

## Export

## Peak Incident Management System

Call Reference	PC0275902	Call Logger	Jon Hulme -- Bus_Apps_Des
Release	Targeted At -- HNG-X 69.20	Top Ref	HNGA_PACKAGE_CBA_6920_D165
Call Type	Internal Development Incidents/Defects	Priority	D -- Non-Urgent
Contact	Jon Hulme	Call Status	Closed -- Fix Released to Call Logger
Target Date	30/12/2018	Effort (Man Days)	0
Summary	Concurrent Cheques Listing could cause duplicate cheque rem out		
All References	Type	Value	
	Product Baseline	HNGA_PACKAGE_CBA_6920_D165	
	Jira	<u>CBB-3286</u>	
Impact Statement	User	Date	
	Unknown	26-Feb-2019 14:41:09	
	Problem Statement ( Underlying cause of the problem): need to inform the clerk at the 2nd counter that the cheque rem out has already happened. and reversal needs to be done.		
	Risk of not fixing: minimal risk, very unlikely to happen because the clerk should physically have the cheque at the time of processing, and then dispatch it, so it should not be available for concurrent processing.		
	The benefit of fixing: risk of concurrent Cheque rem outs is no longer a problem. (BRDB_RX_REP_SESSION_DATA would show two product 2 transactions for the same amounts in transaction mode if concurrent rem out has happened.)		
ASM Utilization Capacity (estimated man-days required to deliver the fix): 3 days			

## Progress Narrative

Date:20-Dec-2018 17:13:55 User:Jon Hulme

CALL PC0275902 opened

Details entered are:-

Summary:Concurrent Cheques Listing could cause duplicate cheque rem out

Call Type:I

Call Priority:D

Target Release:HNG-X 68.20

Routed to:Bus\_Apps\_Des - Jon Hulme

Date:20-Dec-2018 17:13:55 User:Jon Hulme

[Start of Response]

Consider the following scenario:

- 1) Counter 1 is logged in and attached to a shared stock unit
- 2) Press Back Office, Cheques
- 3) Print, or Preview and press Enter
- 4) The Print, Preview and Rem Out & Cut Off screen is redisplayed
- 5) Switch to counter 2 which is logged in and attached to the same shared stock unit
- 6) Press Back Office, Cheques
- 7) Print, or Preview and Enter
- 8) The Print, Preview and Rem Out & Cut Off screen is redisplayed
- 9) Press Rem Out & Cut Off
- 10) Press Yes to confirm Rem Out and Cut Off
- 11) The remittance out slip is printed, followed by the daily cheques listing
- 12) Press Continue on the confirmation message.
- 13) Return to counter 1
- 14) Press Rem Out & Cut Off
- 15) Press Yes to confirm Rem Out and Cut Off
- 16) The remittance out slip is printed, followed by the daily cheques listing
- 17) MSG00524 "Already Cut Off" is display because the report has already been cut-off.

Unfortunately, the cheques have been remmed out twice at this point. The second rem out will still be visible and not cut-off on the cheques listing report if is produced again. The clerk would need to reverse the second rem out, otherwise they would be financially down.



This should be very unlikely to happen because the clerk should physically have the cheque at the time of processing, and then dispatch it, so it should not be available for concurrent processing. The clerks should be alerted to the problem by the message MSG00524 stating that the cheques list report has already been cut off.

BRDB RX REP SESSION DATA would show two product 2 transactions for the same amounts in transaction mode 12 on different nodes for the same stock unit within 1 hour and 15 minutes of each other, but this could be a valid coincidence and does not mean the problem has definitely occurred.

The window for error could be reduced by checking when "Rem Out & Cut Off" is pressed that the cut-off marker for the cheques listing report has not changed - i.e. before doing the rem out, but this would not stop two rem outs happening genuinely concurrently.

To truly fix this, there would need to be a new BAL service that performed both the rem out and cut off, which is a complete re-write of the application and a major amount of effort for very little business benefit.

