

## Export

## Peak Incident Management System

|                |                                              |                                 |                                   |
|----------------|----------------------------------------------|---------------------------------|-----------------------------------|
| Call Reference | PC0103864                                    | Call Logger                     | _Customer Call_ -- EDSC           |
| Release        | Reported In -- BI_3S52R-Provisional          | Top Ref                         | <a href="#">E-0406030482</a>      |
| Call Type      | Live Incidents/Defects                       | Priority                        | B -- Business restricted          |
| Contact        | EDSC                                         | Call Status                     | Closed -- Unpublished known error |
| Target Date    | No Forecast                                  | Effort (Man Days)               | 0                                 |
| Summary        | FAD281306 - able to do 2 TIs for the same TO |                                 |                                   |
| All References | Type                                         | Value                           |                                   |
|                | SSCKEL                                       | <a href="#">KEL COBeng2025L</a> |                                   |
|                | Powerhelp                                    | <a href="#">E-0406030482</a>    |                                   |

## Progress Narrative

Date:03-Jun-2004 11:48:14 User:\_Customer Call\_

CALL PC0103864 open/upd

Details entered are:-

Summary:pm reports that he had a problem with some transfe

Call Type:L

Call Priority:B

Target Release:Unknown

[END OF REFERENCE 38134021]

Date/Time Raised: Jun 3 2004 11:07AM

Priority: B

Contact Name: Mr. Mogal

Contact Phone: **GRO**

Originator: Phelp

Originator's reference: E-0406030482

Product Type: Riposte

Product Serial No:

Product Site: 281306

03/06/04 11:07 pm reports that he had a problem with some transfers yesterday, he was transferring stock and cash between the aa main stock unit and the bb shared stock unit and although only one transaction shows for the transfer out the transactions were transferred into the bb stock unit twice giving the pm a discrepancy

03/06/04 11:12 GB082294

Information: pm reports that on 02/06/03 @ 11:32 he transferred £10,040.00 in cash from the aa stock unit into bb the session number for the transfer out is 1-492801-1 and the user name is SMU001, at 15:55 the transfer was accepted into the bb stock unit on session number 3-2298832-1 under the user name ASU001 they then tried to roll the aa unit over but were unable to do so as the system reported transfer pending from aa into bb, the transfer in to bb was accepted again at 16:44 on session number 4-1476738-1 under user name SMU001 and they were then able to roll the aa stock unit over with no discrepancy

03/06/04 11:17 GB082294

Information: again on 02/06/04 the pm transferred out of aa into bb £11,500 in cash, the cash was transferred out on session number 4-1476587-1 @ 16:00 under the user name SMU001, and was accepted into bb stock unit at 16:01 on session number 3-2298845-1 but again aa reported transfer pending and the cash was accepted into bb stock unit again on session number 4-1476729-1 under user name SMU001

03/06/04 11:20 GB082294

Information: the last transfer was £750.00 in cash this was done in two transaction, one of £250 and one of £500, pm reports that cash was transferred out on 4-1476596-1 @ 16:09 under user name SMU001 and was accepted into bb stock unit @ 16:09 on session numbers 3-2298854-2 and 3-2298856-3 again the aa reported transfer pending when they tried to roll it and the transfer were accepted in on bb again at 16:44 on session numbers 4-1476719-2 and 4-1476719-3

03/06/04 11:25 GB082294

Information: pm reports that the transaction log shows only one transfer out for each item but the transfers in show that each transaction has been accepted into the bb twice and this has caused him a discrepancy and he would like this investigated , this call was passed to hsh from Tier two at the nbsc and they have also requested that the problem be investigated

