

Export

## Peak Incident Management System

Call Reference	PC0033128	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- Unknown	Top Ref	10000035
Call Type	null	Priority	
Contact	Deleted Contact	Call Status	Closed -- Initial
Target Date	30/10/2000	Effort (Man Days)	0
Summary	PM - Stock Unit Intergration - Dugannon 43K		
All References	Type	Value	
	Customer reference	10000035	
	Call reference	PC0032801	
	Other	E9911040163	
	Customer reference	BSM19991110001	

## Progress Narrative

Date:10-Nov-1999 15:43:00 User:Ann-Marie Dick

CALL PC0033128 opened

References entered are:-

T Other : E9911040163

Call reference : PC0032801

Product EPOSS & DeskTop Balancing added

Target Release entered: Unknown

PM - Dugannon PO £43k discrepancy

Outlet has a discrepancy of £43,000 after balancing SUs and doing office snapshot.

Phil Turnock POCL BSM has advised outlet on this weeks balance. Steve Warwick development is investigating why this mis-balance occurred.

Immediate impact of this weeks balance has been addressed but POCL are concerned that the cause is still unknown and this will affect this and other outlets.

CALL PC0033128:Priority C:CallType Z - Target 20/12/99 20:00:00

The Call record has been assigned to the Team Member: Paul Curley

Defect cause updated to 99:General - Unknown

Hours spent since call received: 0.5 hours

Date:10-Nov-1999 17:16:00 User:Ann-Marie Dick

Steve Warwick believes that this may be an isolated incident as we have no similar reports from anywhere else. The branch manager and POCL agreed to amend the WK32 CA balance figures manually and send into POCL. We anticipate wk33 will balance as normal. PO to be monitored until week 33 balance completed.

Date:12-Nov-1999 11:32:00 User:Ann-Marie Dick

Rang Dungannon PO this morning (12/11/99) and confirmed that Week 33 balance went ok. Spoke with John Rovinson Post Master who confirmed that "everything went ok".

I will monitor progress of the incident which is now with the EPOSS development teams for investigation. Paul Curley 12/11/99

Date:23-Nov-1999 15:05:00 User:Julie Welsh

The call references have been updated. They are now:-

T Other : E9911040163

Call reference : PC0032801

Customer reference : BSM19991110001

Date:03-Dec-1999 11:10:00 User:Janet Reynolds

29/11/99 15:29 - By Dave Fletcher

I have talked with development ref this problem. It is seen as a one off. No fault can be found and developments do not expect to be able to find a fault with the evidence available. There is no additional information available as evidence. I suggest this call be placed on monitor for 1 month.

Date:23-Dec-1999 09:56:00 User:Janet Reynolds

Update by Paul Curley:

This problem was discussed at the HSRF 22/12/99 where it was agreed to keep the problem open.

The problem will remain on monitor

To date, no further occurrences have been reported from Dungannon or similar instances detected elsewhere.

Paul Curley 23/12/99



Date:13-Jan-2000 14:53:00 User:Janet Reynolds

Update by Paul Curley:

No further reports of this type of problem detected from other outlets.  
Dugannon has not reported any further instances.  
Investigations have still continued into the initial incident but so far findings have been inconclusive.  
Call will remain on monitor until end of January.  
Paul Curley, 13th Jan 2000

Date:18-Feb-2000 17:07:00 User:Janet Reynolds

Update by Paul Curley:

Update - 3rd Feb 2000

Support rechecked the message store for the 03-Nov-1999, SU 1A was rolled on counter 5 and the office was rolled on counter 1. This outlet is a six counter office.

Further examination of the event logs for these two counters indicate that counter 5 looks suspect (C drive nearly full and big gap of no messages).  
Calls from PO into HSH for period between 30-Oct and 10-Nov indicate a reboot (counter not specified, but would tie in with counter 5 event log) on Saturday 30-Oct-1999.

The evidence in the message store was that messages continued to be written to the message store but that all the 'Payment' transactions which should have been recorded in the rollover trailer messages failed to appear (although others did, such as the Rem OUT and Transfer OUT totals).  
This indicates that the problem was not one of running out of Disk space but of failing either to retrieve, or write out, transaction totals for one particular node in the node hierarchy.

Given that there were known problems with corrupted Persistent Object indexes at about this time, it is possible that an update to an EPOSSNodes object failed to be registered correctly at the outlet, causing the node accumulation to fail.

It was decided to prove this out by deleting the 'Payments' node in the node Hierarchy and then running the SU balance, to attempt to identify the root cause of the problem. Call passed to testing to be scheduled.

Update 18th Feb 2000

The test was carried out on 16th February as follows: delete the Payments EPOSSNodes object before producing a SU balance, on a version of the current live system (CI2\_2R).  
When trying to print the Payments part of the SU balance, the missing node is detected by the system and an error tablet with message "A system error has occurred whilst printing. Please ring the helpdesk. Error at 67640." is generated. So the balance could not be finished.  
This type of error trapping error trapping was introduced at the end of last year when resolving AI298 issues and we are investigating if the outlet did not have such error handling when the problem occurred.  
Certainly, with the current system, a missing Payments node now would not go undetected.

The problem is currently back with development for further investigation.

Date:09-Mar-2000 11:20:00 User:Janet Reynolds

The call summary has been changed from:-

PM - Dugannon PO £43k discrepancy

The call summary is now:-

PM - Stock Unit Intergration - Dugannon 43K

The call references have been updated. They are now:-

Other : E9911040163

Call reference : PC0032801

Customer reference : BSM19991110001

T Customer reference : 10000035

Date:17-Mar-2000 15:01:00 User:Janet Reynolds

Update by Paul Curley:

Monday 13/03 -

Email chaser to Steve Warwick/ Les Ong to determine progress.

