

Export

Peak Incident Management System

Call Reference	PC0152828	Call Logger	_ Customer Call _ -- EDSC
Release	Reported In -- T70	Top Ref	96082
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	21/01/2008	Effort (Man Days)	0
Summary	FAD 226242 unable to roll over		
All References	Type	Value	
	SSC OCR	OCR 17725	
	Clone Call	PC0153009	
	TRIOLE for Service	96082	

Progress Narrative

Date:10-Jan-2008 11:33:06 User:_ Customer Call _

CALL PC0152828 opened

Details entered are:-

Summary:Please advise when branch last rolled over for bot

Call Type:L

Call Priority:C

Target Release:T70

Routed to:EDSC - _Unassigned_

Date/Time Raised: Jan 10 2008 11:30AM

Priority: C

Contact Name: Denise Miller

Contact Phone: [GRO]

Originator: XXXXXX@TFS01

Originator's reference: 96082

Product Serial No:

Product Site: 226242

Please advise when branch last rolled over for both Office and SU and whether this branch is at risk of archive thanks

Incident History:

2008-01-10 11:30:45 [Miller, Denise]

INIT : create a new request/incident/problem/change/issue

Date:10-Jan-2008 11:38:15 User:Lorraine Guiblin

The call summary has been changed from:-

Please advise when branch last rolled over for bot

The call summary is now:-

FAD 226242 advise when branch last rolled over

Date:10-Jan-2008 11:38:22 User:Lorraine Guiblin

Product EPOSS & DeskTop -- EPOSS (version unspecified) added.

Date:10-Jan-2008 11:38:29 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Lina Kiang

Progress was delivered to Provider

Date:10-Jan-2008 15:40:39 User:Lina Kiang

[Start of Response]

The last BTS was for TP 08 on 28/11/07; the first stock unit (AA) rolled into TP 09 on the same day (43 days ago).

DisableArchiving is switched on at the counters so the msgs will not be archived nonetheless the Branch is at risk if it does not roll soon (e.g. if there is a fire).

[End of Response]

Response code to call type L as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:10-Jan-2008 15:40:39 User:Lina Kiang

CALL PC0152828 closed: Category 68 Type L

Date:10-Jan-2008 15:40:39 User:Lina Kiang

Defect cause updated to 99 -- General - Unknown

Date:10-Jan-2008 16:12:49 User: Customer Call
Consumer XXXXXX@TFS01 has acknowledged the call closure

Date:10-Jan-2008 16:28:24 User: Customer Call
CALL PC0152828 reopened by Customer Call
Please advise when branch last rolled over for both Office and SU and whether this branch is at risk of archive thanks

Incident History:

2008-01-10 11:30:45 [Miller, Denise]
INIT : create a new request/incident/problem/change/issue

2008-01-10 11:32:10 [OTI]
OTIACKINFO : Provider Ref: PC0152828

2008-01-10 11:37:14 [OTI]
OTISTU :
Detail:Update by Lorraine Elliott:Call routed to Team:EDSC Member:Lina Kiang

2008-01-10 15:39:40 [OTI]
OTIRES :
Provider Ref: PC0152828
Resolution Details: Update by Lina Kiang:Category 68 -- Final -- Administrative Response:The last BTS was for TP 08 on 28/11/07; the first stock unit (AA) rolled into TP 09 on the same day (43 days ago).

DisableArchiving is switched on at the counters so the msgs will not be archived nonetheless the Branch is at risk if it does not roll soon (e.g. if there is a fire).

2008-01-10 15:39:40 [POWebService, 01]
RE : Status changed from 'New' to 'Resolved'

2008-01-10 16:10:28 [Vincent, Niall]
TR : Transfer 'group' from 'PEAK' to 'OBC HOLD 1'

2008-01-10 16:26:44 [Miller, Denise]
TR : @@BIM - I have contacted the Post Master as per previous calls he has been having difficulty rolling over for a while. He says that is using the Gateway for the rollover but after rebooting and attempting to start the rollover the system busy timer is displayed and 'please wait'. He attempted 2/1/08, 5/01/08 and 9/1/08 with the same result. Whilst talking he says that his line manager Sue Spicer has advised that an engineer will be coming out to fix his problem and that he should ring horizon for the eta. I have explained that we have no open call for an engineer and that he is well behind on rolling over (43 days). I have left a message for Sue Spicer to call me back. Could SSC check this branch out incase there is a software issue preventing completion of rollover from the Gateway. Thanks.

