

## Export

## Peak Incident Management System

Call Reference	PC0061801	Call Logger	Deleted User -- ITU SV&I
Release	Targeted At -- Unknown	Top Ref	
Call Type	Business Integration Testing Incidents/Defects	Priority	B -- Progress stopped
Contact	Deleted Contact	Call Status	Closed -- Insufficient evidence
Target Date	02/02/2001	Effort (Man Days)	0
Summary	MIG - Transfer Session during Checking for Discrep		

## Progress Narrative

Date:30-Jan-2001 16:50:00 User:Del(03/01 Peter Ashley)  
CALL PC0061801 opened  
References entered are:-  
Product EPOSS & DeskTop EPOSS added  
Target Release entered: Unknown  
MIG - Transfer Session during Checking for Discrep  
Business Integration - BTC5 - Cycle 7  
20 Counter Office with PWY\_WP\_10993  
A Transfer Session was attempted between Counter 18 to 19 during 'Discrepancy Checks' prior to Stock Unit (SU) rollover. The pending transfer session tablet was displayed on Counter 19 for several minutes and appeared to time out. Eventually, the user was able to login on Counter 19 without the transfer being fully completed (Both counters being logged into by the same User on the same Individual SU).  
The similar effect was experienced during a Print Preview ('Rem in by product') on Counter 2.  
A copy of the Installation Log and an extract of the MessageStore for Counter 18 are attached.  
CALL PC0061801:Priority B:CallType B - Target 02/02/01 16:50:51

Date:30-Jan-2001 16:51:00 User:Del(03/01 Peter Ashley)  
New evidence added - Installation Log  
New evidence added - MessageStore extract  
The Call record has been assigned to the Team Member: Kevin Barrett  
Defect cause updated to 99:General - Unknown  
Hours spent since call received: 0 hours

Date:30-Jan-2001 18:17:00 User:Del(03/03 Kevin Barrett)  
F) Response :  
Needs to go to EPOSS.  
[END OF REFERENCE 24483247]  
Responded to call type B as Category 30 -TL confirmed  
The response was delivered on the system  
The Call record has been transferred to the Team: QFP  
Hours spent since call received: 0 hours

Date:30-Jan-2001 20:37:00 User:Les Ong  
The Call record has been transferred to the Team: EPOSS-FP  
Hours spent since call received: 0 hours

Date:31-Jan-2001 10:49:00 User:Les Ong  
The Call record has been transferred to the Team: EPOSS-Dev  
Hours spent since call received: 0 hours  
The Call record has been assigned to the Team Member: Stephen Kay  
Hours spent since call received: 0 hours

Date:31-Jan-2001 11:11:00 User:Del(08/03 Stephen Kay)  
F) Response :

Date:31-Jan-2001 11:12:00 User:Del(08/03 Stephen Kay)  
Having looked at the problem it seems that, due to excess network activity, the two counters were not in communication with each other and were therefore seemingly disconnected. In this circumstance, the desktop will time out and allow the login so that users can log in after a counter crash.  
It would probably be best to change the configuration of the rig so that instead of using 1 24-port hub, it can mimic the live environment and use 3 10-port hubs. If the problem persists with this configuration, then this can be flagged to Escher or Rex Dixon because EPOSS has done all it can to prevent the session transfer at this point.  
[END OF REFERENCE 24490963]  
Responded to call type B as Category 94 -Advice and guidance given  
Hours spent since call received: 4 hours



The response was delivered on the system

Date:01-Feb-2001 09:35:00 User:Del(03/01 Peter Ashley)

Whilst it is understood that the test configuration is not the same as in the live estate, it may be worth pursuing both scenarios i.e. 1x24 hub across a 20 Counter Office as well as 3x10 Port hubs. This would cover varying configurations in multi-counter outlets in the future.  
The Call record has been transferred to the Team: TDA  
Defect cause updated to 31:Test - Test interpretation  
Hours spent since call received: 1 hours

Date:01-Feb-2001 11:55:00 User:Del(08/03 Kristine Neiras)

Dave,  
FYI re 24 port hubs and possible implications.  
Gareth says that this is expected behaviour  
The Call record has been assigned to the Team Member: Dave Tanner  
Hours spent since call received: .3 hours

Date:02-Mar-2001 17:16:00 User:David Tanner

F) Response :  
1. Whoever looked at the problem and decided that there was "Excess Network Activity", where is the evidence to support this statement?, How was the was the network activity measured ?  
2. The test environment is not as per the "live" estate, i.e the use of a 24 port hub instead of 3 x 8 port hubs, therefore closing pinICL as the problem is irrelevant to the "live" estate.  
[END OF REFERENCE 25113357]  
Responded to call type B as Category 96 -Insufficient evidence  
Hours spent since call received: 0.5 hours  
The response was delivered on the system

Date:06-Mar-2001 08:11:00 User:Del(03/03 Kevin Barrett)

This problem has now been superseded by PC62030 which has the same problem with low network traffic. The new problem is being used as the basis for investigating the problem. We are also looking at changing the 20 counter configuration. Closing this PinICL.  
CALL PC0061801 closed: Category 96, Type B  
Hours spent since call received: 0 hours

Root Cause	Test - Test interpretation
Logger	Deleted User -- ITU SV&I
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	Deleted User -- ITU SV&I
Last Progress	06-Mar-2001 08:11 -- Del(03/03 Kevin Barrett)