

**TIP Incident 376 Status Report 2/09/99**

TIP No.	PINICL(s) Helpdesk	Status
821	26258 25878	Root cause was deletion of stock unit, following stock unit rollover, with outstanding transactions carried out since the last EOD marker, which were lost. This is the subject of PINICLs 25876/8. Fix to prevent SU deletion in such circumstances. Fix (PWY_WP_5138 CSR) distributed to live estate 15/8
846	27193	Root cause was Stock Unit TM (the ATM stock at the outlet) being rolled forward more than one CAP. The system error that allowed this was corrected in the LT1 offices and incorporated into LT2.
855	27321 27871	This problem is associated with a missing mode on an outlet transaction, in this case a reversal of a previous cash settlement transaction, which then failed to harvest. The fix for this was made under root cause PinICL number 27871 which is fixed within WP 5406 and which was distributed to live on 23/8.
856	27322 9906300196	This problem related to the incorrect handling of a "correction" SU where the cash account snapshot and cash account report were run on different days on different nodes; the result was a doubling of the brought forward total. This was fixed in the LT2 software and call closed on 5/7.
857	27319	This was caused by the use of a stock unit name starting with a space (" "). The problem was alleviated at the outlet by deleting and recreating the SU without the leading space. To prevent any possible re-occurrence a fix to the software has been produced to prevent SU names commencing with space character. The fix is included within WP5406 which was distributed to live on 23/8.
858	27320 25211	Root cause was 2 transactions recorded without timestamp during a session suspend/transfer operation and therefore not harvested. A harvester fix was issued to cover this situation and authorisation for the root cause fix (PINICL 25211) has been made. A separate investigation (PINICL 27514) into the relationship between cash account line 0099 exceeding value on line 1049 identified the root cause as user input error when dealing with Lottery cheque prize. This situation has not reoccurred in LT2.
859		No E- reference was supplied and a search of Powerhelp calls between 30/6 and 10/7 failed to identify the call details against likely outlets (reported FAD 0105112). Probable cause null mode or deleted stock unit problem.
865	27747 25878	Deleted stock unit problem resulted in TIP not being passed transactions. Earlier occurrence in 26258 (TIP 821) Underlying PINICLs 25876/8, with fix distributed to live estate 15/8.
866	27748	This was the subject of AI410, concerning the change of products from "core" to "non-core". Changes have been made to clarify Operational Business Change procedures in this area which should prevent this problem recurring. The problem arises only for Voucher transaction values, not for Value Stock. At Stock Unit Balance time the system requires to access the item records to obtain the description of the item for inclusion on the balance report. If the item is not found the balance report prints 'spaces' for the description but then fails to create the balance summary record for the product. This will be corrected to behave exactly as for Stock Items.
868	27835	Deleted stock unit problem resulted in TIP not being passed transactions. Earlier occurrence in 26258 (TIP 821) Underlying PINICLs 25876/8, with fix distributed to live estate 15/8.