Date:10-Jan-2008 16:29:59 User:Anne Chambers
The call summary has been changed from:-
FAD 226242 advise when branch last rolled over
The call summary is now:-
FAD 226242 unable to roll over

Date:10-Jan-2008 16:30:24 User:Anne Chambers
The Call record has been assigned to the Team Member: Lina Kiang
Progress was delivered to Provider

Date:11-Jan-2008 11:59:49 User:Lina Kiang
[Start of Response]
This appears to be a software problem: PM has been informed that he will not be able to rollover until we figure out what's wrong. I will be retrieving evidence from node 1 today and asked the PM to phone in if trading becomes unbearable to get me to stop (I have given the PM this Tfs 96082) but this will mean that Development will be delayed starting investigations.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:11-Jan-2008 13:12:53 User:Lina Kiang
[Start of Response]
Evidence from counter 1 has now been retrieved.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:11-Jan-2008 13:20:57 User:Lina Kiang
Evidence Added - FAD226242-mstore from node 1, event log and audit log

Date:11-Jan-2008 13:22:32 User:Lina Kiang
[Start of Response]
The attempt by the PM to rollover on 05/01/08 (on node 1) was left running overnight and failed. The Audit log shows a "General Failure (This key is already associated with an element of this collection)" and points to msg 1-1425636 then it continues

looping overnight until the PM rebooted. The PM has also attempted to rollover using node 2 on 02/01/08 overnight and that failed with the same errors.

Mstore has been retrieved from node 1 and attached as evidence.

Routing call to Development for investigation - please note that this FAD is overdue for a rollover so is at risk.

[End of Response]

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

Response was delivered to Consumer

Date:11-Jan-2008 13:22:48 User:Lina Kiang

The Call record has been transferred to the team: QFP

Progress was delivered to Provider

Date:11-Jan-2008 14:16:08 User:Lionel Higman

The Call record has been assigned to the Team Member: Mark Scardifield

Progress was delivered to Provider

Date:14-Jan-2008 09:30:50 User:Mark Scardifield

The Call record has been transferred to the team: EPOSS-Dev

The Call record has been assigned to the Team Member: Gerald Barnes

Progress was delivered to Provider

Date:14-Jan-2008 09:50:08 User:Gerald Barnes

[Start of Response]

I wish to import the message store and attempt a rollover myself to find out what is going wrong. To do this I need in addition the subscription groups. I have emailed Lina to ask her to attach these.

[End of Response]

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

Date:14-Jan-2008 10:42:41 User:David Seddon

Evidence Added - All Ones Subscription Group

Date:14-Jan-2008 11:40:11 User: Customer Call_

CALL PC0152828 reopened by Customer Call_

Date:14-Jan-2008 11:40:11 User: Customer Call_

Please advise when branch last rolled over for both Office and SU and whether this branch is at risk of archive thanks

Incident History:

2008-01-10 11:30:45 [Miller, Denise]

INIT : create a new request/incident/problem/change/issue

2008-01-10 11:32:10 [OTI]

OTIACKINFO : Provider Ref: PC0152828

2008-01-10 11:37:14 [OTI]

OTISTU :

Detail:Update by Lorraine Elliott:Call routed to Team:EDSC Member:Lina Kiang

2008-01-10 15:39:40 [OTI]

OTIRES :

Provider Ref: PC0152828

Resolution Details: Update by Lina Kiang:Category 68 -- Final -- Administrative Response:The last BTS was for TP 08 on 28/11/07; the first stock unit (AA) rolled into TP 09 on the same day (43 days ago).

DisableArchiving is switched on at the counters so the msgs will not be archived nonetheless the Branch is at risk if it does not roll soon (e.g. if there is a fire).

2008-01-10 15:39:40 [PWebService, 01]

RE : Status changed from 'New' to 'Resolved'

2008-01-10 16:10:28 [Vincent, Niall]

TR : Transfer 'group' from 'PEAK' to 'OBC HOLD 1'

2008-01-10 16:26:44 [Miller, Denise]

TR : @@BIM - I have contacted the Post Master as per previous calls he has been having difficulty rolling over for a while. He says that is using the Gateway for the rollover but after rebooting and attempting to start the rollover the system busy timer is displayed and 'please wait'. He attempted 2/1/08, 5/01/08 and 9/1/08 with the same result. Whilst talking he says that his line manager Sue Spicer has advised that an engineer will be coming out to fix his problem and that he should ring horizon for the eta. I have explained that we have no open call for an engineer and that he is well behind on rolling over (43 days). I have left a message for Sue Spicer to call me back. Could SSC check this branch out incase there is a software issue preventing completion of rollover from the Gateway. Thanks.

