

## Export

## Peak Incident Management System

Call Reference	<b>PC0203085</b>	Call Logger	Customer Call -- EDSC
Release	Targeted At -- HNG-X 03.21	Top Ref	BAL_SRV_OSR_0321_D240
Call Type	HNG-X Data Centre Raised Incidents/Defects	Priority	C -- Progress Restricted
Contact	EDSC	Call Status	Closed -- Fix Released to Call Logger
Target Date	22/08/2010	Effort (Man Days)	0
Summary	FAD126109 Pouch remmed in on two counters at same time		
All References	Type	Value	
	Product Baseline	BAL_SRV_OSR_ROUTING_0321_D240	
	Other	DB_PATCH_BAL_03_20_00_15_TO_BAL_03_21_00_3	
	Product Baseline	BAL_SRV_OSR_0321_D240	
	Release PEAK	<u>PC0207466</u>	
	DevIntRel-Director	Live Supp.Test	
	Product Baseline	BAL_SRV_OSR_0321_V240	
	SSCKEL	<u>KEL acha4221Q</u>	
	Product Baseline	BAL_SRV_OSR_ROUTING_0321_V240	
	TRIOLE for Service	<u>2736482</u>	
Impact Statement	User	Date	
	Unknown	21-Oct-2010 17:59:23	
	The same pouch can be remmed in to the system more than once, resulting in a shortage at the branch which POL have to rectify by issuing a Transaction Correction.		
	1. call has to be processed, and corrective action taken, by SSC, MSU and POL 2. visible to POL and the branch when it happens 3. very rare		

## Progress Narrative

<p>Date:17-Aug-2010 13:03:42 User: <u>Customer Call</u>  CALL PC0203085 opened  Details entered are:-  Summary:rem has came in pm has scanned it and printed the receipt whi...  Call Type:J  Call Priority:C  Target Release:HNG-X 01.00  Routed to:EDSC - <u>Unassigned</u></p>
<p>Date:17-Aug-2010 13:03:42 User: <u>Customer Call</u></p> <hr/> <p>INCIDENT MANAGEMENT  Date/Time Raised: Aug 17 2010 12:45PM  Priority: C  Contact Name: Nisha - PM  Contact Phone: <u>GRO</u>  Originator: XXXXXX@TFS01  Originator's reference: 2736482  Product Serial No:  Product Site: 126109</p> <hr/> <p>rem has came in pm has scanned it and printed the receipt which was blank so the pm has gone to another counter and has gone though</p> <p>Incident History:</p> <p>2010-08-17 12:45:32 [ Steptoe, Jack]  INIT : create a new request/incident/problem/change/issue</p> <p>2010-08-17 12:48:02 [ Steptoe, Jack]  zneut_en_rmg : Transfer Notification</p> <p>2010-08-17 12:48:02 [ Steptoe, Jack]  zneun_en_rmg : Open Notification</p> <p>2010-08-17 12:48:06 [ Steptoe, Jack]  LOG : PM has done a weekly report and it is showing as double session 1-350379 16/09/2010 remmed in f410</p>

