AI 376 -TIP Incident Status Report 22/09/99

TIP No. Type/Outlets Week	PINICL(s) Helpdesk	Status
821 1 1 8	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 2 1 11	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 3 1 13	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 4 1 13	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 5 1 13	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 6 1 13	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. This has not re-occurred since mid-June. Fix will be distributed to outlets by 24th September.
* 1		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 n/a		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 is invalid). Probable cause null mode or deleted stock unit problem.
865 1 1 15	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 7 1 15	28746	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. 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 has been corrected by a fix delivered to counters between 14th and 18th September.
868 1 1 15	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 8 1 15	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 3 5 16	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 12 4 16	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 (code for settlement) during the LT1 to LT2 upgrade at outlets 166328, 390329 and 008523.
9 1 16		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 9 5 16	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. Delivered to outlets 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 9 20 17	28185 9908020071	All the incidents summarised on this call are the scales missing mode problem
889 10 37 18	28218 9908030066	This call is "Acceptance Incident" 411, which is being dealt with separately. Due to a massive replication backlog as the correspondence servers synchronised after a failure the harvester started work before full message sets had been replicated for some outlets. The harvester has been enhanced (11.8) such that it positively checks that the message store is complete before harvesting an outlet. The missing transactions have been sent to TIP.
890 1 1 18	28264 9908040145	This incident arose because transactions that were carried out in Stock Unit ZZ were not harvested because the stock unit was deleted before the End of Day marker was inserted on 29th July, therefore the transactions were not sent to TIP.
891 9 11 18	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	Following the provision by TIP of further information on this

nm 3 1 1 18	9908040139	incident the causes have been identified as: FAD Codes 230511, 101114 and 013523 – transactions with null modes FAD Code 278523, this imbalance was caused by the deletion of Stock Unit ZZ before the EOD marker was set for the day, causing one transaction for £155 not to be harvested and therefore not sent to TIP.
900 9 6 19	28480 9908110215	Null mode (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.
901 9 3 19	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 *E 1 19	28527 9908120208	The root cause of this is that prior to migration, within the ECCO system, stock of Vodaphone cards was transferred from the manager's SU to another. Unfortunately the manager transferred out one £15 card, and the receiving unit transferred in three £5 cards. No fault in Pathway solution.
903 9 1 19	28531 9908120216	Null mode transaction (resulting from 'Scales' transaction) not harvested for week 19 (on July 30th), which was before both the harvester substitution work-around and the root cause fix were released.
904 3 1 9 1 nm 1 *R 2 19	28528 9908120206	Null mode transactions not harvested for week 19, which was before both the harvester substitution work-around and the root cause fix were released. Further information received from TIP, Pathway to analyse remaining incident. Based on the further information provided by TIP it has been identified that the last of the incidents arose from a Null Mode on a cash transaction.
905 *E 2 19	28529 9908120210	Compensating differences between cash and cheque lines,. Analysis shows CA balances with cash values as declared by user. TIP opening balances are incorrect. Suspected to have been caused by circumstances similar to 902, but unable to investigate further as the transaction data has now been archived from the message store.
909 11 1 20	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.
910/921 13 1 20	28630 9908160158	This is a manifestation of the double roll over at Olympia caused by multiple presses of the SU rollover button. The fix both displays a message to inform the user that the process has started and also ensures any subsequent button presses are ignored while the balance process is running. Fix delivered to counters between 14th and 18th September.
912 *R 1 21	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 15 1 21	28847 9908200185	This incident was caused by the host being unable to correctly interpret the settlement of an existing reversal of the settlement of a stock adjustment transaction. This is because the reversal settlement is not itself a reversal of a transaction and therefore carries no indication of the 'original mode' of the transaction being reversed. In the absence of an 'original mode' attribute, the harvester assigns a mode of 'Serve Customer' (1) with the reversal indicator set.

		The fix will be to amend the counter software to add the original transaction mode to any 'existing reversal' settlement transaction, the host software will then use this information (no change required) to put the correct mode on the transaction sent to TIP. Fix expected to live by 24th September.
919 14 9 22	9909030095	Different manifestation of as 914, 915 below. P & A invalid ITM. Fixed by withdrawal of fault on 29.8
926 15 1 23	29473 9909100199	This is a duplicate of TIP 913.
927 14 6 23	29476 9909100204	These discrepancies were the result of OBCS transactions recorded as remittances. (see also TIP incidents 914 and 915 against AI359). Fix delivered to offices on 28th August.
928 13 1 23	29500 9909130005	This set of discrepancies arose at the Olympia office due to the problems at that office with a 'double rollover' of the stock unit and the subsequent corruption of the Cash Account for CAP 21. The corrective action resulted in the production of a Cash Account for CAP 22 at the office which includes all transactions since the start of CAP 21 up to (and including) transactions undertaken to the end of the calendar period of CAP 23. The CAP 23 Cash Account was then produced on the same day and contained only stock holding records. The fix for the double rollover problem was released to live on 14th September.

AI 359 ??

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 was corrected 29.8) 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).
920	9909010010	Known issue with migration, not a Pathway fault. ECCO records suspense account transactions as Serve Customer, but TIP expects Horizon to record them as Housekeeping.
927 23	29476 9909100204	This incident was caused by the recording of P&A transactions with Remittance or Housekeeping mode. This is a duplicate of TIP 914, 915 and 919 under AI359. A fix for this problem was delivered on 28th August (part way through CAP 23).

Incident Types

1.	Deleted SU
2.	SU double roll
3.	Missing mode - reversal
4.	New SU
5.	SU name with blank first character
6.	Missing time stamp
7.	Deleted Item ref data
8.	Missing mode – OBCS suspend
9.	Missing mode - scales
10.	Replication recovery
11.	Fee migration correction error
12.	Corrupted software file
13.	Multiple simultaneous SU roll over
14.	OBCS swipe permitted in invalid mode by faulty fix.
15	Signage issue on interface.
nm	Null Mode, unassigned cause
*	Not Pathway error
*E	ECCO transfer problem
*R	Reference Data missmatch