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SSC DELETED KELs
Monday 5 Nov

HNG-X KEL PorterS199P

KEL type: Unresolved
Title: Error code 0784 / 0783 whilst doing EOD stock balancing
Summary: User unable to perform roll-over due to Counter error message with error code 0784 and/or 0783
Raised: by Steven Porter on 18/04/2010
Last updated: by Steven Porter on 21/04/2010
Release: HNGX
System product: CounterBusinessapplications
Keywords: ClassCastException 0784 0783 ReportingService CutO
Status: Authorised
Visibility: High
Peak: PC0197409
Version: 2

Symptoms

Whilst performing EOD balance, user is unable to do so due to seeing MSG90025 with error code 0784 and/or 0783.

The PostOfficeCounter.log will contain the following entry at about the same time the user saw the error message on the screen:

```
2010-04-07 13:28:56,593 UTC [Thread worker#:4] com.fujitsu.poa.nic.RequestExecutor WARN - [] []- Runtime exception
occurred while accessing service at URL: \\https://vbal001:9000/StockUnitRolloverBPService-@@-
java.lang.ClassCastException
at com.fujitsu.poa.nic.shared.Communications.parseNormalResponse(Communications.java:126)
```

The URL is not important - but what is important is the ClassCastException that follow it.

Problem

This may occur when user is doing EOD stock balancing, but it could also relate to other operations as well such as CutOffs.

The BAL returns an XML message which the Counter cannot parse.

The response message, from the message.log will contain a message that starts like:

```
2010-04-07 16:01:31,294 UTC [Thread worker#:5] message_logger INFO - [] []- Response Received, Status OK, service
url= [ https://vbal001:9000/StockUnitRolloverBPService ] request_id= [ 353217-1-67-0716-6 ] content size= [ 190 ]
<com.fujitsu.poa.dto.accounting.RollSUBPResponseDTO
```

Notice that "com.fujitsu.poa.dto.accounting.RollSUBPResponseDTO" is present and this is incorrect. Normally this part of the message should normally just say "RollSUBPResponseDTO", with no "com.fujitsu..." prefix.

Solution - ATOS

SSC/SMC should trace the response Counter message id to a particular BAL/OSR instance, and raise an OCP to restart that OSR instance. It is preferable to have multiple occurrences of this to validate which OSR instance is faulty.

It is vital that the evidence matches.

However, this solution may also apply for other XML messages, such as

2010-04-07 15:53:34,784 UTC [Thread worker#:1] message_logger INFO - [] []- Response Received, Status OK, service url= [https://vbal001:9000/ReportingService] request_id= [353217-1-67-0715-17] content size= [65655]
<com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO

again, it should actually NOT contain the "com.fujitsu.poa..." part.

A BAL code fix is required to address the underlying issue. The solution above is a workaround only.

There are various other KELs covering different manifestations of this problem.

Evidence

message.log, PostOfficeCounter.log, osr message.log