Perhaps the best solution would be to change the message output, instead of MSG00524, to a message advising the clerk that a concurrent rem out has occurred, and that they need to reverse the second rem out using existing reversals.

The counter code would need a new overloaded copy of method CutOffReport in CutOffReportingBLO to take the message id to display if the report was found to already be cut-off.

I am awaiting for POL confirmation of this solution.

[End of Response]

Response code to call Internal Development Incidents/Defects(I) as Potential Problem Identified(38)

Date:20-Dec-2018 17:15:00 User:Mail Manager

Added evidence item 'OriginalEmail.eml' from Email attachment

External Progress Update Received via Email.

Originator : "PEAK" [REDACTED] GRO

Sent Date : Thu Dec 20 17:13:59 GMT 2018

Subject : FW: Complete Call Update PC0275902: Peak arrives on Bus\_Apps\_Des

\*no updated supplied\*

Date:21-Dec-2018 13:09:41 User:Venu Anamalla

The call Target Release has been moved to Targeted At -- HNG-X 69.10

Date:02-Jan-2019 08:31:39 User:Steven Porter

This peak is presently targeted at R69.10 (Counter); Jon indicates he is waiting for POL confirmation of the required approach; I'm not sure this can be targeted until then?

Date:02-Jan-2019 08:33:28 User:Steven Porter

The call Target Release has been moved to Proposed For -- Re-target

Date:11-Jan-2019 12:13:30 User:Jon Hulme

Agreed with POL and Steve Bansal that this needs to follow the normal route for incident handling. BIF will need input from POL as to whether they agree that this should be fix as proposed.

Date:11-Jan-2019 12:13:44 User:Jon Hulme

The Call record has been transferred to the team: xCtr\_GDC

User:Jon Hulme Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:21-Jan-2019 11:50:40 User:Ramesh Kalavakolla

The Call record has been assigned to the Team Member: Ankit Pai

Date:04-Feb-2019 11:30:58 User:Ankit Pai

The Call record has been assigned to the Team Member: Shane Bennett

Date:08-Feb-2019 07:49:11 User:Shane Bennett

[Start of Response]

issue has been replicated, and fix is in progress.

[End of Response]

Response code to call type I as Category 41 -- Pending -- Product Error Diagnosed

Date:14-Feb-2019 12:00:02 User:Gimcy johnbasco

Reference Added: Jira CBB-3286

Date:22-Feb-2019 18:03:20 User:Adam Sobot

As per Jon Hulme's recent update BIF needs to seek approval from POL for the approach he outlines in his update 20-Dec-2018 17:13:55

Actioning on BIF accordingly - if the approach is acceptable to POL this Peak can I believe be targeted at R69.20. Please confirm with Steven Porter or Jon Hulme.



Date:22-Feb-2019 18:03:48 User:Adam Sobot  
Action placed on Team:BIF

Date:25-Feb-2019 12:21:30 User:Shane Bennett

Problem Statement ( Underlying cause of the problem):

need to inform the clerk at the 2nd counter that the cheque rem out has already happened. and reversal needs to be done.

Risk of not fixing:

minimal risk, very unlikely to happen because the clerk should physically have the cheque at the time of processing, and then dispatch it, so it should not be available for concurrent processing.

The benefit of fixing:

risk of concurrent Cheque rem outs is no longer a problem. (BRDB\_RX\_REP\_SESSION\_DATA would show two product 2 transactions for the same amounts in transaction mode if concurrent rem out has happened.)

ASM Utilization Capacity (estimated man-days required to deliver the fix):

3 days

Date:26-Feb-2019 14:13:59 User:Jubita Gurung

Hello,

Could you please assign this back to BIF stack once impact statement has been added?

