

Royal Mail Group Account  
HNGx SMR  
Service Transition  
& Change Update



# HNGx SMR Service Transition & Change Update JULY 2011

## DOCUMENT DETAILS

Updated: 08/07/11  
Version: V1.0  
Author: Sarah Bull



## 1. EXECUTIVE SUMMARY

### 1.1 BAU

- Regular counter updates: some CTOs and a range of live counters are not being left on overnight to receive regular updates.
- This will cause problems
  - When they are next turned on because they will not have the right s/w levels.
  - If they have been off for months they may not function when turned on which will probably result in a call that could have been avoided
  - For future releases –
    - Release 5/Operator Self Funded – those branches will have reconciliation issues if they don't get the counter code
    - Big Fix; if they don't have the big fix agent they will not get updates at all

### 1.2 Release 4

- Completed
  - OLAs still outstanding

### 1.3 Release 5

- Datacentre
  - 3/4<sup>th</sup> Sep 11
- Counter
  - Model Office – 6<sup>th</sup> Sep
  - Pilot - 7<sup>th</sup> Sep
  - Main Rollout – 15<sup>th</sup> Sep
- Agreed Content
  - PAF (Jul 11)
    - DC deployment 16-17 Jul
    - Model Office 17 Jul
    - Pilot 18-24 Jul
    - Go live 25 Jul (ref data)
  - Partner Cash
  - Test Tool Automation
  - FOoG (Front of Office Government)
    - Generic Web Services
    - Encryption
    - Call Script from Script
    - Persistence of Data
  - Operator Self Funded
  - APOP Enhancements
- Content removed
  - Stock Ordering
  - FOoG (Front of Office Government)
    - Enhanced logic

### 1.4 Release 5.5

- Datacentre
  - 14-15 Jan 12
- Counter
  - No counter release required
- Migration
  - Clients will be migrated of EDG once the datacentre has been deployed
  - Proposed completion – 31 Mar 12



- Proposed Content
  - PODG
  - CFD

### 1.5 Release 6

- Datacentre
  - Feb 12
- Counter
  - Mar 12
- Rollout
  - Pilot – Mar 12
  - Full Rollout – Apr-Oct 12
- Proposed Content
  - Pin Pad
  - Merchant Acquirer (being deployed in 5.5 timescales)
- Procurement is still ongoing
- Warrantee being discussed is over 10 years
- Contactless technology to be delivered as part of phase 1

### 1.6 Release Independent

- CT0999 Branch Managed Switch
  - Suspended – business case being reviewed
  - There is a 9 month lead time for this service to be operational from the point that the request is agreed

### 1.7 FSC

- Commencing planning for 2012, including BCP.
- To be discussed in August service review

### 1.8 POL Sap/Credence

- Further work on Releases for Credence on hold until moved into the bladeframe later this year
- Meeting to be held on 14<sup>th</sup> Jul to review progress and agree next steps.

### 1.9 Service Improvements

- None at the moment

### 1.10 Service Introduction

- BFPO –
  - CP raised for additional project work
  - 2 new branches have gone live
  - Engineer planned to go out to Germany to support go live there
  - Using MOD contacts to support this activity
- Release 4
  - OLAs outstanding
  - All other work completed
- Release 5
  - Service introduction plan base lined
- Release 6
  - In progress at a high level

### 1.11 Acceptance

- There are no further acceptance activities until R5

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



## 2. OVERVIEW

Over the course of the month we have seen the completion of the following milestones / activities:

