandher Feb02	Hours spent since call received: 0 hours
15/12/1999 09:18:50	Deleted User (Jonathan Willis OCT\00)	The Call record has been assigned to the Team Member: Jonathan Willis
15/12/1999 09:18:50	Deleted User (Jonathan Willis OCT\00)	Hours spent since call received: 0 hours
23/12/1999 12:02:56	Deleted User (Jonathan Willis OCT\00)	F} Response :
23/12/1999 12:02:56	Deleted User (Jonathan Willis OCT\00)	This is how the system has been designed to work. For this change to be made
23/12/1999 12:02:56	Deleted User (Jonathan Willis OCT\00)	a CP will need to be raised.
23/12/1999 12:02:56	Deleted User (Jonathan Willis OCT\00)	[END OF REFERENCE 14283334]
23/12/1999 12:02:56	Deleted User (Jonathan Willis OCT\00)	Responded to call type S as Category 62 -No fault in product
23/12/1999 12:02:57	Deleted User (Jonathan Willis OCT\00)	Hours spent since call received: 4 hours

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Sawdy	equal msg. for SU			Closed		Unknown EPOSS&D'top

23/12/1999 12:02:57	Deleted User (Jonathan Willis OCT\00)	Defect cause updated to 14:Development - Code
23/12/1999 12:02:57	Deleted User (Jonathan Willis OCT\00)	The response was delivered on the system
04/01/2000 14:01:50	Cliff Sawdy	After more discussion, agreed the message should be output at SU Trial
04/01/2000 14:01:50	Cliff Sawdy	balancing. Apparently, there is some evidence that code has been removed at
04/01/2000 14:01:50	Cliff Sawdy	some stage. Returning for Jonathan's comment/investigation.
04/01/2000 14:01:54	Cliff Sawdy	The Call record has been transferred to the Team: EPOSS-Pre-Dev
04/01/2000 14:01:58	Cliff Sawdy	Hours spent since call received: 0.1 hours
12/01/2000 11:33:51	John Pope	CALL PC0034505:Priority A:CallType S - Target 06/12/99 20:00:00
12/01/2000 11:33:51	John Pope	The call references have been updated. They are now:-
12/01/2000 11:33:51	John Pope	T Acceptance Incident : AI0376H
12/01/2000 11:33:53	John Pope	F} Response :
12/01/2000 11:33:53	John Pope	It is acutely embarrassing that this has stopped working - that it should
12/01/2000 11:33:53	John Pope	work is a specific contractual requirement.
12/01/2000 11:33:53	John Pope	[END OF REFERENCE 14476405]
12/01/2000 11:33:53	John Pope	Responded to call type S as Category 42 -Product Error Diagnosed
12/01/2000 11:33:54	John Pope	The response was delivered on the system
12/01/2000 13:12:23	Lionel Higman	A priority clone raised to address live situation, this call being returned
12/01/2000 13:12:23	Lionel Higman	to C priority.
12/01/2000 13:12:24	Lionel Higman	CALL PC0034505:Priority C:CallType S - Target 10/12/99 20:00:00
13/01/2000 15:17:51	Deleted User (Jonathan Willis OCT\00)	F} Response :
13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	The code had been changed a while ago to append 'Office Copy' to the report
13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	title. The balancing check had not been changed to check the new report title.

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Sawdy	equal msg. for SU		Closed		Unknown EPOSS&D'top