03/06/04 11:39 GB082294

Advice: we have retrieved the standard log from the counter 4 were pm performed the transaction logs to provide times session number and user names and this shows details as outlined by pm, the value of £10,040 shows three times once as a transfer out of aa and twice as a transfer in the bb, the file id

for standard log is 471626  
this was done at 11:40 on 03/06/04  
03/06/04 11:44 GB082294  
Recommend: please attempt to determine why the pm has had to resolve a transfer issue by transferring in to a stock unit twice  
03/06/04 11:45 GB082294  
KEL Ref No.: no applicable kels found  
03/06/04 11:46 SYSADM  
Open OTI: Automatic Open OTI  
\*\*\*Updated by Mary Rainbow at 03/06/04 11:46:27  
03/06/04 11:45 GB082294  
REASSIGN: Call # E-0406030482 was Reassigned from Mary Rainbow, Group HSH8 to Group EDSC1

Date:03-Jun-2004 11:51:19 User:Lina Kiang  
The call Target Release has been move to:  
Reported In -- BI\_3S52R-Provisional

Date:03-Jun-2004 11:51:54 User:Lina Kiang  
Product EPOSS & DeskTop Counter Common added.

Date:03-Jun-2004 11:52:16 User:Lina Kiang  
[Start of Response]  
PRESCAN: Done  
[END OF REFERENCE 38134099]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:03-Jun-2004 11:54:13 User:Lina Kiang  
The call summary has been changed from:-  
pm reports that he had a problem with some transfe  
The call summary is now:-  
FAD281306 - able to do 2 TIs for the same TO

Date:03-Jun-2004 11:54:38 User:Lina Kiang  
The Call record has been assigned to the Team Member: Catherine Obeng  
Progress was delivered to Powerhelp

Date:03-Jun-2004 12:01:15 User:Lina Kiang  
Defect cause updated to 99: General - Unknown

Date:03-Jun-2004 16:38:01 User:\_Customer Call\_  
EMPTY 03/06/04 16:35 uk952760 HSH1 Repeat Call: pm states that he wants an update - advised pm that the matter is still under investigation - pm stated that it he would like someone to contact him with updates regulary

Date:03-Jun-2004 18:31:23 User:Catherine Obeng  
[Start of Response]  
On 02-Jun-04, user SMU001 carried out a Transfer Out [TO] txns on counter one and left the session running, therefore Automatic system logout occurred. It appears that the system did not complete the txn tidily after the forced logout which occurs after 55 minutes of activity.  
As a result, the selected transfer could not be completed, as it was perceived by the system as currently being processed by another user, i.e. SMU001.  
Even though user ASU001 appears to have TI the txn, in actual fact the original TO txns were still outstanding until the original user, SMU001 transferred them, TI. Investigation continues...  
  
I attempted to call the PM at 18:05 but there was no reply. SMC please update the PM when s/he next call in.  
  
[END OF REFERENCE 38137490]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:08-Jun-2004 10:19:14 User:Catherine Obeng  
[Start of Response]  
All nodes were connected at the time that the TransferIn txns were attempted. No session transfers took place during that day.

Eventlog from node 4 suggests that Riposte replication had not been successful and so while node 3 had successfully TI the txns, this information



was not apparent to node 4 thus it was perceived by node 4 that those txns were outstanding waiting to be TI. Therefore when the user SMU001 logged onto node 4, he was presented with Outstanding Transfer message which had to be accepted or declined. The user chose to accept them even though he tells me that at this stage he was a little concerned because he was certain that user ASU010 had already TI on node 3. This has created a discrepancy on their Cash Account £22,290.00. Also the Host has reported a reconciliation error in TPSC256 for £44,580.00.

[END OF REFERENCE 38150527]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:08-Jun-2004 14:45:49 User:Catherine Obeng  
[Start of Response]  
As a temporary solution, NBSC advised the PM to place the discrepancy into the Suspense Account. Routing call to Dev to advice whether SSC can amend the Messagestore in order to put the CA right.

[END OF REFERENCE 38152528]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:08-Jun-2004 14:47:02 User:Catherine Obeng  
Evidence Added - Complete Messagestore

Date:08-Jun-2004 14:48:43 User:Catherine Obeng  
Evidence Added - Errors in TPSC Reports 252, 256, 268A

Date:08-Jun-2004 14:49:23 User:Catherine Obeng  
Evidence Added - App Eventlogs

Date:08-Jun-2004 14:51:43 User:Catherine Obeng  
MSU are waiting for Development's response before they contact POL to advise of the error and to seek their approval for amending the Messagestore. See PC0103925.