<i>Date</i>	<i>Release</i>	<i>Activity</i>
<b>June 2011</b>		
01/06/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
01/06/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
03/06/2011	R04.24	MSC043J0301924-01 - SUPPORT Deployment Group applied to Live
05/06/2011	R04.65	MSC043J0304413 - APOP ORACLE RAC - CP628 applied to Live
05/06/2011	R04.32	MSC043J0303001-01 – DATABASE Deployment Group applied to Live
05/06/2011	R04.34	MSC043J0305331-01 - BAL Deployment Group applied to Live
06/06/2011	R04.306	MSC043J0304356-01 – KEYS Deployment Group applied to LST
08/06/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
08/06/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
12/06/2011	Release Independent	MSC043J0288010 – Security Patches applied to Live
13/06/2011	R04.45	MSC043J0307828 – BANKING Deployment Group applied to LST
13/06/2011	R04.64	MSC043J0307221-01 - FTMS Deployment Group applied to LST
13/06/2011	R04.36	MSC043J0307829 – BACKUP Deployment Group applied to LST
15/06/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
15/06/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
19/06/2011	R04.50	MSC043J0307827 – VIRTUAL Deployment Group applied to LST
19/06/2011	R04.37	MSC043J0305306-01 – AUDIT Deployment Group applied to Live
20/06/2011	R04.52	MSC – DXC Rebuild applied to LST
22/06/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
22/06/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
27/06/2011	R04.53	MSC – SYSMAN3 Deployment Group applied to LST

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



28/06/2011	R04.64	MSC043J0307221-01 - FTMS Deployment Group applied to Live
29/06/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
29/06/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live

Royal Mail Group Account  
**Horizon SMR Service Transition  
 & Change Update**



## 2.1 Ongoing various code / counters (RMF)

The RMF table has been moved to sections 9 of this document. However, a summary is provided as follows:

Counter Product	Peak	Comments
HORIZON_REMOVE 56_1	PC0206442	Complete
COUNTER_APP 62_1	See Section 8	99.99% Complete – Counter H90010900101
COUNTER_INSTALL 59_3	PC0206792, PC0208000	Complete
MANWIN_NCO_PROB EWIN_CFG 61_4	PC0208861, PC0209639	99.99% Complete – Counter H90010900101
HNGX_QOS 61_1	PC0206872, PC0207511, PC0208523, PC0207481	99.99% Complete – Counter H90010900101
COUNTER_APP 63_1	See Section 8	99.99% Complete – Counter H90010900101
COUNTER_APP 64_1	See Section 8	99.99% Complete – Tail Management in progress
HNGX_QOS 61_2	PC0209157	99.99% Complete - Tail Management in progress
COUNTER_APP 64_2	PC0209789	99.95% Complete - Tail Management in progress

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



### 3. FORTHCOMING ACTIVITY

#### 3.1 BAU - Software Deliveries/Activation Dates

The tables below outline the current view of the activity related to HNGX Releases in June and July 2011.

<i>Date</i>	<i>Release</i>	<i>Activity</i>
<b>July 2011</b>		
03/07/2011	R04.39	MSC043J0305597-01 – DATABASE Deployment Group applied to Live
04/07/2011	R04.50	MSC043J0307827 – VIRTUAL Deployment Group applied to Live
05/07/2011	R04.45	MSC043J0307828 – BANKING Deployment Group applied to LST
06/07/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
06/07//2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
06/07/2011	R04.36	MSC043J307829 – BACKUP Deployment Group applied to Live
11/07/2011	R04.60	Common Product Catch Up applied to LST
11/07/2011	R04.52	MSC – DXC Rebuild applied to Live
12/07/2011	R04.30	MSC043J0304356-01 – KEYS Deployment Group applied to Live
13/07/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
13/07//2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
20/07/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
20/07//2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
25/07/2011	R04.53	MSC – SYSMAN3 Deployment Group applied to Live
27/07/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
27/07//2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
27/07//2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
27/07/2011	R04.52	MSC – DXC Rebuild applied to Live

<i>Date</i>	<i>Release</i>	<i>Activity</i>
-------------	----------------	-----------------

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



August 2011		
01/08/2011	R04.53	MSC – SYSMAN3 Deployment Group applied to Live
03/08/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
03/08/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
07/08/2011	R04.60	COMMON PRODUCT CATCHUP applied to Live
07/08/2011	Release Independent	MSC043J0311618-01 Security Patches applied to Live
10/08/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
10/08/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
11/08/2011	R04.26	MSC MSC043J0296700-03 – NETWORKS DG applied to Live
17/08/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
17/08/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
24/08/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
24/08/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live
31/08/2011	Release Independent	MSC 043J0288021 - AV Updates applied to Live
31/08/2011	Release Independent	MSC043J0288010 - VPX/VPN AV Update applied to Live