Thursday 16/03 -

Response from Steve Warwick

"Although there is nothing more we can do about this incident and have exhausted all lines of investigation with the evidence available, we had a further occurrence of a very similar nature at another office in CAP 48. This has been documented in PinICL 39313 and is under investigation at the moment".

I propose this problem is discussed at the XDMF on Monday.

The similar occurrence is currently an incident and I am investigating if the similarities are such that we can add this into this problem.

Paul 17/03/00

The call summary has been changed from:-

PM - Stock Unit Intergration - Dugannon 43K

The call summary is now:-

PM - Stock Unit Intergration - Dugannon 43K

Date:07-Apr-2000 09:40:00 User:Janet Reynolds



Update by Paul Curley 04/04/2000

21/03/00

Discussed this issue at XDMF and it is thought that a similar incident has occurred at FAD 025511 Yate Sodbury to the value of £52,814.29p, the problem will now remain open and be appended with this information for investigation.

23/03/00

A further occurrence has arisen at FAD 158410 Appleby in Westmorland value £9,368.40p.

Chased call with development and spoke to Martin McConnell. Martin has made extensive investigations on the issue and using the message stores from the outlet, has been unable to recreate the fault. Martin is will recommend that a diagnostic patch is developed and issued into the estate to trap any future occurrences.

Escalated the issue to Chris Wannell (development) who will discuss options with Martin and Steve Warwick.

30/03/00

Chris Wannell reported back that a diagnostic fix was being prepared and was to be submitted to the next Release Management Forum to authorised release into the live estate. Development have also identified the following activities that are in the area of stock unit integration and are therefore being tracked as being relevant to this problem.

03/04/00

An incident has identified a stock unit that attempts to commit discrepancies to the messagestore via EPOSSCore and fails. The reason this fails is because of unit price checks on the discrepancy. A fix has been developed and is currently in testing.

Further checking of progress of the diagnostic fix for installation onto the dataserer shows it has been developed but not yet released for testing.

Date:28-Apr-2000 14:51:00 User:Janet Reynolds

Update by Paul curley:

The fix is still in testing . Paul Curley has agreed with Phil Turnock that once the diagnostic fix has been deployed this problem will be put on monitor status for 12 weeks.

Date:18-May-2000 13:13:00 User:Janet Reynolds

Update by Paul Curley:

As of Tuesday 16th May the software diagnostic patch now distributed to 99% of estate (the stragglers are Non polled offices, closed offices etc and are being worked through as they come online). Therefore as agreed with Phil Turnock this problem can now be placed into "monitor" mode to await the next occurrence.

Paul 18/05/99

Date:16-Jun-2000 13:52:00 User:Paul Curley

Two additional call numbers have been identified with simliar problems they are PC0045847 & PC0043811 wrote to development to progress on Friday 09/06/2000.

16/06/00 - No progress reported from Development calls are still being investigated - Paul Curley

F) Response :

Update 16/06/00

[END OF REFERENCE 19206800]

New target date set 30/06/00 21:00:00

Responded to call type Z as Category 5 -Monitoring

The response was delivered on the system

Date:04-Jul-2000 10:40:00 User:Paul Curley

Root cause of stock unit integration problem.

Data trees have been failing to build fully, and the system has not been detecting this. Consequently, discrepancies in the balancing have been occurring. In the case of Dungannon a whole Payments node was missing. There have been a number of calls relating to this kind of issue.

A fix has been put in at CI4 which will prevent this happening.

The root cause identified under PC43811 is as follows:-

"Dataserer trees have failed to build. This has now been fixed in CI4 and in conjunction with CP2587 (where the data tree rebuild is minimised to 2 attempts instead of 4) should return an abort right back up to the user to retry the balancing process. Instances where this can potentially occur is for example if the Riposte service has stopped/failed/unable to complete an IO request issued etc".

F) Response :

Progress text relating to root cause identification added by Paul Curley 04/07/20. It is suggested that this problem is closed as part of the CI4 upgrade analysis agreed between PON and ICLP. Paul Curley

[END OF REFERENCE 19717055]

New target date set 30/09/00 18:00:00

Responded to call type Z as Category 5 -Monitoring

The response was delivered on the system

Date:09-Oct-2000 12:39:00 User:Paul Curley



No further instances since upgrade to CSR+ I will seek call closure from POCL  
F) Response :  
Call updated by Paul Curley 9/10  
[END OF REFERENCE 22076526]  
New target date set 30/10/00 18:00:00  
Responded to call type Z as Category 5 -Monitoring  
The response was delivered on the system

Date:29-Nov-2000 13:57:00 User:Paul Curley  
This problem has now been on monitor since the introduction of CSR+ and no further incidents have occurred. I have agreed closure with Theresa Walsh (POCL) who will close the corresponding POCL problem call.  
Paul Curley 29/11/00  
F) Response :  
Call closure agreed with POCL 29/11/00 - Paul Curley  
[END OF REFERENCE 23356382]  
Responded to call type Z as Category 15 -Completed  
Hours spent since call received: 1 hours  
Defect cause updated to 14:Development - Code  
The response was delivered on the system

Date:29-Nov-2000 13:58:00 User:Paul Curley  
CALL PC0033128 closed: Category 15, Type Z  
Hours spent since call received: 1 hours

Root Cause	Development - Code
Logger	POA Deleted User -- Deleted Team
Subject Product	EPOSS & DeskTop -- Balancing (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	29-Nov-2000 13:58 -- Paul Curley