

Export

Peak Incident Management System

Call Reference	PC0140715	Call Logger	Deleted User -- EDSC
Release	Targeted At -- T30	Top Ref	FSTK_2_0_WP24470
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	10/11/2006	Effort (Man Days)	2.00
Summary	Branch summarisation: CofABalance object not updated		
All References	Type	Value	
	Fast Track Fix	FSTK_2_0_WP24464	
	Work Package	PWY WP 24470	
	Release PinICL	PC0141675	
	Fast Track Fix	FSTK_2_0_WP24470	
	Release PinICL	PC0143079	
	Work Package	PWY_WP_24464	
	Release PinICL	PC0141951	
	SSCKEL	KEL acha4226M	

Progress Narrative

Date:30-Oct-2006 17:30:27 User:Anne Chambers

CALL PC0140715 opened

Details entered are:-

Summary:Branch summarisation: CofABalance object not updated

Call Type:L

Call Priority:B

Target Release:T30

Routed to:EDSC - _Unassigned_

Date:30-Oct-2006 17:30:26 User:Anne Chambers

[Start of Response]

The CofABalance 551000 object should be updated each day (normally at EOD) to include the CofASummary figure for the account. In some instances this is not happening. Two cases I have found recently happened when the gateway had been rebooted and was writing overdue CABS messages. The CofASummary messages and trailer for a previous day were written successfully, but processing stopped before the CofABalance persistent object was updated. On restart, the check probably found the trailer and assumed the process was complete, but did not notice that the object had not been updated.

The figure is needed because it is sent to POL within the LFS cash statement (GeneratedCash attribute). If it is wrong, some of POL's cross checks may fail, and they may question why there is a difference between this figure and POLFS. There is now a mechanism which realigns the CofABalance at EOD after end of Trading Period, but it would be better if we can remove this inconsistency and get it produced properly at the outset.

Could an extra check be made within CABSProcess to see whether the EODDate in the object is equal to (or greater than?) the EODDate being processed? If not, the required summary line could be found via the CofABSP Trailer object.

I attach messagestore extracts from two recent examples:

FAD 169859, CofASummary for 2nd Oct written 4th Oct 11:06 GMT, CofABalance not updated;

FAD 118807, CofASummary for 21st Sep written 22nd Sep 12:01 GMT, CofABalance not updated.

[End of Response]

Response code to call Live use error(L) as Incident Under Investigation(40)

Date:30-Oct-2006 17:32:32 User:Anne Chambers

Evidence Added - FAD169859 messagestore extract

Date:30-Oct-2006 17:33:05 User:Anne Chambers

Evidence Added - FAD118807 messagestore extract

Date:30-Oct-2006 17:34:30 User:Anne Chambers

[Start of Response]

Routing to EPOSS Dev via QFP.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Hours spent since call received: 0 hours

Date:30-Oct-2006 17:34:40 User:Anne Chambers

The Call record has been transferred to the team: QFP

Date:31-Oct-2006 07:49:39 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield

Date:31-Oct-2006 08:53:50 User:Kath Greenwood

The Call record has been transferred to the team: EPOSS-Dev

The Call record has been assigned to the Team Member: Mike Coon

Date:01-Nov-2006 11:27:58 User:Mike Coon

The Call record has been assigned to the Team Member: Gerald Barnes

Date:01-Nov-2006 12:46:14 User:Anne Chambers

Reference Added: SSCKEL acha4226M

Date:01-Nov-2006 16:26:47 User:Gerald Barnes

Target Date/Time updated: new value is 10/11/2006 17:30

Development Cost updated: new cost is 2 (Man Days)

[Start of Response]

I talked to Anne about this and proposed a counter suggestion with which she agreed.

The writing of the CofABSP Trailer object and the CofABalance objects will be written atomically using a handle created by the StartTransaction method. In this way either the whole set will be written or none at all. This will ensure that you are not left in a confused state if the machine is rebooted in the middle of writing out the CABSProcess output records.

FIX IMPACT

IMPACT ON DEVELOPMENT:

2 man days to code and module test

IMPACT ON TEST:

2 man days

IMPACT ON USER:

none

IMPACT ON OPERATIONS:

none

RISKS:

releasing

no particular risks

not releasing

rebooting the machine when CABSProcess is running will continue to risk leaving the system in a corrupt state

LIST OF LIKELY DELIVERABLES:

CABSProcess

LIST OF THE ABOVE ALREADY DELIVERED FOR THE PROPOSED RELEASE:

None

LIST OF THE ABOVE ALREADY DELIVERED TO A RELEASE LATER THAN THAT PROPOSED:

None

LIST OF THE ABOVE LIKELY TO BE REDELIVERED INTO THE PROPOSED OR A LATER RELEASE:

None

[End of Response]

Response code to call type L as Category 55 -- Pending -- Live Fix Impact Supplied

Hours spent since call received: 3.0 hours

Date:01-Nov-2006 16:27:46 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- T30

Date:01-Nov-2006 16:28:41 User:Gerald Barnes

The Call record has been transferred to the team: RelMngmntForum

Date:03-Nov-2006 16:33:36 User:Tyrone Cozens

Requires a LFS_COUNTER drop for CABSProcess. John Budworth would like to agree a test slot with Sheila Bamber before authorising this PEAK.

Date:06-Nov-2006 12:28:22 User:Tyrone Cozens

The call Target Release has been moved to Targeted At -- T30

Date:06-Nov-2006 12:28:34 User:Tyrone Cozens

Product DevIntRel-Director -- Live Supp.Test added.

Date:06-Nov-2006 12:29:20 User:Tyrone Cozens

[Start of Response]

RMF authorise a fix for T30. Routing to Eposs Dev for progression.