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



### 3.2 Platforms within Maintenance Releases to 'Live' in July & August 2011

July 2011	
<b>R04.64 – FTMS</b>	
CDG	ConnectDirect Gateway
CDS	ConnectDirect Simulator
FLG	FTMS EDG Local
FRG	FTMS EDG Remote
PLG	FTMS TIP Local
PRG	FTMS TIP Remote
SRG	FTMS D1 Remote
<b>R04.29 – SYSMAN3</b>	
EAS	System Availability Server
EDS	Sysman Enterprise Database Server
EES	Sysman Enterprise Event Server
EMM	Sysman Enterprise Monitoring Server
EMS	Sysman Enterprise Managing Server
EPM	Sysman Enterprise Provisioning Server
ERP	Event Reporting Platform
<b>R04.30 – KEYS</b>	
PPT	PINPad Test Workstation
PPW	PINPad Proving Workstation
SKG	PINPad Key Generation Workstation
TPP	Training PINPad Loading Workstation
<b>R04.36 – BACKUP</b>	
BSL	RHEL Backup Server
BSM	Backup Master Server
BSS	Solaris Backup Server
BSW	Windows Backup Server
<b>R04.50 – VIRTUAL</b>	
VSD	Virtual Server Host Discrete
VSH	Virtual Server Host BladeFrame
<b>R04.39 – DATABASE</b>	
BDB	Branch Database Server - Main
BDS	Branch Database Server - Standby
BRS	Branch Support Server
DAT	Solaris Host
NPS	Network Persistent Store
<b>R04.45 – BANKING</b>	
DCM	Debit Card Management Server
DEA	DCS & ETS Authorisation Server
NAA	A&L Authorisation Server
NAC	CAPO Authorisation Server
NAL	Link Authorisation Server

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



<b>R04.54 – NRS Rebuild</b>	
NRS	Network Radius Server
<b>R04.51– EBS Update</b>	
EBS	Enterprise Boot Server
<b>R04.48– PBS Update</b>	
EBS	Proxy Boot Server
<b>August 2011</b>	
<b>R04.53– SYSMAN3</b>	
EAS	System Availability Server
EDS	Sysman Enterprise Database Server
EES	Sysman Enterprise Event Server
EMM	Sysman Enterprise Monitoring Server
EMS	Sysman Enterprise Managing Server
EPM	Sysman Enterprise Provisioning Server
ERP	Event Reporting Platform
<b>R04.60 – Common Products</b>	
	Various
<b>R04.26 – Networks</b>	
NCW	NMS – CiscoWorks
NDM	Network Device Manager
NFM	NMS - Firewall Security Manager
NMN	Network Management Server
NMW	Network Management Workstation
NPC	NMS – Packet Capture
SYS	SYSLOG Server

