

To: Jenkins Gareth GI [REDACTED] **GRO** **Chambers Anne** [REDACTED] **GRO**
From: Thomas Penny/[O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]
Sent: Thur 10/16/2008 9:33:21 AM (UTC)
Subject: FW: ARQs 356-374
107026.zip

Hi Anne/Gareth

1. FAD 107026:

- a. Lots of events between 00:00 and 02:30 on 5/1/2006 (all counter 2). OK provided no one was Logged on at the time

Unfortunately JHO001 was logged on during this time. I attach messagestore - would one of you please be able to check all is OK for me?

Many thanks
Penny

From: Chambers Anne O
Sent: 09 October 2008 09:35
To: Thomas Penny; Meek Steven
Subject: RE: ARQs 356-374

Yes they can all be filtered out.

Anne

 [REDACTED] **GRO** [REDACTED]

From: Thomas Penny
Sent: 09 October 2008 08:47
To: Chambers Anne O
Cc: Meek Steven
Subject: FW: ARQs 356-374

Hi Anne

Please could you check Gareth's comments below and then Steven can add to the filter.

Kind regards
Penny

From: Jenkins Gareth GI
Sent: 08 October 2008 17:23
To: Meek Steven; Thomas Penny
Subject: RE: ARQs 356-374

Penny,

1. FAD 107026:

- a. Lots of events between 00:00 and 02:30 on 5/1/2006 (all counter 2). OK provided no one was Logged on at the time

2. FAD 223217:

- a. EPOSSDataServer error "Error Message: Error in node retrieval for node(s) 2575". I think this is one Anne said was benign. If so, Steven can add into the filter.
- b. EMV Launch: These are benign. Again Steven can add to the filter
- c. Riposte Errors are all Benign. Again I think Anne said that "An error occurred within a message port recovery

thread. Message not processed by checkpointed message port because the port's queue is full. (0x810D0006)" could be ignored and so added into the filter

3. FAD 318632:

a. SwDistrib: "SwDistrib: (152) SOFT_DIST_CNT 39_1 No distribution found" is benign and can be added to the filter (probably as startswith "SwDistrib: (152)")

b. 2 instances of "An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)" at 07:28 on 14/12/07 on Counter 1. OK if no one Logged on at that time.

4. FAD 475329 (part 1):

a. EPOSSetMain: Message "Unexpected VB error in clsEPOSSet.PrintReceipt() Error: [6 - Overflow]" is benign and can be added to the filter.

b. LFSConfirm: Message "Error Message: clsPouchDeliveryS90.fePrintREMINReceipt The call to EPOSSetMain returned the following: <Result:<Success:0>>" is benign and can be added to the filter.

c. Riposte Error is benign (see 2c above)

Regards

Gareth

Gareth Jenkins

Distinguished Engineer

Applications Architect

Royal Mail Group Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel:	+44 (0)	GRO
Mobile:	+44 (0)	GRO
email:	GRO	
Web:	http://uk.fujitsu.com	



Please consider the environment - do you really need to print this email?

Fujitsu Services Limited, Registered in England no 96056, Registered Office 22 Baker Street, London, W1U 3BW

This e-mail is only for the use of its intended recipient. Its contents are subject to a duty of confidence and may be privileged. Fujitsu Services does not guarantee that this e-mail has not been intercepted and amended or that it is virus-free.

From: Meek Steven
Sent: 08 October 2008 12:57
To: Jenkins Gareth GI; Thomas Penny
Subject: FW: ARQs 356-374

Gareth,

Please find attached the Audit events file for your consideration.

Penny,

Not events were returned for FADs 005113 and 194205.

Please note that event checking has only been performed for 475329 for 2007. We need to import the latest batch of events to check the 2008 date range.

Regards,

Steven

From: Thomas Penny
Sent: 08 October 2008 10:12
To: Meek Steven
Subject: FW: ARQs 356-374

Hi Steven

Just noticed 005113 - 1 May 08 is an urgent request - any chance you can fast track?

Kind regards
Penny

From: Thomas Penny
Sent: 08 October 2008 08:50
To: Meek Steven
Subject: ARQs 356-374

Hi Steven

Please could you run error events for the following:-

Outlet

From	To
005113	01-May-08 01-May-08
194205	07-Jul-08 07-Jul-08
223217	06-Oct-05 05-Jan-06
107026	01-Dec-05 05-Jan-06
475329	21-Aug-07 20-Sep-07
475329	18-Aug-08 17-Sep-08
318632	04-Oct-07 02-Jan-08

Many thanks
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: +44 [REDACTED] GRO [REDACTED]
Mob: [REDACTED] GRO [REDACTED]
Fax: +44 [REDACTED] GRO [REDACTED]
E-Mail: [REDACTED] GRO [REDACTED]
Web: <http://uk.fujitsu.com>