Session 2-195226 16/09/2010 remmed in f410  
 ---  
 2010-08-17 12:49:41 [ Steptoe, Jack]  
 FLD : FIELD='zcbflag' OLD='NO' NEW='YES'  
 ---  
 2010-08-17 12:49:45 [ Steptoe, Jack]  
 LOG : pm has tried revering the 2nd session and gets message "the session was transacted in a mode that is not allowed to be reversed"  
 ---  
 2010-08-17 12:50:47 [ Steptoe, Jack]  
 LOG : pm states that she is now showing a loss  
 pm has now checked the weekly remm report which is showing it twice  
 ---  
 2010-08-17 12:51:26 [ Steptoe, Jack]  
 LOG : pm has spoken to nbsc who walked the pm thought doing another weekly remm report and it showing the same thing  
 ---  
 2010-08-17 12:52:45 [ Steptoe, Jack]  
 LOG : Node: 2  
 Username: NT~~RELEVANT~~  
 Time: session 1 - 10:05 session 2 - 10:07  
 Date: 16/08/2010  
 TP: 5  
 BP: 1  
 Stock Unit: AA  
 Full error message when trying to do the reversal: The session was trasacted in a mode that cannot be revered  
 Key stokes: back office, rem and transfers , pouch delivery, then the pm scaned the barcode  
 ---  
 2010-08-17 12:56:59 [ Steptoe, Jack]  
 LOG : was unable to look for any kels  
 ---  
 2010-08-17 12:57:14 [ Steptoe, Jack]  
 LOG : PEAK: please investigate why the pm is unable to reverse the rem which has been scanned in twice  
 ---  
 2010-08-17 13:01:30 [ Steptoe, Jack]  
 LOG : call checked by Rachel  
 ref given  
 ---  
 2010-08-17 13:02:40 [ Steptoe, Jack]  
 zneut\_en\_rmg : Transfer Notification  
 ---  
 2010-08-17 13:02:41 [ Steptoe, Jack]  
 TR : Transfer assignee from 'Steptoe, Jack' to ''  
 Transfer group from 'HSH6' to 'PEAK'

Date:17-Aug-2010 13:04:27 User:**Lorraine Elliott**

The call summary has been changed from:-  
 rem has came in pm has scanned it and printed the receipt whi...  
 The call summary is now:-  
 FAD126109 pm is unable to reverse the rem

Date:17-Aug-2010 13:04:37 User:**Lorraine Elliott**

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

Date:17-Aug-2010 13:05:44 User:**Lorraine Elliott**

The Call record has been assigned to the Team Member: Anne Chambers  
 Progress was delivered to Consumer

Date:17-Aug-2010 15:48:59 User:**Anne Chambers**

[Start of Response]  
 A cash pouch was remmed in twice at branch 126109:

Pouch barcode 399347067204  
 2p coin £60  
 50p coin £250  
 5p coin £100

Session 1-350379 16/09/2010 10:08  
 Session 2-195226 16/09/2010 10:08

The PM cannot reverse the transaction since rem reversal isn't allowed.

This is NOT another example of the duplicate rem problem that we have seen in the past, where use of the Prev key accepted the same pouch twice. In this case the pouch was processed on both counters...

09:05 c2 get pouch status, retrieve pouch details  
 09:06 c1 get pouch status, retrieve pouch details  
 09:08 c2 settle pouch delivery  
 09:08 c1 settle pouch delivery

There were some printer problems on counter 2 which probably explain why this was done.

Please send this info to POL via BIMS, because the branch now has a shortage of £410 as a result of this double rem in, and will need a correction. Then return the call to me and I'll get development to check whether it is working as intended.

[End of Response]

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

Response was delivered to Consumer

Date:17-Aug-2010 15:49:13 User:Anne Chambers

The Call record has been transferred to the team: MSU-Indt Mgt

Progress was delivered to Consumer

Date:18-Aug-2010 15:46:30 User:Andrew Nash

Thanks Anne,

Final BIMS issued to POL. Passing back to SSC, for attention of Anne.

Date:18-Aug-2010 15:46:36 User:Andrew Nash

The Call record has been transferred to the team: EDSC

Progress was delivered to Consumer

Date:18-Aug-2010 15:48:09 User:Anne Chambers

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Consumer

Date:18-Aug-2010 18:31:40 User:Anne Chambers

Evidence **Added** - log\_extracts.txt - File will be Obfuscated and made available to download soon.

Date:18-Aug-2010 18:33:19 User:Anne Chambers

Evidence **Obfuscated File (CTRMSG)** Added - Extracts from both counters' message and poc logs.

Date:18-Aug-2010 18:35:06 User:Anne Chambers

[Start of Response]

POL have been notified that the problem has caused a shortage at the branch. Sending call to development for further investigation.

[End of Response]

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

Response was delivered to Consumer

Date:18-Aug-2010 18:35:20 User:Anne Chambers

I checked whether there were any exceptions in the BAL OSR logs for any of the messages, there was nothing.