Please refer to section 10 Data Centre Peak Summary for content

Royal Mail Group Account  
**Horizon SMR Service Transition  
 & Change Update**



### Table of Open CPs / CTs in HNGx – Release 1

CP	CT / CCN	Description	Comments
CP4143	CT509 CT487 CT433	HNG-X Contract – Initial Project Activities	
CP4305	CCN1202	Application for PCI	
CP4355	CCN1211	HNG-X CP0001 - Channel based Pricing of Track and Trace Bulk Mail for HNGX	
CP4357	CCN1211	HNG-X CP0003 - Provide Exchange rates for USD and Euro as a parameter into AP-ADC for HNG-X.	
CP4358	CCN1211	HNG-X CP0004 - : Introduction of 'NoHome' version of ADC Datatypes for HNGX.	
CP4359	CCN1211	HNG-X CP0005 - Transfer of Cash and Stock between Branches for HNG-X	
CP4360	CCN1211	HNG-X CP0006 - MoneyGram – Use of commas within currency fields for HNG-X.	
CP4361	CCN1211	HNG-X CP0007 - PIN Change for LINK – Solution Build & Test and Implementation for HNG-X.	
CP4362	CCN1211	HNG-X CP0008 - APOP Service Introduction – PayOut for HNGX.	
CP4363	CCN1211	HNG-X CP0009 - MoneyGram – ISDN backup connectivity for HNG-X.	
CP4364	CCN1211	HNG-X CP0010 - Introduction of MoneyGram to HNG-X	
CP4382	CCN1214	HNG-X CP0016 - Multiple Session Processing – Costing	
CP4405	CCN1219	HNG-X CP0022 - Migration of PHU1.5 Portable Counter to HNG-X	
CP4415	CCN1217	HNG-X CP0025 - Provision of Postal Services Reference Data (Selectica)	
CP4428	CCN1226	HNG-X CP0029 - Introduction of a Remuneration Report for HNG-X	
CP4429	CCN1226	HNG-X CP0030 - Various smart post changes for HNG-X	
CP4430	CCN1226	HNG-X CP0031 - Migration of Telecoms Service to HNG - X	
CP4431	CCN1226	HNG-X CP0032 - Migration of Automated Stock Ordering to HNG-X	
CP4432	CCN1226	HNG-X CP0033 - Track and Trace messaging via AP-ADC	
CP4459	CCN1226	HNG-X CP0036 – Obscure 'personal' data in the AP Client File Audit Copy of Telecoms Service Registration File	
CP4469	CCN1226	HNG-X CP0040 – Extend Riposte Archiving Period for HNG-X	
CP4478	CCN1216	HNG-X CP0045: Forwarding APADC data to POLMI system from HNGX (without Filtering).	
CP4482	CCN1228/ CT656	HNG-X CP0047 – HNG-X migration of Horizon to EDG2 interface for Girobank (A&L) AP transaction files	
CP4501	CCN1228	HNG-X CP0061 – Automated Stock Ordering – APOP Schema Change	
CP4508	CCN1228	HNG-X CP0065 – Migration of Kahala GDD Integration smartpost Service to HNG-X	

Royal Mail Group Account  
**Horizon SMR Service Transition  
 & Change Update**



CP4527	CT661	HNG-X CP0080 - Optionally Inhibit Label Production for Postal Services – HNG-X	
CP4529	CCN1228	HNG-X CP0081 -Support for POL Automation of MVL reconciliation – HNG-X	
CP4530	CCN1230	HNG-X CP0082 - Refinements to HNG-X Session Suspend	
CP4558	CCN1232	HNG-X CP0103 - Reintroduce the AP Transaction Report	
CP4575	CT670	HNG-X CP0118– Migration of Horizon Bureau Pre-order Service to HNG-X	
CP4577	CT669	HNG-X CP0119 - Migration of Horizon AP-ADC/APOP Service for Retail to HNG-X	
CP4586	CCN1228	HNG-X CP0128 - Migration to HNG-X of Change the Counter Interpretation of the Results Provided by the Telecoms Service ADSL Checker	
CP4620	CCN1234	HNG-X CP0154 - Pre-work to Assess and Respond to PSO_FSL_CR01362 (Softtek Consultancy)	
CP4628	CT675	HNG-X CP0160 - Consultancy – APOP Future Functionality	
CP4642	CCN1244	HNG-X CP0172 – Branch Router Wireless WAN using dual service provider – implementation and support	
CP4645	CCN1231	HNG-X CP0174 - Introduction of File Integrity Monitoring for HNG-X to Support PCI Compliance (Updated)	
CP4693	CCN1243	HNG-X CP0213 Migration of CAPO Withdrawal Correction (WDC)	
CP4695	CT680	HNG-X CP0215 - PIN Pad Replacement Study	
CP4707	CCN1234	HNG-X CP0226 - Revised Approach to POL-FS Migration (Proof of Concept)	
CP4708	CCN1234	HNG-X CP0227 - Revised Approach to POL-FS Migration	
CP4734	CCN1245	HNG- X CP0246 - Migration of Horizon APOP Service Travel Insurance	
CP4736	CCN1245	HNG-X CP0247 - Migration of Horizon APOP Service 'Over 50 Life Assurance'	
CP4791	CCN1251	HNG-X CP0284 - Removal of Branch Services Migration (Weekend D)	
CP4796	CCN1248	HNG-X CP0288 Migration of Kahala Manual GDD enhancement	
CP4797	CCN1248	HNG-X CP0289 Migration Additional Changes to Bureau Pre Order	
CP4809	CT717	HNG-X CP0298 - Postal Services Destination Rules	
CP4810	CCN1246	HNG-X CP0299 - Resolution of Sizing and Performance issues with the HNGX Branch Database	
CP4817	CT717	HNG-X CP0303 PIP format selection	
CP4825	CT719	HNG-X CP0308 – Capacity Study to determine the impact on HNG-X of an increase in the T&T Contractual Limits	
CP4843	CT718	HNG-X CP0323 - NTE2000 Maintenance and New Install Process	
CP4854	CT730	HNG-X CP0325 - Post Shop Scoping Study	
CP4864	CT733	HNG-X CP0333 - Consultancy Support to the Back Office Efficiency Programme	
CP4872	CT746	HNG-X CP0338 - Increase Max Branches	
CP4881	CCN1259	HNG-X CP0342: Deferral of Auto Fault Logging from HNG-	