2008-01-10 16:27:59 [OTI]

OTIACKINFO : Provider Ref: PC0152828

2008-01-10 16:29:21 [OTI]

OTISTU :

Detail:Update by Anne Chambers:Call routed to Team:EDSC Member:Lina Kiang

2008-01-11 10:46:54 [Miller, Denise]

LOG : @@bim - I left a voice message for Sue Spicer last night advising that until our 3rd line have investigate the possible software issue at this branch we would not be sending an engineer. I have emailed IMT/Leighton Machin to ensure no base unit /pinpads are swapped in the interim.

2008-01-11 11:59:06 [OTI]

OTISTU :

Detail:Update by Lina Kiang:Category 40 -- Pending -- Incident Under Investigation:This appears to be a software problem: PM has been informed that he will not be able to rollover until we figure out what's wrong. I will be retrieving evidence from node 1 today and asked the PM to phone in if trading becomes unbearable to get me to stop (I have given the PM this TfS 96082) but this will mean that Development will be delayed starting investigations.

2008-01-11 13:11:47 [OTI]

OTISTU :

Detail:Update by Lina Kiang:Category 40 -- Pending -- Incident Under Investigation:Evidence from counter 1 has now been retrieved.

2008-01-11 13:21:23 [OTI]

OTISTU :

Detail:Update by Lina Kiang:Category 40 -- Pending -- Incident Under Investigation:The attempt by the PM to rollover on 05/01/08 (on node 1) was left running overnight and failed. The Audit log shows a "General Failure (This key is already associated with an element of this collection)" and points to msg 1-1425636 then it continues looping overnight until the PM rebooted. The PM has also attempted to rollover using node 2 on 02/01/08 overnight and that failed with the same errors.

Mstore has been retrieved from node 1 and attached as evidence.

Routing call to Development for investigation - please note that this FAD is overdue for a rollover so is at risk.

2008-01-11 13:21:58 [OTI]

OTISTU :

Detail:Update by Lina Kiang:Call routed to Team:QFP

2008-01-11 14:15:15 [OTI]

OTISTU :

Detail:Update by Lionel Higman:Call routed to Team:QFP Member:Mark Scardifield

2008-01-12 00:51:34 [Rainbow, Mary]

TR : Transfer 'group' from 'PEAK' to 'RMGA BIM'

2008-01-14 11:43:14 [Chambers, Anne]

ST : Status changed from 'Resolved' to 'Work In Progress'

2008-01-14 11:43:15 [Chambers, Anne]

TR : Transfer 'group' from 'RMGA BIM' to 'PEAK'

Date:14-Jan-2008 11:46:58 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Lina Kiang

Progress was delivered to Provider

Date:14-Jan-2008 11:49:15 User:David Seddon

The Call record has been transferred to the team: EPOSS-Dev

The Call record has been assigned to the Team Member: Gerald Barnes

Progress was delivered to Provider

Date:14-Jan-2008 13:27:06 User:Gerald Barnes

[Start of Response]

The problem is that transaction <GroupId:226242><Id:1><Num:1425636> has corrupt primary mappings which do not align and this causes DataServer to fail.

I notice that relevant product 21126 has correct mappings but was start dated after the failing transaction was written.

Perhaps there was a corrupt EPOSSProducts in existence at the time of the transaction?

[End of Response]

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

Date:14-Jan-2008 13:57:08 User:Gerald Barnes

[Start of Response]

The product 21126 has been transacted seconds before and after the failing transaction with no problem. So if a corrupt EPOSSProducts existed it must have been for a very short time.

<GroupId:226242><Id:1><Num:1425636> was the only example with corrupt mappings.

[End of Response]

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

Date:14-Jan-2008 17:00:09 User:Gerald Barnes

[Start of Response]

My response "Date:2008-01-14 13:27:06 User:Gerald Barnes" had a mistake. The EPOSSProducts with the correct mappings was introduced 10 days before the failing transaction.

It now looks more difficult to explain this PEAK as a temporary fault in the EPOSSProducts Data.

