
From: Newsome, Pete [/O=FUJITSU EXCHANGE ORGANIZATION/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=779E4A5CEAB04DCAB27A43C7FDB]
Sent: Thur 27/09/2018 8:32:14 AM (UTC)
To: Lenton, Matthew [GRO]; Ibbett, Dave [GRO]
Simpkins, John [GRO]
Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

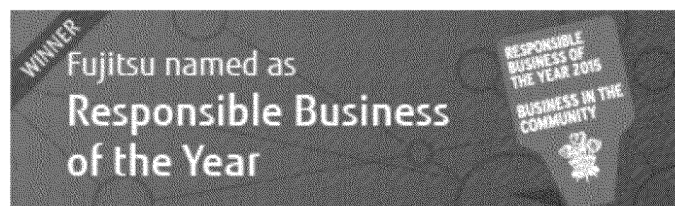
Matthew

I think we should send to WDB saying how we identified the KEL and that it was deleted from the database by John was able to find a copy on a local drive.

Pete

Pete Newsome
Account Manager
DHL and Post Office Account, Fujitsu UK&I

[GRO]
E-Mail: pete.newsome@fujitsu.com [GRO]
Web: <http://uk.fujitsu.com>
Web: uk.fujitsu.com



Fujitsu is proud to partner with [Action for Children](#)

I-CIO: Global Intelligence for the CIO. [Fujitsu's online resource for ICT leaders](#)

Sponsors of the 2015 Rugby World Cup



Please consider the environment - do you really need to print this email?

To meet with the new GDPR regulations we are reviewing our opt-in preferences. If you are happy to give opt-in consent to continue receiving relevant marketing communications please visit this [link](#) and simply enter your email

From: Lenton, Matthew
Sent: Wednesday, September 26, 2018 3:56 PM
To: Ibbett, Dave [GRO]; Newsome, Pete [GRO]; Simpkins, John [GRO]
Subject: FW: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Pete, in looking in to Lucy Bremner's question about whether there is a KEL for Callendar Square, John has identified two Peaks which he believes describe the same issue, even if they were not raised in direct relation to that same branch, and from that a KEL, which has been deleted and was therefore not in the set of KELs that we have shared with WBD. John has managed to retrieve the content of the KEL as shown in the email below.

When (if?) I share this KEL, or indeed the Peaks since they reference the KEL, I'll need to raise the subject of there

being KELs which have been deleted. Is that OK, have we previously mentioned to them that there are deleted KELs?

If we have to explain that then I suppose we need to know why; John, do you know the criteria? Was this a Horizon only KEL that once fixed by S80, or once superseded by HNG-X, was no longer required?

Matthew Lenton
Post Office Account Document Manager
P&PS, Digital Technology Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Phone: [REDACTED] **GRO**
Email: matthew.lenton@ [REDACTED] **GRO**
Web: <https://www.fujitsu.com/global/>

From: Simpkins, John
Sent: 26 September 2018 14:40
To: Lenton, Matthew < [REDACTED] **GRO** >
Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Matthew,

I have managed to retrieve this from the deleted Horizon KELs table

KEL_Reference

=====

JSimpkins338Q

Title

=====

An unexpected error occurred while attempting to insert a message

Summary

=====

An unexpected error occurred while attempting to insert a message

original_date

=====

2002-05-10 00:00:00.000

revision_date

=====

2010-01-11 14:38:34.397

original_author

=====

John Simpkins

revision_author

=====

Sudip Sur

release

=====

S70

Type

=====

Information

Product

=====

Riposte

Symptoms

=====

100 * An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock (0xC1090003) were detected at the counter

Problem

The events started at 17:29 on 1-May-2002 after the counter was rebooted.

The counter produced one of these messages every 10 seconds throughout the night until Cleardesk restarted Riposte at 03:34.

This cleared the lock and the system has been fine since.

Feb 2003:

We are seeing a few of these each week, on Wednesdays during balancing. This can lead to problems if the PM is balancing on the counter generating the events, as it may not have a full view of transactions done on other counters. PC0086212 sent to development.

June 2004:

This event can also give rise to Transfer problems, where the eventing Node was not replicating and so allowed Clerk to Transfer In [TI] of a txn which had already been TI on another Node for the second time or an Existing Reversal [ER] of the TI. See details on call E-0406030482 / PC0103864.

Sept 2005:

This problem is still occurring every week, in one case at the same site on 2 consecutive weeks. PC0126376 sent to development.

Solution

=====

This problem seems to be cleared by either rebooting the affected counter or Cleardesk running in the morning.