Gareth Jenkins thinks that it should not be possible to complete the rem in on both counters. Please investigate.

Date:18-Aug-2010 18:37:26 User:Anne Chambers

The call summary has been changed from:-

FAD126109 pm is unable to reverse the rem

The call summary is now:-

FAD126109 Pouch remmed in on two counters at same time

Date:18-Aug-2010 18:37:37 User:Anne Chambers

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

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

Progress was delivered to Consumer

Date:19-Aug-2010 07:41:24 User:Suresh Chitikela

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

The Call record has been assigned to the Team Member: Chaitanya Pothapragada

Progress was delivered to Consumer

Date:19-Aug-2010 09:10:07 User:Steven Porter

I think I have seen a similar peak relating to race condition with rem'ing of pouches.

Date:19-Aug-2010 10:54:22 User:Chaitanya Pothapragada

I am looking into this and update will the root cause by EOD today.

Date:19-Aug-2010 15:00:14 User:Chaitanya Pothapragada

Product HNG-X Counter -- BUC-Cash&Stock (version unspecified) added.

Date:19-Aug-2010 15:09:09 User:Chaitanya Pothapragada

Problem

The issue is with race condition for auto remin pouch delivery. For auto remin, the pouch details should be present in LFS\_RDC\_HEADER

CTR 1

Scan the pouchid, preview the Delivery Receipt and come back to print/preview/LateDate. Now, if enter is hit here, auto remin completes successfully. Do not hit enter and leave the system here.

CTR 2

Scan the same pouch id used in CTR 1 above and complete the remin successfully.

CTR 1

Now at print/preview/LateDate, when enter is hit to complete remin, the remin completes successfully resulting in duplicate lines in RSD.

Expected Result is MSG90955 - Settlement Error with Error code "POUCH\_DELIVERY\_ALREADY\_PROCESSED\_ERROR".

Root Cause & Solution

When an auto remin pouch id is settled successfully, the system updates the COUNTER\_READ\_TIMESTAMP in LFS\_RDC\_HEADER to a not null value for that pouch id.

The race condition for auto remin pouch delivery is handled at SettlePouchDeliveryServiceSettlementProcessor.processPouch().

This method checks during settlement whether the COUNTER\_READ\_TIMESTAMP in LFS\_RDC\_HEADER is null or not null value.

If null, the pouch id is good and settlement completes successfully.

If not null, the pouch id is already processed and error is thrown.

The query that gets the COUNTER\_READ\_TIMESTAMP from LFS\_RDC\_HEADER is 'SettlePouchDeliveryPreCheck'.

In this query, the input parameter for pouch id is defined incorrectly. It is given "pouchBarcode[String]", but in dyno the pouch id is "pouchId". This is the root cause why the query always returns null although the COUNTER\_READ\_TIMESTAMP is not null.

The solution is to define the pouch id input param to "pouchId[String]" in 'SettlePouchDeliveryPreCheck'.

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Product Group : HNG-X Counter

Product : BUC-Cash&Stock

TECHNICAL SUMMARY:

As above

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

None

ARE ANY OF THESE DESIGN PARTS AFFECTED BY APPROVED CPs/PEAKS in HNGX Release 2:

None

RELEASE 2 IMPACT:

None

DEPENDENCIES:

None

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

None

DEV EFFORT IN MANDAYS:

Less than 1 one day for dev and testing.

IMPACT ON USER:

The race condition will be operative for auto remin pouch delivery. A pouch id cannot be settled by two users at a time.

IMPACT ON OPERATIONS:

None

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

None

IMPACT ON HORIZON TO HNGX BRANCH MIGRATIONS

None

**IMPACT ON TEST:**

The test scenario is described above.

**RISKS (of releasing and of not releasing proposed fix):**

This is low risk and low complex issue.

**LIST OF LIKELY DELIVERABLES:**

Updated sql of SettlePouchDeliveryPreCheck.