Royal Mail Group Account  
**Horizon SMR Service Transition  
 & Change Update**



		X	
CP4888	CT745	HNG-X CP0347 - Introduction of "Queen's Head" Postage Labels	
CP4903	CT765	HNG-X CP0357 - Provision of Test Resources to Fujitsu	
CP4925	CT767	HNG-X CP0375 - Amendment to the existing VocaLiNK firewall rule mapping – HNG-X	
CP4956	CT796	HNG-X CP0403 - Branch Router Antennae for PHU branches	
CP4976	CT806	HNG-X CP0422 - Client Data Delivery	
CP4978	CT803	HNG-X CP0424 – HNG-X Receipt for Regulatory Compliance Training transaction	
CP4990	CT792	HNG-X CP0434 - AUDDIS and DD/BACS files for PO Essentials (Fujitsu Aspect)	
CP5037	CT862	HNG-X CP0480 - Changes to Recovery Receipts	

### Table of Open CPs / CTs in HNGx – Release 2

<b>CP</b>	<b>CT / CCN</b>	<b>Description</b>	<b>Comments</b>
CP4905	CT755	HNG-X CP0359 - Card Payment Referrals	
CP4912	CT776	HNG-X CP0365 - Design of Two Factor Authentication on Transaction Enquiry Service Query Application (TESQA)	
CP4914	CT772	HNG-X CP0367- Implementation of Transaction Acceptances (PING)	
CP4918	CT775	HNG-X CP0369 - HNG-X Release 2	
CP4935	CT781	HNG-X CP0385 - Streamline Observation Rectifications	
CP4940	CT778	HNG-X CP0388 - Postal Services Simple Destination Address Capture (PAF Lite) for Horizon Online	
CP4943	CT779	HNG-X CP0391 - Policing Methods of Payment	
CP4946	CT805	HNG-X CP0394: Policing Plastic Refunds	
CP4947	CT798	HNG-X CP0395 - AP-ADC Changes to support Offline Banking Improvements	
CP4948	CT797	HNG-X CP0396 - Improved control of Stock Adjustment Functionality	
CP4949	CT762	HNG-X CP0397 - Date Calculation Function in AP-ADC (Version 2)	
CP4960	CT802	HNG-X CP0406 MoneyGram Web Service Changes for Release 2	
CP4963	CT815	HNG-X CP0409 - Changes for LIS5 2008	
CP4964	CT772	HNG-X CP0410 - Change to handling Transaction Acknowledgments at Log Off	
CP4965	CT726	HNG-X CP0411- HNG-X Changes for AEI – Near Real Time Interface	
CP4969	CT811	HNG-X CP0415 - Retail Stock Management - Design Phase	
CP4971	CT773	HNG-X CP0417 - Post Office Card Account (POca) Card Issuing Service	
CP4979	CT726	HNG-X CP0425 - Add T&T Test Service to the SV&I Test Rig	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