Thanks,

Jubs

Date:26-Feb-2019 14:14:01 User:Jubita Gurung

Action has been removed from the call

Date:26-Feb-2019 14:41:09 User:Maciej Frontczak

A new Business Impact has been added:

Problem Statement ( Underlying cause of the problem):

need to inform the clerk at the 2nd counter that the cheque rem out has already happened. and reversal needs to be done.

Risk of not fixing:

minimal risk, very unlikely to happen because the clerk should physically have the cheque at the time of processing, and then dispatch it, so it should not be available for concurrent processing.

The benefit of fixing:

risk of concurrent Cheque rem outs is no longer a problem. (BRDB\_RX\_REP\_SESSION\_DATA would show two product 2 transactions for the same amounts in transaction mode if concurrent rem out has happened.)

ASM Utilization Capacity (estimated man-days required to deliver the fix):

3 days

Date:27-Feb-2019 08:09:26 User:Maciej Frontczak

Action placed on Team:BIF

Date:27-Feb-2019 14:23:12 User:Steven Porter

The call Target Release has been moved to Proposed For -- HNG-X 69.30

Date:27-Feb-2019 14:23:44 User:Steven Porter

As discussed with Jon Hulme, this is a candidate for R69.20 as it is an EUM-related PEAK.

Date:27-Feb-2019 14:23:52 User:Steven Porter

The call Target Release has been moved to Proposed For -- HNG-X 69.20

Date:28-Feb-2019 10:49:31 User:Raj Bains

As per PTF meeting on 29/2/2019 this has been targeted at R69.20

Date:28-Feb-2019 10:49:42 User:Raj Bains

The call Target Release has been moved to Targeted At -- HNG-X 69.20

Date:28-Feb-2019 10:49:46 User:Raj Bains

Action has been removed from the call

Date:05-Mar-2019 07:15:54 User:Ramesh Kalavakolla

[Start of Response]

[End of Response]



Response code to call type I as Category 76 -- Pending -- Fix Targeted awaiting Release

Date:12-Mar-2019 09:18:52 User:Ramesh Kalavakolla

The Call record has been transferred to the team: xCtr REL GDC

The Call record has been assigned to the Team Member: Praveen Challa

Date:26-Mar-2019 13:07:53 User:Praveen Challa

Followed the above suggested test steps. Able to see the message MSG40047.

Date:26-Mar-2019 13:09:08 User:Praveen Challa

Evidence Added - [cit evidence](#)

Date:26-Mar-2019 15:05:01 User:Dimensions Automated User

Reference Added: Product Baseline HNGA\_PACKAGE\_CBA\_6920\_D165

Date:26-Mar-2019 15:32:34 User:Praveen Challa

Defect cause updated to 14: Development - Code

Date:26-Mar-2019 15:32:48 User:Praveen Challa

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

User:Praveen Challa Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:27-Mar-2019 08:49:36 User:Geoff Inglis

The Call record has been assigned to the Team Member: PIT Automated User

Date:27-Mar-2019 08:51:27 User:Geoff Inglis

routing to SVI test as integration have nothing to process here.

The Call record has been transferred to the team: ITU System Validation & Integration

The Call record has been assigned to the Team Member: Unassigned

Date:25-Apr-2019 09:23:18 User:Tony Baker

[Start of Response]

Tested successfully in SV&I.

MSG40047 displayed, advising the customer:

Report %ReportTitle% has already been cut off.

A concurrent rem out has occurred, please reverse the second rem out using existing reversals.

[End of Response]

Response code to call type I as Category 71 -- Final -- Fix Released to Call Logger

Routing to Call Logger following Final Progress update.

Date:30-Apr-2019 12:32:05 User:Jon Hulme

CALL PC0275902 closed: Category 71 Type I

Root Cause

Development - Code

Logger

Jon Hulme -- Bus\_Apps\_Des

Subject Product

HNG-X Counter -- Application Service (version unspecified)

Assignee

Jon Hulme -- Bus\_Apps\_Des

Last Progress

30-Apr-2019 12:32 -- Jon Hulme