

Export

Peak Incident Management System

Call Reference	PC0126376	Call Logger	_ Customer Call _ -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	PWY_WP_22240
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Fixed at Future Release
Target Date	24/09/2005	Effort (Man Days)	0
Summary	FAD160868 transfer is not showing on node 4		
All References	Type	Value	
	Powerhelp	E-0509210898	
	SSCKEL	KEL JBallantyne5245K	
	SSCKEL	KEL JSimpkins338Q	
	Call reference	PC0126042	
	Supplier reference	03734 (Escher)	
	Work Package	PWY_WP_22240	

Progress Narrative

Date:21-Sep-2005 17:47:24 User:_Customer Call_

CALL PC0126376 opened

Details entered are:-

Summary:pm states that he has been put through from nbsc,

Call Type:L

Call Priority:B

Target Release:BI_3S82R

Routed to:EDSC - _Unassigned_

Date:21-Sep-2005 17:47:24 User:_Customer Call_

Date/Time Raised: Sep 21 2005 4:42PM

Priority: B

Contact Name: alan.brown

Contact Phone: **GRO**

Originator: Phelp

Originator's reference: E-0509210898

Product Type: Riposte

Product Serial No:

Product Site: 160868

21/09/05 16:42 pm states that he has been put through from nbsc, he has a node that will not accept a transfer it will not appear on the screen. only on node 5 the transfer is not there but on node 1 it is there.

21/09/05 16:49 UK955763

Advice: advised pm that this has to come from nbsc to go through checks.

21/09/05 17:06 UK955763

Information: call raised last week for similar issue - transfers not showing on all nodes. E-0509150123

21/09/05 17:07 UK955763

Advice: pm stated that the following transfer is not showing on node 4

transfer out

user BFR001 S/U F

transfer in

user AJ0001 S/U G

This transfer is showing on nodes 3 & 1 but not on node 4.

21/09/05 17:09 UK955763

Information: pm experienced similar problems last week and wants us to investigate why this is happening.

Pm stated he has not had any disconnected node messages or any on line issues.

21/09/05 17:14 UK955763

Information: Another transfer of £45.40 approx

Transfer out - node 2

user GMP001 S/U E

Transfer in node 3 & 4

user AJ0001 & LLN001 S/U F

This transfer appeared on both nodes 3 & 4.

When clerk accepted transfer in it accepted it. After she accepted it she went back into transfers and node 4 transaction for £608.13 appeared.

21/09/05 17:18 UK955763

Access Times: confirmed access times

Mon - Friday 0900 - 1730

21/09/05 17:21 UK955763

REASSIGN: Call # E-0509210898 was Reassigned from Rachel Parkinson, Group HSH7 to Kenneth Hudson, Group HSH2

21/09/05 17:44 GB082200

Information: have down loaded ps log for nodes 3 and 4

file id node 3 654377 node 4 654381

21/09/05 17:45 GB082200

Recommend: please check why transfer s are not showing please see logs for details

21/09/05 17:46 SYSADM

Open OTI: Automatic Open OTI

***Updated by Kenneth Hudson at 21/09/2005 17:46:17

21/09/05 17:45 GB082200

REASSIGN: Call # E-0509210898 was Reassigned from Kenneth Hudson, Group HSH2 to Group EDSC1

Date:22-Sep-2005 08:23:41 User:Barbara Longley

The call summary has been changed from:-

pm states that he has been put through from nbsc,

The call summary is now:-

FAD160868 transfer is not showing on node 4

Date:22-Sep-2005 08:38:17 User:Barbara Longley

Product EPOSS & DeskTop -- EPOSS added.

Date:22-Sep-2005 08:38:25 User:Barbara Longley

The Call record has been assigned to the Team Member: Cheryl Card

Progress was delivered to Powerhelp

Date:22-Sep-2005 15:30:07 User:Cheryl Card

Reference Added: SSCKEL JSimpkins338Q

Date:22-Sep-2005 15:30:59 User:Cheryl Card

Reference Added: SSCKEL JBallantyne5245K

Date:22-Sep-2005 15:32:10 User:Cheryl Card

Reference Added: Call reference PC0126042

Date:22-Sep-2005 16:13:08 User:Cheryl Card

[Start of Response]

This is another occurrence of last week's problem (PC0126042), where messages were not replicated due to Riposte errors. Last week the PM did some duplicate Transfer In transactions which caused reconciliation errors - fortunately this week he has not done so. The PM wants to know why these problems have occurred twice within 2 weeks. I will pass the call to development for comment.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:22-Sep-2005 16:14:47 User:Cheryl Card

Evidence Added - Message store and logs for 14/09/05

Date:22-Sep-2005 16:15:17 User:Cheryl Card

Evidence Added - Message store and logs for 21/09/05

Date:22-Sep-2005 16:16:03 User:Cheryl Card

Evidence Added - Subscription groups

Date:22-Sep-2005 16:20:37 User:Cheryl Card

The errors

'Timeout while waiting for thread completion'

followed by many occurrences of

'An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock'

have occurred at this site on 2 consecutive weeks:

14/09/05 at 15:07 on counter 3

21/09/05 at 15:06 on counter 4

Can development comment on why this has happened again at the same site.
(Note - a few of these errors seem to occur every week at different sites).

Please route to EPOSS-Dev for comment.