SMC: If the event is seen at a multi-counter office during the working hours of the PO, or up to 18:00 on a weekday (in case they are balancing out-of-hours), RING THE OFFICE AND GET THEM TO REBOOT the eventing counter. If they are in the process of balancing, it is strongly advised that they reboot before continuing with balancing as they are at risk of producing an incorrect balance. Warn the PM that if transactions appear to be missing, they should not be re-entered - they will become visible after the counter has been rebooted.

If a reboot/Cleardesk does not resolve this problem, send the call over for further investigation - SSC can rebuild the messagestore on the affected counter.

Update: 11/01/2010 Peak PC0193012

If the message was seen on a Correspondence server and the source of the message is Riposte then raise a Peak call and route it to SSC to stop and restart the Riposte service under OCP. If the errors are seen on more than one

Correspondence server at the same time then further investigations should be carried out.

Peak

=====

PC0193012

Regards

John

From: Lenton, Matthew

Sent: 26 September 2018 14:18

To: Simpkins, John <[REDACTED] GRO>

Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

John,

Thanks for this. It looks like JSimpkins338Q no longer exists, it wasn't in the set that we sent them. Do KELs get deleted?

Matthew Lenton

Post Office Account Document Manager

P&PS, Digital Technology Services

Fujitsu

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Phone: [REDACTED] GRO

Email: matthew.lenton@fujitsu.com [REDACTED] GRO

Web: <https://www.fujitsu.com/global/>

From: Simpkins, John

Sent: 25 September 2018 17:10

To: Lenton, Matthew [REDACTED] GRO

Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Hi Matthew,

I have spent some time trying to track this down via the branch name, date range, release, problem description etc..

However I have yet to find a matching KEL.

I think that the best fitting Peak is PC0126042 which is for branch 160868 (Cow Wynd) but the branch is in Falkirk.

PC0126376 has a good description of the problem, which is in the Escher product, fixed in the new version at S90.

This KEL JSimpkins338Q appears to apply which should have been in the extract supplied to them.

Regards

John

From: Lenton, Matthew

Sent: 24 September 2018 16:45

To: Simpkins, John [REDACTED] GRO

Subject: FW: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

John,

I am being asked if we can confirm if there is / was a KEL for the "Callendar Square" issue. Are you able to confirm that definitively please?

Please see the attachment which describes it (points 1 – 4); it seems that it was a known issue that was fixed in S90, and that in this context was of interest because it was brought up in connection with the West Byfleet case.

If it was fixed, and therefore the bug wouldn't arise again, would a KEL, had it existed, have been deleted?

Thanks

Matthew Lenton
Post Office Account Document Manager
P&PS, Digital Technology Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Phone: [REDACTED] GRO
Email: matthew.lenton@fujitsu.com [REDACTED] GRO
Web: <https://www.fujitsu.com/global/>

From: Lucy Bremner [REDACTED] GRO
Sent: 24 September 2018 15:43
To: Lenton, Matthew <[REDACTED] GRO>; Newsome, Pete <[REDACTED] GRO>
Cc: Ibbett, Dave [REDACTED] GRO; Jonathan Gribben [REDACTED] GRO; Michael Wharton [REDACTED] GRO
Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Matthew,

On our call last week you said that you were waiting for Gareth to confirm whether there is a KEL for Callendar Square – can you let me know?

Kind regards,

Lucy

Lucy Bremner
Associate
Womble Bond Dickinson (UK) LLP

GRO
e: lucy.bremner@wbd.com [REDACTED] GRO

[Stay informed: sign up to our e-alerts](#)



womblebonddickinson.com



From: Matthew.Lenton@fujitsu.com [REDACTED] GRO
Sent: 21 September 2018 16:27
To: Lucy Bremner; pete.newsome@wbd.com [REDACTED] GRO

Cc: Dave.Ibbett@GRO, Jonathan Gribben
Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Lucy,
Please find in the attached zip the following:

1. Final Technical Expert's Report Re Misra - Final 2010-10-04 v1.pdf
2. 14 files of appendices including Appendix C as separate PDFs, with exception of Appendix M in Word.
3. Gareth Jenkins' witness statement of 8 February 2010: "0208.Gareth - West Byfleet.doc"

Matthew Lenton
Post Office Account Document Manager
P&PS, Digital Technology Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Email: matthew.lenton@GRO
Web: <https://www.fujitsu.com/global/>

From: Lucy Bremner@GRO
Sent: 13 September 2018 12:57
To: Lenton, Matthew@GRO; Newsome, Pete@GRO
Cc: Ibbett, Dave@GRO; Jonathan Gribben@GRO
Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Thanks Matthew.