CP4980	CT810	HNG-X CP0426 - Travel Insurance on CTO Emulator for HNGx	
CP4988	CT820	HNG-X CP0433 - Changes to PING AIS	
CP4993	CT800	HNG-X CP0437 - Additional APOP Host Postal Order Reports	
CP4994	CT759	HNG-X CP0438 - HNG-X Changes to support Camelot Chequebook Reconciliation (Amended requirement)	
CP5006	CT852	HNG-X CP0450 - Improved control of Stock Adjustment Functionality – Revised Requirements	
CP5010	CT853	HNG-X CP0454 - Policing Plastic Refunds – Further Changes	
CP5014	CT837	HNG-X CP0458 - End to End Testing of Streamline Observation Rectifications	
CP5015	CT845	HNG-X CP0459 - Re-Allocation of Spread Charges on HNG-X Release 2	
CP5017	CT815 CT838	HNG-X CP0461 – Link PCI and Accreditation (Amendment to CP0409/CT0815)	
CP5019	CT846	HNG-X CP0463 – MoneyGram Change to Receive Agent Name for Directed Send Agents	
CP5025	CT855	HNG-X CP0469 – Change to the MoneyGram AIS baseline for CP0406	
CP5047	CT864	HNG-X CP0490 - PING Changes to POL-FS and POLSAP	
CP5086	CT900	HNG-X CP0529 - Policing MoPs – additional validation to Complex Basket check	

### Table of Open CPs / CTs in HNGx – Release 3

<b>CP</b>	<b>CT / CCN</b>	<b>Description</b>	<b>Comments</b>
CP5038	CT863	HNG-X CP0481 - VAT on Postal Services - Design, Development, Testing & Implementation	
CP5042	CT868	HNG-X CP0485 - Savings Gateway Initial Design Work	
CP5043	CT867	HNG-X CP0486 - POLVAT Initial Design Work	
CP5048	CT847	HNG-X CP0491 - Impact for the AEI Near Real-Time Development	
CP5065	CT876	HNG-X CP0508 - VAT on Postal Services – Requirements Catalogue Update	
CP5068	CT884	HNG-X CP0511 – R3 / R4 Wrapper	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



#### Table of Open CPs / CTs in HNGx – Release 4

<b>CP</b>	<b>CT / CCN</b>	<b>Description</b>	<b>Comments</b>
CP5049	CT843	HNG-X CP0492 - Impact for the POca Card Fulfilment Service development	
CP5067	CT857	HNG-X CP0510 - Impact for TPoS Development	
CP5081	CT909	HNG-X CP0524 - Changes to the Requirements Baseline for the TPoS Development	
CP5110	CT929	HNG-X CP0553 - Removal of SSL from POca Solution	
CP5132	CT938	HNG-X CP0575 - TPoS Quote Options Calculation	
CP5135	CT935	HNG-X CP0578 - POca Revised Healthcheck requirements	
CP5146	CT944	HNG-X CP0589 - Minor changes arising from the TPoS development (MCR16,17,18 and 19)	