**Date:19-Aug-2010 15:09:41 User:Chaitanya Pothapragada**

Action placed on Team:xCtr\_CSM\_GDC, User:Chaitanya Pothapragada

**Date:19-Aug-2010 15:09:49 User:Chaitanya Pothapragada**

The Call record has been assigned to the Team Member: Suresh Chitikela

Progress was delivered to Consumer

**Date:20-Aug-2010 13:25:53 User:Suresh Chitikela**

i agree with analysis of the root cause.

**Date:20-Aug-2010 13:25:59 User:Suresh Chitikela**

The Call record has been assigned to the Team Member: Chaitanya Pothapragada

Progress was delivered to Consumer

**Date:25-Aug-2010 14:29:21 User:Chaitanya Pothapragada**

[Start of Response]

[End of Response]

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

Response was delivered to Consumer

**Date:13-Sep-2010 13:26:36 User:Chaitanya Pothapragada**

Evidence **Added** - Solution & Regression Test

**Date:13-Sep-2010 13:29:33 User:Chaitanya Pothapragada**

[Start of Response]

HNGX CODE FIX

**FIX DESCRIPTION**

The issue is with race condition for auto remin pouch delivery.

The query that gets the COUNTER\_READ\_TIMESTAMP from LFS\_RDC\_HEADER is 'SettlePouchDeliveryPreCheck'.

In this query, the input parameter for pouch id is defined incorrectly. It is given "pouchBarcode[String]", but in dyno the pouch id is "pouchId". This is the root cause why the query always returns null although the COUNTER\_READ\_TIMESTAMP is not null.

The solution is to define the pouch id input param to "pouchId[String]" in 'SettlePouchDeliveryPreCheck'.

**PROPOSED BRANCH**

TBD.

**COUNTER JAVA FILES CHANGED**

None.

**COUNTER PDL FILES CHANGED**

None.

**COUNTER REFDATA FILES CHANGED**

None.

**SHARED CODE FILES CHANGED**

None.

**BAL JAVA CODE FILES CHANGED**

None.

**SQL FILES CHANGED**

SettlePouchDeliveryPreCheck

**OTHER FILES CHANGED**

None.

**APPROPRIATE CODE COMMENTS**

Yes.

**DEPENDENCIES**

None.

**RELATED PROBLEMS**

None.

UNIT TESTING EVIDENCE

None.

REGRESSION TEST CLASS

PC0203085\_RemInCashTest.

BACKWARDS COMPATIBILITY

NA.

DEVELOPMENT DOCUMENTATION

None.

REQUIREMENTS DOCUMENTATION

None.

HELP

None.

[End of Response]

Response code to call type J as Category 46 -- Pending -- Product Error Fixed

Response was delivered to Consumer

Date:13-Sep-2010 13:30:00 User:**Chaitanya Pothapragada**

The Call record has been assigned to the Team Member: Suresh Chitikela

Progress was delivered to Consumer

Date:17-Sep-2010 14:37:15 User:**Suresh Chitikela**

I tested the patch in my workspace and the code patch is resolving the issue.

sql patch is updating the Column SQL\_STATEMENT addition to IN\_Params as mentioned in PC019151.

Date:17-Sep-2010 14:39:31 User:**Suresh Chitikela**

Evidence **Added** - Quality review template

Date:17-Sep-2010 14:39:41 User:**Suresh Chitikela**

The Call record has been assigned to the Team Member: Chaitanya Pothapragada

Progress was delivered to Consumer

Date:20-Oct-2010 15:27:39 User:**Suresh Chitikela**

A new Business Impact has been added:

Impact of this peak is the same pouch can be rem in to the system for more than once which can make the branch shortage of the remin amount

This issue is in particular when two counters try to remin the pouch at the same time .in all these cases we can see an occurrence of this incident.

this affects all the branches where pouch remin happens at the same time at two counters

Date:21-Oct-2010 17:04:56 User:**Anne Chambers**

Reference Added: SSCKEL\_acha42210

Date:21-Oct-2010 17:59:23 User:**Anne Chambers**

The Business Impact has been updated:

The same pouch can be remmed in to the system more than once, resulting in a shortage at the branch which POL have to rectify by issuing a Transaction Correction.