869	27837	In OBCS token administration suspend session then allowed a foil to be scanned and the transaction committed to the stack with no current mode set, resulting in a non-harvested transaction. This is actually a duplicate of PINICL 26181 and was fixed in WP4927, applied as part of the LT2 baseline on 10/11 July. Its occurrence in TIP869 was during CA week 15, prior to the weekend LT2 fix.
870	27884	This call relates to several cash account discrepancies (5 outlets), all due to transactions not being harvested because of missing mode attribute on reversal transactions. Analysis of underlying root cause is covered within TIP 855 (underlying PINICL 27871; fix released 23/8)
873	27904	This related to a mismatch between electronic and TIP derived cash accounts at 4 offices. This resulted from a one-off corruption of a .dll file during the LT1 to LT2 upgrade at outlets 166328, 390329 and 008523. FAD 27153 was the subject of non harvested transactions due to missing transaction mode on the original counter transaction. This is the same underlying cause as TIP 874 (PINICL 27903)
874	27903 28167	This related to a mismatch between electronic and TIP derived cash accounts at 5 offices. Detailed analysis of FADs 270329 and 203329 indicated that this was caused by scales transactions (stamp sales) recorded with a missing mode attribute. Analysis at the other sites (without a full message store being available) indicated a similar root cause. 27903 fixed in WP5447, which has completed test. Delivery to outlets expected by 29/8. 28167 covers the agent avoidance to reconstruct missing "SC" mode on transaction harvesting (all scales transactions are "SC" mode), applied to live estate 3/8. This substitution will be ceased when TIP requests that we do so.
885	28185 9908020071	This incident describes itself as a summary of similar incidents. Pathway concurs with the view that they are simple repeats of known causes, but will confirm this by detailed analysis.
889	28218 9908030066	This call is "Acceptance Incident" 411, which is being dealt with separately. A fix is already in place and the missing transactions have been sent to TIP.
891	28272 9908040196	Null mode scales transaction not harvested for week 18, which was before both the harvester substitution work-around and the root cause fix were released.
892	28263 9908040139	This has the appearance of a transaction not harvested for week 19, although there is no evidence of any transactions with 'Null' mode in the outlet for this CAP. The call has been passed to the BSU for further investigation with TIP.
900	28480 9908110215	Null mode transaction not harvested for week 19, which was before both the harvester substitution work-around and the root cause fix were released.
901	28530 9908120207	Null mode transactions (resulting from 'Scales' transactions) not harvested for week 19, which was before both the harvester substitution work-around and the root cause fix were released
902	28527 9908120208	
903	28531 9908120216	Null mode transaction (resulting from 'Scales' transaction) not harvested for week 19 (on July 30 <sup>th</sup> ), which was before both the harvester substitution work-around and the root cause fix were released.
904	28528 9908120206	Null mode transaction not harvested for week 19, which was before both the harvester substitution work-around and the root cause fix were released.

905	28529 9908120210	Compensating differences between cash and cheque lines. Under investigation.
909	28635 9908160161	This was caused by a failure to harvest a transaction created to correct a fee migration problem, due to a null user field. Harvester incidents of this nature are reported to TIP via RED reports.
910	28630 9908160158	
912	28840 9908200140	A long and detailed explanation of this incident has been provided. In summary, this is a reference data associated error in the way TIP produce their cash account. No fault in Pathway solution. Incident closed by TIP.
913	28847 9908200185	<p>It may be of interest that the value of the discrepancy between the TIP and Pathway figures appears to correspond to 2 x £230.63. During the balancing of stock unit AA on 18.8.99, a stock adjustment was made to reduce the value of Cheques (Product 2) by this amount, with a corresponding increase in Cash. These two stock adjustment records were later individually reversed, generating a further 4 transactions for £230.63, 3 against Cash (Product 1) and 1 against Cheques (Product 2). Therefore in total 4 Cash transactions (two positive, two negative) and two Cheques transactions (one positive and one negative) were written.</p> <p>Given that there have previously been issues with TIP's rejections of 'Existing Reversal' transactions where the reversal settlement contained no cross-reference details, is it possible that this has caused the reconciliation failure? According to the message store data, the Cash Account for CAP 21 reported Total Receipts = Total Payments, indicating that the message store data is complete and accurate.</p>
914	29891 9908250142	The transactions rejected in this incident all relate to P&A transactions which have been recorded with a 'Remittance' mode. An error in the system at this time (which has since been corrected) caused the application variable holding the current desktop 'Mode' to be incorrectly cleared, allowing OBCS to conduct a P&A transaction. When the transactions were passed to Riposte to commit them to the message store, the Riposte Desktop mode at the time (in all cases one of the Remittance modes, indicating that the user was within the Remittance part of the menu hierarchy) was added into the transaction data.
915	29024 9908260149	As for TIP Incident 914 above (but with additional cases where the user was in the 'Housekeeping' mode at the time the transaction took place).