#### Table of Open CPs / CTs in HNGx – Release 5

<b>CP</b>	<b>CT / CCN</b>	<b>Description</b>	<b>Comments</b>
CP5079	CT898	HNG-X CP0522 - HNG-X Release 5 Candidates – UI improvements consultation.	
CP5107	CT910	HNG-X CP0550 - Repositioning of the Partner Bank Withdrawal Prompt	
CP5115	CT920	HNG-X CP0558 - PayPal – Requirements and Design Phase	
CP5120	CT928	HNG-X CP0563 - Client File Delivery (CFD) – Design Phase	
CP5125	CT924	HNG-X CP0568 – Modified Automated Stock Ordering	
CP5130	CT922	HNG-X CP0573 - Automation Test Tool for SV&I	
CP5134	CT924	HNG-X CP0577 – Modified Automated Stock Ordering – New APOP Stock Ordering Service	
CP5136	CT937	HNG-X CP0579 - IT Enhancements – Design Phase	
CP5139	CT948	HNG-X CP0582 - Implementation of Operator Self Funded (POE) Solution	
CP5156	CT951	HNG-X CP0599– PAF Replacement Design	
CP5159	CT934	POLSAP CP0602 - Dunning Cycle	
CP5170	CT958	HNG-XCP0613-AP-ADC scripts invoking other AP-ADC scripts [FITE-3]	
CP5174	CT956	HNG-X CP0617 APOP Service enhancements design	
CP5175	CT960	HNG-X CP IT enhancements encryption design stage	
CP5176	CT962	HNG-X CP0619 Two factor authentication Approved	
CP5177	CT961	HNG-X CP0620 2011 – 2012 wrapper	
CP5186	CT979	HNGXCP0629 – APOP Host – Enhancement to APOP Applications	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



CP5187	CT975	HNGXCP0630 – Data Encryption/De-encryption facilities for AP-ADC [FiTE-2]	
CP5190	CT975	HNGXCP0633 – Implementation of PAF replacement service	
CP5197	CT985	HNGXCP0640 – Generic Web Services Framework [FiTE-1]	
CP5202	CT983	HNGXCP0645 – Security Assesment [Fite-5]	
CP5206	CT969	POLSAPCP0649- Improvement to request for payment and Dunning 1 letter	Approved (changed to Rel/Ind)
CP5223	CT1000	HNGXCP0666 – Inclusion of stock pouch number in credence in rel5	CT Pending Approval

**Table of Open CPs / CTs in HNGx – Release 5\_5**

CP	CT/CCN	Description	Comments
CP5216	CT997	HNGXCP0659 – PODG (Post Office Data Gateway formally known as FDG Fujitsu Data Gateway) Framework Components	Approved

## 4. BFPO

Since the last SMR another two BFPO branches have opened, Nepal and Brunei. Incident calls had been logged during the roll out of the two branches. After discussions with support in the UK both branches successfully opened.

The following CT's have been raised to reduce problems occurring during roll out.

- Approved 30/06/2011
  - CT0991 Fujitsu providing engineering support in BFPO Ireland branches
- Approved 15/06/2011
  - CT 0657 BFPO configuration of all BFPO kit on arrival at BFPO HQ Northolt
- Submitted to POL approval 30/06/2011
  - CT to be generated, Fujitsu to provide 1st line support during BFPO automation rollout

### BFPO project updates

- Fujitsu require more budgets from Post Office so support can continue on the project; Dave Ireland has submitted an additional 20K budget for approval within POL.
- Dave Ireland has reiterated to BFPO counters must not be switched off, if they do this will affect reconciliation when Operator self funding rolls out. All BFPO live branches will be part of the pilot list.
- BFPO live branches are highlighted in green in the roll out schedule below. The only BFPO branch scheduled to open in July is Sierra Leone the others have been cancelled. OBC await new installation dates.
- The CCN ongoing charges have been amended and is with POL for approval.