13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	
13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	Updated EPOSSReportProcessor.dll and EPOSSReportBroker.dll.
13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	[END OF REFERENCE 14524794]
13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	Responded to call type S as Category 46 -Product Error Fixed
13/01/2000 15:17:52	Deleted User (Jonathan Willis OCT\00)	The response was delivered on the system
13/01/2000 15:17:53	Deleted User (Jonathan Willis OCT\00)	The Call record has been transferred to the Team: EPOSS-Rel
13/01/2000 15:17:54	Deleted User (Jonathan Willis OCT\00)	Hours spent since call received: 8 hours
17/01/2000 18:44:36	Deleted User (Paul Warner feb01)	Tested successfully in link test within WP7012.
17/01/2000 18:44:36	Deleted User (Paul Warner feb01)	Both SU and Cash Account reported the misbalance correctly.
17/01/2000 18:44:36	Deleted User (Paul Warner feb01)	(Misbalance produced by using fast cheque settlement for a P&A green giro
17/01/2000 18:44:36	Deleted User (Paul Warner feb01)	transaction).
02/02/2000 09:03:57	Deleted User (Mark McGrath left Jul/00)	The call references have been updated. They are now:-
02/02/2000 09:03:57	Deleted User (Mark McGrath left Jul/00)	Acceptance Incident : AI0376H
02/02/2000 09:03:57	Deleted User (Mark McGrath left Jul/00)	Call reference : PC0036163
02/02/2000 09:03:57	Deleted User (Mark McGrath left Jul/00)	T Work Package : PWY_WP_7012
02/02/2000 09:04:01	Deleted User (Mark McGrath left Jul/00)	F} Response :

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Sawdy			Closed		Unknown EPOSS&D'top

02/02/2000 09:04:02	Deleted User (Mark McGrath left Jul/00)	I have set WP 7012 READY_FOR_BUILD, containig a fix for this pinICL.
02/02/2000 09:04:02	Deleted User (Mark McGrath left Jul/00)	..Austin
02/02/2000 09:04:02	Deleted User (Mark McGrath left Jul/00)	[END OF REFERENCE 15139347]
02/02/2000 09:04:02	Deleted User (Mark McGrath left Jul/00)	Responded to call type S as Category 48 -Fix Released to PIT
02/02/2000 09:04:03	Deleted User (Mark McGrath left Jul/00)	The response was delivered on the system
02/02/2000 09:04:05	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: Dev-Int-Rel
02/02/2000 09:04:05	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0 hours
02/02/2000 15:28:43	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-
02/02/2000 15:28:43	Del(Patricia McLoughlin ??/00)	Acceptance Incident : AI0376H
02/02/2000 15:28:43	Del(Patricia McLoughlin ??/00)	Call reference : PC0036163
02/02/2000 15:28:43	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_7012
02/02/2000 15:28:43	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP7012
02/02/2000 15:28:44	Del(Patricia McLoughlin ??/00)	F} Response :
02/02/2000 15:28:45	Del(Patricia McLoughlin ??/00)	fast track available, please test
02/02/2000 15:28:45	Del(Patricia McLoughlin ??/00)	[END OF REFERENCE 15169196]
02/02/2000 15:28:45	Del(Patricia McLoughlin ??/00)	Responded to call type S as Category 60 -Fix Released to Call Logger
02/02/2000 15:28:45	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
02/02/2000 15:28:45	Del(Patricia McLoughlin ??/00)	The response was delivered on the system
09/02/2000 18:51:44	Deleted User (Jayman Desai May00)	F} Response :
09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	ST01 Blitz test upto WP7236

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Sawdy			Closed		Unknown EPOSS&D'top

09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	When a P&A transaction is settled by cheque or fast cheque it is now
09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	correctly added on to the stack, hence no warning messages output during SU
09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	balancing or Trial Cash Account.
09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	[END OF REFERENCE 15347896]
09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	Responded to call type S as Category 68 -Administrative Response
09/02/2000 18:51:45	Deleted User (Jayman Desai May00)	Hours spent since call received: .1 hours
09/02/2000 18:51:46	Deleted User (Jayman Desai May00)	The response was delivered on the system
09/02/2000 18:52:00	Deleted User (Jayman Desai May00)	CALL PC0034505 closed: Category 68, Type S
09/02/2000 18:52:01	Deleted User (Jayman Desai May00)	Hours spent since call received: .1 hours