Message							
From:	Helen Rose		GRO				
on behalf of	Helen Rose		<u> </u>				
Sent: To:	13/02/2013 15:19:58 Dave Posnett	GRO					
Subject:	FW: Lepton logs	GNO					
Helen Ros	e - Grapevine Analysis	& Support team -	Security To	an			
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To: Angela V	n Rose pruary 2013 13:28 Yan-Den-Bogerd; Elain /: Lepton logs	e Spencer	G	RO			
Angela/Elair	ве						
For informat	ion						
me to but at		don't want to tac					uest if you would like ge deeper issues with
thanks							
Helen Ros	e - Grapevine Analysis	& Support team -	Security To	an			
@	Post Office Ltd, Secur	ity Team, 3rd Floor,	Clippers Q	uays, Salford, M	Ianchester, M50	O 3NW	
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(11)	www.grapevine.co.uk						



From: Thomas Penny [mailto Sent: 13 February 2013 12:56 **GRO**

To: Jenkins Gareth GI Cc: Helen Rose

Subject: RE: Lepton logs

Yes, Gareth, it is.

From: Jenkins Gareth GI Sent: 13 February 2013 12:45 To: Helen Rose; Thomas Penny Subject: RE: Lepton logs

Helen,

I understand your concerns.

It would be relatively simple to add an extra column into the existing ARQ report spreadsheet, that would make it clear whether the Reversal Basket was generated by Recovery or not. I think this would address your concern.

I'm not sure what the formal process is for changing the report layout.

Penny can you advise as to the process: Is this done through a CR?

Regards

Gareth

Gareth Jenkins Distinguished Engineer **Business Applications Architect** Post Office Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Mobile: email: Web:

http://uk.fujitsu.com







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

From: Helen Rose [mailto:

GRO

Sent: 13 February 2013 11:48

To: Jenkins Gareth GI **Subject:** RE: Lepton logs

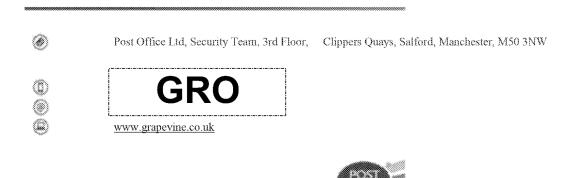
Hi Gareth

Thanks for the response. I can see where this transaction is and now understand the reason behind it. My main concern is that we use the basic ARQ logs for evidence in court and if we don't know what extra reports to ask for then in some circumstances we would not be giving a true picture.

I know you are aware of all the horizon integrity issues and I want to ensure that the ARQ logs are used and understood fully by our operational staff that have to work with this data both in interviews and in court.

Just one question from my part.. if the reversal is system created but shows as an existing reversal.. could this not be reflected with a different code..i.e. SR (system reversed) to clear up any initial challenges. My feelings at the moment are not questioning what Horizon does as I fully believe that it is working as it should, it is just that I don't think that some of the system based correction and adjustment transactions are clear to us on either credence or ARQ logs.

Helen Rose - Grapevine Analysis & Support team - Security Team



From: Jenkins Gareth GI [mailto: Sent: 11 February 2013 15:23

To: Helen Rose

Subject: RE: Lepton logs

Helen,

The files 4 to 25 Oct 12.xls and Events 4 to 25 Oct 12.xls are part of the standard ARQ returned.

GRO

Rows 141 to 143 of 4 to 25 Oct 12.xls clearly show a Reversal. Also Row 70 of Events 4 to 25 Oct 12.xls shows that session 537803 (ie rows 138 to 140 of 4 to 25 Oct 12.xls) has been recovered and this event has the same timestamp as the Reversal Session. Also row 71 of Events 4 to 25 Oct 12.xls shows that a receipt was generated from the session 537805 (not explicitly, but it was the only session at that time). This receipt would have told the user that a Rollback had taken place (but the logs don't make that explicit).

If that is sufficient for you purposes, then you do have all you need in the standard ARQ.

However what I was able to confirm from my look at Live data a couple of weeks ago and is also held in the underlying raw logs is confirmation that the reversal was generated by the system (and not manually by the user). What might also

be available in the underlying logs is whether or not the system was re-booted – I suspect it was but have no evidence one way or the other (and it isn't in what was extracted this time either). I can confirm that the user did Log On again (row 69 of Events 4 to 25 Oct 12.xls).

Do you need anything further from me on this incident?

Regards

Gareth

Gareth Jenkins Distinguished Engineer **Business Applications Architect** Post Office Account

FUJITSU Lovelace Road, E Tet Mobile: email:

http://uk.fujitsu.com



Web:





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From: Helen Rose GRO

Sent: 07 February 2013 11:26

To: Jenkins Gareth GI Subject: RE: Lepton logs

thanks

Helen Rose - Grapevine Analysis & Support team - Security Team



Post Office Ltd, Security Team, 3rd Floor, Clippers Quays, Salford, Manchester, M50 3NW







From: Jenkins Gareth GI [mailto

GRO

Sent: 07 February 2013 11:25

To: Helen Rose

Subject: RE: Lepton logs

Helen,

I'm out of the office this week. I'll get the logs from Penny on Monday and then be able to see exactly what you have.

Is that soon enough?

Regards

Gareth

Gareth Jenkins Distinguished Engineer **Business Applications Architect** Post Office Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Teb Mobile email: Web:

GRO

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

From: Helen Rose [mailto]

GRO Sent: 07 February 2013 11:22

To: Jenkins Gareth GI Subject: Lepton logs

Hi Gareth

I have received the ARQ logs today and I can see clearly the recovery session. Could you tell me if this would always be available on all ARQ logs requested or is it something you requested specially for me after being aware of the issue at this office?

Helen Rose - Grapevine Analysis & Support team - Security Team



Post Office Ltd, Security Team, 3rd Floor, Clippers Quays, Salford, Manchester, M50 3NW







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