SSC Offline KELs   Monday 19 Mar

HNG-X KEL acha5259Q

KEL type: Information

Title: PM forced to clear Local Suspense several times

Summary: PM forced to clear Local Suspense several times, resulting in the Cash figure on the balance report changing and possibly a discrepancy in the new trading Period.

Raised: by Anne Chambers on 22/04/2010

Last updated: by Anne Chambers on 30/04/2010

Release: HNGX

System product: CounterBusinessapplications

Status: Authorised

Visibility: Medium

Peak: PC0198077

TfS: T2240422

Version: 2

Symptoms

The PM wrote a discrepancy of £167.17 to Local Suspense, then this was cleared from Local Suspense as normal and the PM selected to make good cash (or one of the other settlement options).

At this point the system printed out a final balance report for TP12 with the cash figure amended and nil discrepancy. Normally the system would then come up with a message to confirm rollover, but instead went back to the screen asking how the discrepancy was going to be made good.

Again the PM selected cash and this time a final balance report showing TP01 was produced, again showing nil discrepancy but the cash figure had risen by £167.17. All the rest of the transactions in receipts and payments were still showing.

Again instead of allowing him to confirm the rollover, it went back to the screen asking how the discrepancy was to be made good. Again cash was selected and another final balance report produce, this time with the cash figure showing £334.34 more cash than it should have done. At this point the PM used the Cancel button to exit.

A reprint of the Balance report, the Suspense report and the Branch Trading Statement for the Trading Period just completed were correct. However there may be a discrepancy in the next period.

Problem

Looking at the counter logs, after they pressed the Stock Balancing/Report button the first time, there was a ClassCastException / system error 0437 (trying to process a corrupt ReportingService response), forcing them to start again.

The reason for the exception is understood (PC0197409 / KEL PorterS199P). This problem particularly affected branches in the first 2-3 weeks of April, and could start occurring again.

PC0198077 sent to development to see if this behaviour can be prevented after a system error has occurred.

Solution - ATOS

HSD: If the PM is stuck in a loop attempting to confirm rollover, there is a Cancel button on one of the screens which they should use. Get the evidence below and pass call to SSC.

33 branches which had this problem between 7th and 15th April have been identified and notified to POL via BIMS -see spreadsheet attached to PC0197797.

If this starts happening again, check whether CastClassExceptions are occurring again (e.g. via Smiley Desktop/Tivoli/Events by AlertKey/Alertkey 0437). These will cause various problems including this one. Can be stopped by stopping/restarting affected OSR instances under OCP, and checking after after restart that there are no more.

Inform MSU of any more instances.

Evidence

Please include:
* Date/time/counter used for the rollover
* Stock unit
* Amount of discrepancy
* How they cleared Local Suspense (usual options are Make Good/cash; Assign to Nominee; Settle Centrally)
* Whether they have done anything to try to sort out the discrepancy