1. call has to be processed, and corrective action taken, by SSC, MSU and POL
2. visible to POL and the branch when it happens
3. very rare

Date:22-Oct-2010 11:48:20 User:**Prashanth Pamidimukkala**

Product HNG-X Platforms -- HNG-X Counter (CNT) (version unspecified) added.

Date:22-Oct-2010 11:48:22 User:**Prashanth Pamidimukkala**

Product HNG-X Counter -- BUC-Cash&Stock deleted.

Date:22-Oct-2010 11:49:34 User:**Prashanth Pamidimukkala**

Product HNG-X Platforms -- HNG-X Counter (CNT) updated to Subject.

Date:22-Oct-2010 11:49:36 User:**Prashanth Pamidimukkala**

Product EPOSS & DeskTop -- Counter Common updated to Subject.

Date:22-Oct-2010 11:50:32 User:**Prashanth Pamidimukkala**

Product HNG-X Platforms -- BAL Server (BAL) (version unspecified) added.

Date:22-Oct-2010 11:50:45 User:**Prashanth Pamidimukkala**

Product HNG-X Platforms -- HNG-X Counter (CNT) deleted.

Date:22-Oct-2010 12:09:22 User:**Prashanth Pamidimukkala**

The call Target Release has been moved to Proposed For -- HNG-X 03.20

Date:25-Oct-2010 12:03:08 User:**Prashanth Pamidimukkala**

Action has been removed from the call

Date:25-Oct-2010 12:13:52 User:**Prashanth Pamidimukkala**

Action placed on Team:RelMngmntForum

Date:27-Oct-2010 12:03:12 User:**John Boston**

RMF 26/10/10 Agreed - to target at 03.17.

Date:27-Oct-2010 12:03:31 User:**John Boston**

The call Target Release has been moved to Targeted At -- HNG-X 03.17

Date:27-Oct-2010 12:03:45 User:**John Boston**

Action has been removed from the call

Date:28-Oct-2010 12:08:14 User:**John Boston**

The call Target Release has been moved to Targeted At -- HNG-X 03.21

Date:28-Oct-2010 12:08:22 User:**John Boston**

As agreed by Release Planning group all 03.17 Peaks retargeted at 03.21.

Date:08-Dec-2010 10:04:55 User:**Chaitanya Pothapragada**

Action placed on Team:xCtr\_CSM\_GDC, User:Chaitanya Pothapragada

Date:08-Dec-2010 10:05:11 User:**Chaitanya Pothapragada**

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

Progress was delivered to Consumer

Date:13-Dec-2010 14:50:13 User:**Kishor GaneshRao**

4LS CIT Pre-Release Testing:

Rig: 4LS CIT

Release: BAL03.21.00.00

Baseline: DB\_PATCH\_BAL\_03\_20\_00\_15\_TO\_BAL\_03\_21\_00\_3.sql

This peak has been successfully verified and observed that now we are getting the expected message i.e. MSG90955 when performed the below scenario.

Reference: Test evidence is attached for further reference.

Scenario tested:

Pre-requisite for test data:

There should be an auto Rem in pouch id available in the database, which can be loaded from the attached SQL script.

CTR 1

Scan the pouch id and preview the Delivery Receipt and come back to print/preview/Late Date. Now, if enter is hit here, auto Rem in completes successfully. Do not hit enter and leave the system here.

CTR 2

Scan the same pouch id used in CTR 1 above and complete the Rem in successfully.

CTR 1

Now at print/preview/Late Date, when enter is hit to complete Rem in, the Rem in

completes successfully resulting in duplicate lines in RSD.

Expected Result:

MSG90955 should be displayed - Settlement Error with Error code "POUCH\_DELIVERY\_ALREADY\_PROCESSED\_ERROR".