[End of Response]

Response code to call type L as Category 56 -- Pending -- Live Fix Authorised

Hours spent since call received: 0 hours

Date:06-Nov-2006 12:29:27 User:Tyrone Cozens

The Call record has been transferred to the team: EPOSS-Dev

Date:06-Nov-2006 16:47:50 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes

Date:07-Nov-2006 16:18:42 User:Gerald Barnes

[Start of Response]

Fixed by a new release of CABSPProcess.

Now the transactions written for each day by CABSPProcess are written atomically - i.e. all or none. In particular on the final day the <Collection:CofABSP><ObjectName:Trailer> and the <Collection:CofABalance><ObjectName:551000> are written atomically and so it is not possible to have one without the other.

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed

Hours spent since call received: 8 hours

Date:07-Nov-2006 16:18:58 User:Gerald Barnes

The Call record has been transferred to the team: EPOSS-Rel

Date:08-Nov-2006 10:13:56 User:Mike Coon

Reference Added: Work Package PWY_WP_24464

Date:08-Nov-2006 10:13:58 User:Mike Coon

TOP Reference set to: Work Package PWY_WP_24464

Date:08-Nov-2006 10:14:29 User:Mike Coon

[Start of Response]

Fix released in WP24464 for T30 (i3)

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed

Hours spent since call received: 0 hours

Date:08-Nov-2006 10:14:42 User:Mike Coon

The Call record has been transferred to the team: Dev-Int-Rel

Date:08-Nov-2006 10:28:50 User:PIT Automated User

Reference Added: Fast Track Fix FSTK_2_0_WP24464 (TOP Reference)

Date:08-Nov-2006 10:28:52 User:PIT Automated User

[Start of Response]

"Fasttrack fix released, now ready for test."

[End of Response]

Response code to call type L as Category 46 (Product Error Fixed)

The incident has been transferred to the team: Live Supp.Test

Date:09-Nov-2006 15:17:55 User:Gerald Barnes

[Start of Response]

Anne has found a problem with this fix. It is not specifically introduced by the fix but never the less needs to be addressed. Please fix fail this. See the attached evidence labelled "Catch up problem" for detail.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Hours spent since call received: 1 hours

Date:09-Nov-2006 15:18:44 User:Gerald Barnes
Evidence Added - Catch up problem

Date:09-Nov-2006 15:27:27 User:Lionel Higman
[Start of Response]
As requested by Gerald, I am routing it back for re-fix.
[End of Response]
Response code to call type L as Category 50 -- Pending -- Fix Failed
Hours spent since call received: 0 hours

Date:09-Nov-2006 15:31:46 User:Lionel Higman
The Call record has been transferred to the team: EPOSS-Dev
The Call record has been assigned to the Team Member: Gerald Barnes

Date:09-Nov-2006 17:08:55 User:Gerald Barnes
[Start of Response]
CABSPProcess has now been changed so that all transactions are written atomically even when it catches up on multiple days.

Discussions with Anne Chambers show that even on the busiest of offices it will be able to catch up at least 16 days.

I attach our design discussion as "Catch Up Strategy".
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 2 hours

Date:09-Nov-2006 17:09:33 User:Gerald Barnes
Evidence Added - Catch Up Strategy

Date:09-Nov-2006 17:11:13 User:Gerald Barnes
The Call record has been transferred to the team: EPOSS-Rel

Date:10-Nov-2006 11:31:13 User:Mike Coon
Reference Added: Work Package PWY_WP_24470

Date:10-Nov-2006 11:31:20 User:Mike Coon
TOP Reference set to: Work Package PWY_WP_24470

Date:10-Nov-2006 11:31:58 User:Mike Coon
[Start of Response]
Corrected fix released in WP24470 for T30 (13)
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 0 hours

Date:10-Nov-2006 11:32:14 User:Mike Coon
The Call record has been transferred to the team: Dev-Int-Rel

Date:10-Nov-2006 12:30:35 User:PIT Automated User
Reference Added: Fast Track Fix FSTK_2_0_WP24470 (TOP Reference)

Date:10-Nov-2006 12:30:36 User:PIT Automated User
[Start of Response]
"Fasttrack fix released, now ready for test."
[End of Response]
Response code to call type L as Category 46 (Product Error Fixed)
The incident has been transferred to the team: Live Supp.Test

Date:01-Dec-2006 14:27:27 User:Edward Willis
Reference Added: Release PinICL PC0141675

Date:14-Dec-2006 15:22:56 User:Edward Willis
Reference Added: Release PinICL PC0141951

Date:31-Jan-2007 11:30:36 User:John Boston
Reference Added: Release PinICL PC0143079

Date:13-Apr-2007 09:12:52 User:John Budworth
[Start of Response]
This PEAK is fixed by LFS COUNTER 36.1, Release RNT4031, Release PEAK 143079.
LST testing complete but can't be deployed until T30_INC1_35_5 has been deployed. This is currently at large volume pilot.
Forecast for deployment of LFS COUNTER 36.1 is late April/early May.

Routing to call logger for closure.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

Date:11-Jul-2007 13:15:19 User:Anne Chambers
[Start of Response]
Fix now live, this problem no longer occurring.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.

Date:11-Jul-2007 13:15:25 User:Anne Chambers
Defect cause updated to 14: Development - Code

Date:11-Jul-2007 13:15:27 User:Anne Chambers
CALL PC0140715 closed: Category 60 Type L

Root Cause	Development - Code
Logger	Deleted User -- EDSC
Subject Product	EPOSS & DeskTop -- Misc (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	11-Jul-2007 13:15 -- Anne Chambers