<p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 10:33:56 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>The transaction <GroupId:226242><Id:1><Num:1425636> has an incorrect L4 primary mapping. All other transactions of product 21126 (even those written just seconds before and seconds after) have the correct primary mappings. It appears very difficult to explain this by the temporary introduction of a faulty EPOSSProduct 21126.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 11:57:38 User:Lina Kiang</p> <p>Evidence Added - <u>FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2</u></p>
<p>Date:15-Jan-2008 12:09:54 User:Lina Kiang</p> <p>Reference Added: <u>SSC-OCR 17725</u></p>
<p>Date:15-Jan-2008 12:18:58 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>I ran a patched DataServer to correct the faulty transaction <GroupId:226242><Id:1><Num:1425636> and it was then possible to rollover the stock unit. I attach the patch as evidence labelled "Patch DataServer". If the faulty message can be corrected and reimported that will work as well.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 12:19:37 User:<u>Gerald Barnes</u></p> <p>Evidence Added - <u>Patch DataServer</u></p>
<p>Date:15-Jan-2008 12:19:52 User:<u>Gerald Barnes</u></p> <p>Call has been cloned to Call:PC0153009 by User:Gerald Barnes</p>
<p>Date:15-Jan-2008 12:23:22 User:Lina Kiang</p> <p>CALL PC0152828 closed: Category 40 Type L</p>
<p>Date:15-Jan-2008 12:24:48 User:Lina Kiang</p> <p>Evidence Deleted - <u>FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2</u></p>
<p>Date:15-Jan-2008 12:25:00 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>The stock unit must be rolled either by temporarily installing the patched DataServer supplied or by reimporting the corrected message "<GroupId:226242><Id:1><Num:1425636>".</p> <p>[End of Response]</p> <p>Response code to call type L as Category 94 -- Final -- Advice and guidance given</p> <p>Routing to Call Logger following Final Progress update.</p>
<p>Date:15-Jan-2008 12:25:27 User:Lina Kiang</p> <p>Evidence Added - <u>FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2 (no extra lines)</u></p>
<p>Date:15-Jan-2008 12:28:47 User:Lina Kiang</p> <p>Evidence Deleted - <u>FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2 (no extra lines)</u></p>
<p>Date:15-Jan-2008 12:30:15 User:Lina Kiang</p> <p>Evidence Added - <u>FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2 (again)</u></p>
<p>Date:15-Jan-2008 12:30:59 User:Steve Parker</p> <p>OCR 17725 Approved</p>
<p>Date:16-Jan-2008 10:35:35 User:<u>John Simpkins</u></p> <p>CALL PC0152828 reopened by John Simpkins</p>
<p>Date:16-Jan-2008 10:36:08 User:<u>John Simpkins</u></p> <p>The Call record has been assigned to the Team Member: Lina Kiang</p> <p>Progress was delivered to Provider</p>
<p>Date:16-Jan-2008 10:36:48 User:<u>John Simpkins</u></p> <p>[Start of Response]</p> <p>PEAK Incident closed by mistake.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>

Response was delivered to Consumer

Date:16-Jan-2008 11:00:30 User:David Seddon

Evidence **File** Updated - FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2 (again)

Date:16-Jan-2008 11:01:04 User:David Seddon

Evidence **Added** - Actions taken to fix

Date:16-Jan-2008 11:02:02 User:Lina Kiang

[Start of Response]

The problem was that msg 1-1425636 had got corrupted (it had an incorrect Primary Mapping containing <L4:3011> - all the other msgs for the same ProductNo:21126 correctly had <L4:3013>). This meant that the code kept looping with "System Busy" and the PM couldn't balance (despite leaving the counter running overnight).

OCR 17725 was raised to correct the msg and then import it and a partial mstore (attached as evidence) at counter 2. The PM has been asked that when he comes to balance today, he MUST do it from counter 2. Holding call open until PM has rolled successfully.

[End of Response]

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

Response was delivered to Consumer

Date:17-Jan-2008 11:06:13 User:Lina Kiang

[Start of Response]

The Branch successfully rolled last night. I phoned the PM and confirmed that this call can be closed.

[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.

Service Response was delivered to Consumer

Date:17-Jan-2008 11:06:13 User:Lina Kiang

CALL PC0152828 closed: Category 60 Type L

Date:18-Jan-2008 09:59:37 User:Lina Kiang

Defect cause updated to 39: General - User Knowledge

Root Cause	General - User Knowledge
Logger	_ Customer Call _ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	_ Customer Call _ -- EDSC
Last Progress	18-Jan-2008 09:59 -- Lina Kiang