Issue/actual result:

The issue was with race condition for auto Rem in pouch delivery. For auto Rem in, the pouch details should be present in LFS\_RDC\_HEADER

Date:13-Dec-2010 14:51:28 User:**Kishor GaneshRao**

Evidence **Added** - CIT test evidence

Date:13-Dec-2010 14:56:12 User:**Kishor GaneshRao**

Evidence **Added** - SQL script for the auto remin (test data purpose)

Date:13-Dec-2010 14:57:38 User:**Kishor GaneshRao**

Reference Added: Other DB\_PATCH\_BAL\_03\_20\_00\_15\_TO\_BAL\_03\_21\_00\_3

Date:13-Dec-2010 14:57:41 User:**Kishor GaneshRao**

TOP Reference set to: Other DB\_PATCH\_BAL\_03\_20\_00\_15\_TO\_BAL\_03\_21\_00\_3

Date:22-Dec-2010 09:30:03 User:**PIT Automated User**

Reference Added: Product Baseline BAL\_SRV\_OS\_R\_0321\_V240

Date:22-Dec-2010 09:35:04 User:**PIT Automated User**

Reference Added: Product Baseline BAL\_SRV\_OS\_ROUTING\_0321\_V240

Date:22-Dec-2010 10:33:59 User:**Pavan Vejendla**

FIX RELEASE CHECKLIST

FIX IMPACT TEMPLATE FULLY COMPLETED?

Yes

RMF APPROVAL GRANTED?

Yes

CODE REVIEW TEMPLATE FULLY COMPLETED?

Yes

CODE REVIEW PASSED?

Yes

CODE CHECK-IN BRANCH SPECIFIED?

Yes

ALL CHECKED-IN FILES HAVE PEAK REFERENCE IN CVS COMMENT?

Yes

FIX PASSED CIT AND REGRESSION TESTING?

Yes

KEL UPDATED TO REFLECT PEAK FIX?

Yes

CIT TEST SCRIPT UPDATED TO REFLECT PEAK?

Yes

CIT TEST RESULTS PUBLISHED?

Yes

Date:22-Dec-2010 16:35:04 User:**PIT Automated User**

Reference Added: Product Baseline BAL\_SRV\_OS\_ROUTING\_0321\_D240

Date:22-Dec-2010 16:45:04 User:**PIT Automated User**

Reference Added: Product Baseline BAL\_SRV\_OS\_R\_0321\_D240

Date:23-Dec-2010 09:24:39 User:**Pavan Vejendla**

The Call record has been transferred to the team: Dev-Int-Rel  
User:Pavan Vejendla Confirmed that this Incident may be passed to the external company with the attached evidence.

Progress was delivered to Consumer

Date:05-Jan-2011 08:25:03 User:**Lionel Higman**

[Start of Response]

[End of Response]

Response code to call type J as Category 49

Response was delivered to Consumer

The Call record has been transferred to the team: Live Support Team

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

Date:21-Jan-2011 13:42:43 User:**Sheila Bamber**

The Call record has been assigned to the Team Member: Release to Live

Date:16-Mar-2011 15:21:52 User:**Mark Ascott**

The Call record has been transferred to the team: RM-x

Progress was delivered to Consumer

Date:03-May-2011 14:40:58 User:**John Budworth**

[Start of Response]

The 03.21 BAL upgrade was applied to live as part of PSPID Release HRU7284B\_PR for 03.21.00.50 23/1/2011. See release PEAK 207466.

[End of Response]

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

Routing to Call Logger following Final Progress update.

Response was delivered to Consumer

Defect cause updated to 14 -- Development - Code

Date:03-May-2011 14:41:16 User:**John Budworth**

Reference Added: Release PEAK PC0207466

Date:03-May-2011 14:48:32 User:**Lorraine Elliott**

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Consumer

Date:03-May-2011 15:20:43 User:**Anne Chambers**

[Start of Response]

Code fix applied to live 23/1/2011. Please close call.

[End of Response]

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

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:03-May-2011 15:20:43 User:**Anne Chambers**

CALL PC0203085 closed: Category 71 Type J

Root Cause

Development - Code

Logger

Customer Call -- EDSC

Subject Product

EPOSS & DeskTop -- Counter Common (version unspecified)

Assignee

Customer Call -- EDSC

Last Progress

03-May-2011 15:20 -- Anne Chambers