Date:22-Sep-2005 16:20:54 User:Cheryl Card

The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:22-Sep-2005 18:12:16 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield
Progress was delivered to Powerhelp

Date:23-Sep-2005 16:13:32 User:Richard Craig

The Call record has been transferred to the team: EPOSS-Dev
The Call record has been assigned to the Team Member: Martin McConnell
Progress was delivered to Powerhelp

Date:26-Sep-2005 16:29:11 User:Martin McConnell

This is a Riposte problem, nothing I can do about this I'm afraid as a replication problem. Passing over to the Escher-Dev stack.

Date:26-Sep-2005 16:29:22 User:Martin McConnell

The Call record has been transferred to the team: Escher-Dev
Progress was delivered to Powerhelp

Date:29-Sep-2005 09:55:07 User:Mike Coon

Reference Added: Supplier reference 03734 (Escher)

Date:29-Sep-2005 09:55:49 User:Mike Coon

The Call record has been assigned to the Team Member: At-Escher
Progress was delivered to Powerhelp

Date:08-Nov-2005 15:19:10 User: Customer Call

EMPTY 08/11/05 15:12 uk952602 HSD IMT Information: Jez Murray from Service Support called to advise that this called was linked to a reconciliation issue, and that Julie Dart from there HQ had been chasing this call and would like an update as to what is happening. 08/11/05 15:15 uk952602 HSD IMT Advice: advised Jez that i would look into this and will then update Julie Dart.

Date:08-Nov-2005 15:22:15 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 08/11/05 15:18 uk952602 HSD IMT Information: I have asked Matt Saunders to have a look through the call

Date:08-Nov-2005 15:26:04 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 08/11/05 15:22 uk080066 HSD IMT Escalate: I have spoken to Ann Chambers of SSC to put a chase on this. Ann will do this and update the call

Date:08-Nov-2005 15:28:43 User:Anne Chambers

[Start of Response]

I've asked Mike Coon to get an update from Escher.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:10-Nov-2005 08:13:13 User: Customer Call

EMPTY 10/11/05 08:08 uk952602 HSD IMT Contacted: I have left a voicemail message to advise Julie Dart that the information is being chased and when the call has been updated i will let her know

Date:10-Nov-2005 10:43:29 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 10/11/05 10:40 uk952602 HSD IMT Information: Julie Welsh has advised that IMT are not responsible for updating Julie Dart on this call.
If Julie requires further information for reconciliation

purposes, she should raise her own query through the reconciliation process, the desk will NOT be providing her with any updates on this call.

Julie Welsh has passed this information on to Jez Murray

Date:10-Nov-2005 11:58:30 User:Jez Murray

1/ This problem is the route cause of the reconciliation error closed in PC0126042

2/ Presumably the route cause is deemed to be software not hardware

3/ The Postmaster has a workaround in place which is not to duplicate transactions (e.g. Transfer In) just because the original attempts were successful but not showing on all nodes

4/ POA CS MSU have a workaround in place which is that if 3/ above is not followed & PC0126042 reoccurs, a BIMS will be issued advising POL to issue a Transaction Correction

5/ There is no SLT for software fixes as they are delivered based upon the priority or severity of the issue and could remain open until both businesses decide a fix is necessary or the work around is adequate

JeZ Murray has advised Julie Dart of this by email as could not voice at the timestamp of this update

Date:04-Jan-2006 15:31:13 User: Customer Call

EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 04/01/06 15:24 uk532725 SMC1 Information: Assuming this call is refering to Node 5. This counter is storming with the following critical event: An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock. (0xC1090003).

Date:30-Jan-2006 15:48:38 User:Mike Coon

[Start of Response]

I should have updated this call long ago.

Escher assert that this problem is fixed in their latest delivery to us, "UK10", which is included with S90.

Therefore this call should be closed accordingly and resurrected only if the problem recurs in S90.

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed

Hours spent since call received: 0 hours

Date:30-Jan-2006 16:01:55 User:Mike Coon

Reference Added: Work Package PWY_WP_22240

Date:30-Jan-2006 16:01:59 User:Mike Coon

TOP Reference set to: Work Package PWY_WP_22240

Date:30-Jan-2006 16:04:02 User:Mike Coon

[Start of Response]

Accordingly I've added the "UK10" WP number to the references for this PEAK.

[End of Response]

Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger

Routing to Call Logger following Final Progress update.

Hours spent since call received: 0 hours

Date:30-Jan-2006 16:15:24 User:Jim Anscomb

The Call record has been assigned to the Team Member: Cheryl Card

Progress was delivered to Powerhelp

Date:31-Jan-2006 08:44:55 User:Cheryl Card

[Start of Response]

Update from Mike Coon:

Escher assert that this problem is fixed in their latest delivery to us, "UK10", which is included with S90.

Therefore this call should be closed accordingly and resurrected only if the problem recurs in S90.

[End of Response]

Response code to call type L as Category 74 -- Final -- Fixed at Future Release

Routing to Call Logger following Final Progress update.

Service Response was delivered to Powerhelp

Date:31-Jan-2006 08:44:55 User:Cheryl Card

CALL PC0126376 closed: Category 74 Type L

Date:31-Jan-2006 08:44:55 User:Cheryl Card

Hours spent since call received: 0 hours

Defect cause updated to 14 -- Development - Code

Date:31-Jan-2006 08:47:49 User:_Customer Call_
Consumer Phelp has received the call closure

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	31-Jan-2006 08:47 -- _Customer Call_