I've had a look at the information and there is reference in Gareth Jenkins witness statement to an email in appendix c of Charles McLachlan's report. I've gone through the report but cannot see it included – are you able to send me a copy of all of appendix c? Gareth also refers to a previous witness statement on 8 February 2010 – do you have a copy of this?

Also, the report itself contains track changes – do you have a final copy?

Kind regards,

Lucy

Lucy Bremner
Associate
Womble Bond Dickinson (UK) LLP

d: - GRO
m: - GRO
t: - GRO
e: lucy.bremner@GRO

[Stay informed: sign up to our e-alerts](#)



womblebonddickinson.com



From: Matthew.Lenton [GRO]
Sent: 12 September 2018 14:22
To: Lucy Bremner; [pete.newsome](#) [GRO]
Cc: [Dave.Ibbett](#) [GRO]; Jonathan Gribben
Subject: RE: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Lucy,

The attached email I sent to you in July included the zip file that was originally provided to Second Sight, and which includes information relating to the Calendar Square case.

I don't believe there is a related KEL, but I will check for other information.

Matthew Lenton
Post Office Account Document Manager
P&PS, Digital Technology Services

Fujitsu
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Phone: [GRO]
Email: [GRO]
Web: <https://www.fujitsu.com/global/>

From: Lucy Bremner [GRO]
Sent: 11 September 2018 16:46
To: Lenton, Matthew <[GRO]>; Newsome, Pete [GRO]
Cc: Ibbett, Dave [GRO]; Jonathan Gribben [GRO]
Subject: Calendar Square, Falkirk [WBDUK-AC.FID27032497]

Matthew, Pete,

You may recall a while ago that I asked you to provide information on Calendar Square, Falkirk. Apologies if I have missed your response, however I think this request may still be outstanding. Please could you provide me with any information you have on this. Could you also confirm whether KELs exist for this bug?

Kind regards,

Lucy

Lucy Bremner
Associate
Womble Bond Dickinson (UK) LLP

d: [GRO]
m: [GRO]
t: [GRO]
e: [GRO]

[Stay informed: sign up to our e-alerts](#)



womblebonddickinson.com



Please consider the environment! Do you need to print this email?

The information in this e-mail and any attachments is confidential and may be legally privileged and protected by law. matthew.lenton@wombledickinson.com is only authorised to access this e-mail and any attachments. If you are not matthew.lenton@wombledickinson.com, please notify lucy.bremner@wombledickinson.com as soon as possible and delete any copies. Unauthorised use, dissemination, distribution, publication or copying of this communication or attachments is prohibited and may be unlawful. Information about how we use personal data is in our [Privacy Policy](#) on our website.

Any files attached to this e-mail will have been checked by us with virus detection software before transmission. Womble Bond Dickinson (UK) LLP accepts no liability for any loss or damage which may be caused by software viruses and you should carry out your own virus checks before opening any attachment.

Content of this email which does not relate to the official business of Womble Bond Dickinson (UK) LLP, is neither given nor endorsed by it.

This email is sent by Womble Bond Dickinson (UK) LLP which is a limited liability partnership registered in England and Wales under number OC317661. Our registered office is 4 More London Riverside, London, SE1 2AU, where a list of members' names is open to inspection. We use the term partner to refer to a member of the LLP, or an employee or consultant who is of equivalent standing. Our VAT registration number is GB123393627.

Womble Bond Dickinson (UK) LLP is a member of Womble Bond Dickinson (International) Limited, which consists of independent and autonomous law firms providing services in the US, the UK, and elsewhere around the world. Each Womble Bond Dickinson entity is a separate legal entity and is not responsible for the acts or omissions of, nor can bind or obligate, another Womble Bond Dickinson entity. Womble Bond Dickinson (International) Limited does not practice law. Please see www.wombledickinson.com/legal notices for further details.

Womble Bond Dickinson (UK) LLP is authorised and regulated by the Solicitors Regulation Authority.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.

Unless otherwise stated, this email has been sent from Fujitsu Services Limited (registered in England No 96056); Fujitsu EMEA PLC (registered in England No 2216100) both with registered offices at: 22 Baker Street, London W1U 3BW; PFU (EMEA) Limited, (registered in England No 1578652) and Fujitsu Laboratories of Europe Limited (registered in England No. 4153469) both with registered offices at: Hayes Park Central, Hayes End Road, Hayes, Middlesex, UB4 8FE.

This email is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu does not guarantee that this email has not been intercepted and amended or that it is virus-free.