Date:08-Jun-2004 14:52:40 User:Catherine Obeng  
The Call record has been transferred to the team: EPOSS-Dev  
Progress was delivered to Powerhelp

Date:08-Jun-2004 17:20:13 User:Matt Arris  
The Call record has been assigned to the Team Member: Martin McConnell  
Progress was delivered to Powerhelp

Date:09-Jun-2004 09:14:42 User:Martin McConnell  
Passing this to Matt Arris for appropriate routing, transfers aren't a speciality of mine.

Date:09-Jun-2004 09:14:59 User:Martin McConnell  
The Call record has been assigned to the Team Member: Matt Arris  
Progress was delivered to Powerhelp

Date:09-Jun-2004 12:45:26 User: Customer Call  
EMPTY 09/06/04 12:42 UK951613 HSH8 Repeat Call: Pm has called back in advising that Cathrin iwaiting for a  
call back 09/06/04 12:42 UK951613 HSH8 Information: Steve cooper  
contacted cathrin who has advised that she  
will call the pm back

Date:09-Jun-2004 15:35:37 User: Customer Call  
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL  
09/06/04 15:29 uk952601 HSH1 ReOpen OTI: pm called in again still  
waiting to here from cathereine  
as they cant rollover without them 09/06/04 15:29 uk952601 HSH1 Advice:  
advised i will escalate to catherine and call her. EMPTY EMPTY OTI Astea OTI  
Success: Tried to send call again 09/06/04 15:31 uk952601 HSH1  
Information: spoke with catherine. she will call pm back as soon as

possible.

Date:09-Jun-2004 15:53:52 User:Catherine Obeng

[Start of Response]

I have phoned the PM back and advised that he speaks to the NBSC about the discrepancy when he comes to roll over.

[END OF REFERENCE 38157260]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:09-Jun-2004 19:08:57 User:Matt Arris

Target Date/Time updated: new value is 31/12/9999 00:00

[Start of Response]

Apparently the discrepancy will keep appearing each week until the amount is committed to the Suspense Account. There is little point in Development trying to manually tweak the messagestore to remove this problem as the damage was done when the first discrepancy was accepted. Now the problem is visible it should be dealt with in the Suspense Account.

I'll transfer the call to Martin for him to clarify where necessary. Martin can you return Advice and Guidance please.

[END OF REFERENCE 38158792]

Response code to call type L as Category 42

Hours spent since call received: 2 hours

Date:09-Jun-2004 19:10:50 User:Matt Arris

The Call record has been assigned to the Team Member: Martin McConnell

Progress was delivered to Powerhelp

Date:10-Jun-2004 11:22:17 User:Catherine Obeng

The Call References have been updated. They are now :-

TOP Powerhelp : E-0406030482

SSCKEL : COBeng2025L

Date:10-Jun-2004 11:22:57 User:Catherine Obeng

KEL COBeng2025L created.

Date:11-Jun-2004 15:11:29 User:Martin McConnell

Attached will be a spreadsheet and the set of transactions that I think are responsible for the error. The spreadsheet is ALL transactions that account to StockUnit BB and I have presented a data view for the discrepancies committed. I do not even know if I am expected to be doing a summary inspection nevertheless the attached give a 'view' as stated.

As far as the system is concerned, there seems to be a flaw in riposte informing Counter 4 that the transfer object BB-1-492803 has been erased. This is an Escher Riposte problem as far as I concerned, the transfer mechanism already has a belt and braces approach, if we can't trust the underlying software to replicate this information through to all other counters, what are we supposed to be able to do? If someone wants to press for a fix, I suggest this is pointed at the Escher team for them to sort out.

Date:11-Jun-2004 15:12:14 User:Martin McConnell

Evidence Added - Spreadsheet of SU BB.

Date:11-Jun-2004 15:13:00 User:Martin McConnell

Evidence Added - 3 Pairs of Transfer transactions.

Date:11-Jun-2004 15:16:35 User:Martin McConnell

[Start of Response]

Please see earlier evidence and comments on this bug. I think a third party should verify the amounts etc. that may be sanctioned as the Stockunit being actually out by, I'm not sure the PM will be happy with what I've presented , but I can only go on what I have found.

[END OF REFERENCE 38167067]

Response code to call type L as Category 94

Hours spent since call received: 0 hours

Date:11-Jun-2004 15:27:44 User:Barbara Longley

F/210/4

The Call record has been assigned to the Team Member: Catherine Obeng  
Progress was delivered to Powerhelp

Date:11-Jun-2004 15:45:34 User:Catherine Obeng

[Start of Response]

There were three rough transactions involved which amounts to total £22290.00. The £10040.00 that Martin McConnell picks up on in SU BB is only one of three txns that is in question. Please see the txn details are given out in the first part of the call details above which was taken the 1st Line when the PM first called in with the problem on 03-Jun-2004.

[END OF REFERENCE 38167325]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:11-Jun-2004 16:30:17 User:Catherine Obeng

[Start of Response]

Martin MacConnell's recommendation is to put the £22290.00 which is adrift into the Suspense Account.

I am routing call to MSU to raise an Error Notice to inform POL of this incident. Also please notify NBSC to contact the PM and advise him of this course of action.

[END OF REFERENCE 38167473]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:11-Jun-2004 16:30:45 User:Catherine Obeng

The Call record has been transferred to the team: MSU-Indt Mgt

Progress was delivered to Powerhelp

Date:22-Jun-2004 15:36:46 User:Michael King

The Call record has been transferred to the team: MSU-Indt Mgt

Progress was delivered to Powerhelp

Date:22-Jun-2004 15:38:18 User:Michael King

[Start of Response]

reconciliation data provided to POL. Routing back to EDSC. does this need to be routed to Escher for a fix?

[END OF REFERENCE 38212257]

Response code to call type L as Category 40

Hours spent since call received: 0 hours

Date:22-Jun-2004 15:38:27 User:Michael King

The Call record has been transferred to the team: EDSC

Progress was delivered to Powerhelp

Date:22-Jun-2004 15:41:09 User:David Seddon

[Start of Response]

Routing call to Catherine Obeng.

[END OF REFERENCE 38212275]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:22-Jun-2004 15:41:16 User:David Seddon

The Call record has been assigned to the Team Member: Catherine Obeng

Progress was delivered to Powerhelp

Date:23-Jun-2004 11:59:27 User:Catherine Obeng

[Start of Response]

Problem could have been avoided if the PM had not accepted the second TI. The Riposte Error events were apparent on SMC's Tivoli Website, however, they took no action until the PM raised a call about the dodgy Transfers. In future, SMC would need to monitor these events and contact the office requesting that they avoid using the eventing Node and reboot it. KEL JSimpkins338Q now updated with info on what action SMC should take if event occurs during PO business hours.

[END OF REFERENCE 38214984]

Response code to call type L as Category 40

Response was delivered to Powerhelp



Hours spent since call received: 0 hours

Date:06-Jul-2004 11:17:09 User:\_Customer Call\_

EMPTY 06/07/04 11:13 uk952601 HSH1 Repeat Call: auditor for po site and called in to se what is happening with call.

advised i will call abck, ringing through to ssc barbera to find out wahts happening, 06/07/04 11:14 uk952601 HSH1 Contacted: spoke with barbera @ ssc advised catherine is on leave and she will try and get someone to lok at call and call me cak. gave extension. 06/07/04 11:14 uk952601 HSH1 Advice: trying to casll auditor back gave mobile of **GRO**

Date:06-Jul-2004 11:20:40 User:\_Customer Call\_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 06/07/04 11:17 uk952601 HSH1 Information: spoke with auditor john advised third line are goinog to look at call and call back. advised that i will call them back as soon as i can.

Date:06-Jul-2004 11:39:15 User:\_Customer Call\_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 06/07/04 11:35 uk952601 HSH1 Information: recieved call back from ssc, they states that they have poassed it on and that which ever part of the po limited it is that they should have sent an error notice to the site

Date:06-Jul-2004 11:44:27 User:Anne Chambers

[Start of Response]

I've checked with Mike King; the BIMS report for this problem was sent to POL on 22/6 and should have resulted in an error notice being sent to the branch. Mike says he will send a note to POL saying that the PM has been chasing this issue; I've asked HSH to inform the PM that they should have received an error notice and to check with the department that issues them.

The corrected cash account that was sent still had an R&P mismatch. The double Transfer In causes a mismatch both because of the transfer and because of the discrepancy which has been erroneously generated. The host-calculated CA ignores the transfer but is still affected by the accepted discrepancy which should not have been generated. It is not really possible to provide a fully balanced CA (email on this subject sent by Mik Peach to Richard Brunskill then on to John Moran, I have not seen the outcome of this).

[END OF REFERENCE 38257905]

Response code to call type L as Category 40

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:06-Jul-2004 11:56:42 User:\_Customer Call\_

EMPTY 06/07/04 11:53 uk081610 HSH1 Information: Attempted to contact the Auditor back on the mobile no. given **GRO** but the line is currently engaged.

Date:06-Jul-2004 12:10:15 User:\_Customer Call\_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 06/07/04 12:02 uk081610 HSH1 Contacted: Contacted Auditor John, explained that SSC discovered how the error occured and they passed details to POL so that an error notice can be issued, Auditor wanted a contact no. for POL dept who issue error notices, advised that we do not have a no. for them and that he should go through NBSC. Auditor happy with information provided.

Date:12-Jul-2004 11:58:56 User:\_Customer Call\_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 12/07/04 11:54 uk952352 HSH5 Repeat Call: Investigation manager Paul Whittaker wants to confirm that an error notice is being sent out for the discrepancy at the PO. Transferred caller to NBSC.

Date:12-Jul-2004 12:19:43 User:\_Customer Call\_

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 12/07/04 12:15 uk952016 HSH8 Information: nbsc agent passed the manager throught unvoiced. this is a nbsc issue now and mary on sct is going to get the 2nd tier of nbsc to call the pm back.

Date:12-Jul-2004 12:45:53 User:\_Customer Call\_  
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL  
12/07/04 12:44 uk951655 HSH2 Information: tina from nbsc called for  
details for this fad - she is  
going to contact chesterfield to ascertain if there is an error  
notice outstanding and call us back

Date:12-Jul-2004 12:56:23 User:\_Customer Call\_  
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL  
12/07/04 12:53 uk951655 HSH2 Information: tina nbsc confirmed there is  
an outstanding error notice  
but she could not get exact details - she will call Paul  
Whittker the investigation officer on **GRO**

Date:05-Aug-2004 11:57:50 User:Catherine Obeng  
[Start of Response]  
PM [Mr Mogul] has confirmed that POL have issued him with an Error Notice of  
£22290.00 which has enabled him to clear the error from his  
account. He is happy for this call to be closed.

[END OF REFERENCE 38378314]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:05-Aug-2004 12:02:13 User:Catherine Obeng  
[Start of Response]  
MSU [Mark Farry] has also confirmed that they are happy for call to be closed  
as well.

[END OF REFERENCE 38378360]  
Response code to call type L as Category 65  
Routing to Call Logger following Final Progress update.  
Service Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:05-Aug-2004 12:02:13 User:Catherine Obeng  
CALL PC0103864 closed: Category 65 Type L

Date:05-Aug-2004 12:05:20 User:\_Customer Call\_  
Consumer Phelp has received the call closure

|                 |                                                         |
|-----------------|---------------------------------------------------------|
| Root Cause      | General - Unknown                                       |
| Logger          | _Customer Call_ -- EDSC                                 |
| Subject Product | EPOSS & DeskTop -- Counter Common (version unspecified) |
| Assignee        | _Customer Call_ -- EDSC                                 |
| Last Progress   | 05-Aug-2004 12:05 -- _Customer Call_                    |