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



BFPO roll out schedule,

BFPO Location	Horizon Online FAD	Configuration date	Branch opening date	Status
<b>MARCH</b>				
BFPO 806 Holywood (Northern Ireland)	3069524	28-Feb-11	01-Mar-11	Live
BFPO 805 Ballykinler (Northern Ireland)	3059529	03-Mar-11	04-Mar-11	Live
BFPO 801 Lisburn (Northern Ireland)	3019527	07-Mar-11	08-Mar-11	Live
BFPO 8 Naples (Italy)	4929527	20-Mar-11	23-Mar-11	Live
<b>APRIL</b>				
BFPO 53 Episkopi (Cyprus)	4479521	07-Apr-11	08-Apr-11	Live
BFPO 58 Dhekelia (Cyprus)	4429524	13-Apr-11	19-Apr-11	Live
<b>MAY</b>				
No installations planned or completed				
<b>JUNE</b>				
BFPO 4 Kathmandu (Nepal)	4969529	20-Jun-11	21-Jun-11	New
BFPO 655 Falklands	1559524	27-Jun-11	28-Jun-11	New
<b>JULY</b>				
BFPO 11 Seria (Brunei)	4899520	03-Jul-11	04-Jul-11	New
BFPO 10 Nairobi (Kenya)	4909526	13-Jul-11	14-Jul-11	New
BFPO 10 Nanyuki (Kenya)	Tbc	13-Jul-11	14-Jul-11	New
BFPO 622 Sierra Leone	1229524	25-Jul-11	26-Jul-11	New
BFPO 57 Akrotiri (Cyprus)	443952X	19-Jul-11	20-Jul-11	New
BFPO 59 Ayios Nikolaos (Cyprus)	4419529	25-Jul-11	26-Jul-11	New
BFPO 567 UN HQ (Cyprus)	5679524	26-Jul-11	27-Jul-11	New
<b>AUGUST</b>				
No installations planned				
<b>SEPTEMBER</b>				
BFPO 14 Suffield (Canada)	4869527	05-Sep-11	06-Sep-11	New
BFPO 2 Washington DC (USA)	498952X	13-Sep-11	14-Sep-11	New
BFPO 52 Gibraltar (DTC)	4489527	27-Sep-11	28-Sep-11	New
BFPO 52 Gibraltar (Rooke)	Tbc	27-Sep-11	28-Sep-11	New
<b>OCTOBER</b>				
SITES TBC				
<b>NOVEMBER</b>				
SITES TBC				
<b>DECEMBER</b>				
SITES TBC				
<b>NO DATES ALLOCATED</b>		<b>Originally</b>	<b>Originally</b>	
BFPO 35 Elmpt (Germany)	465952X	04-May-11	05-May-11	
BFPO 17 Munster (Germany)	4839528	09-May-11	10-May-11	
BFPO 22 Paderborn (Germany)	4789520	16-May-11	17-May-11	
BFPO 22 Paderborn mobile (Germany)	Tbc	17-May-11	18-May-11	
BFPO 16 Sennelager (Germany)	4849523	23-May-11	24-May-11	
BFPO 16 Sennelager NAAFI (Germany)	Tbc	23-May-11	24-May-11	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



BFPO 31 Hameln (Germany)	4699521	01-Jun-11	02-Jun-11	
BFPO 15 Herford (Germany)	4859529	06-Jun-11	07-Jun-11	
BFPO 15 Herford NAAFI (Germany)	Tbc	06-Jun-11	07-Jun-11	
BFPO 38 Fallingbostel (Germany)	4629523	13-Jun-11	14-Jun-11	
BFPO 30 Hohne (Germany)	4709527	20-Jun-11	21-Jun-11	
BFPO 30 Hohne mobile 1 (Germany)	Tbc	20-Jun-11	21-Jun-11	
BFPO 30 Hohne mobile 2 (Germany)	Tbc	21-Jun-11	22-Jun-11	
BFPO 39 Bielefeld (Germany)	4619528	27-Jun-11	28-Jun-11	
BFPO 47 Gutersloh (Germany)	4539524	04-Jul-11	05-Jul-11	
BFPO 47 Gutersloh mobile (Germany)	Tbc	05-Jul-11	06-Jul-11	
BFPO 40 JHQ (Germany)	4609522	11-Jul-11	12-Jul-11	
BFPO 40 JHQ mobile 1 (Germany)	Tbc	12-Jul-11	13-Jul-11	
BFPO 589 Sonthofen (Germany)	5899524	12-Jul-11	13-Jul-11	
BFPO 40 JHQ mobile 2 (Germany)	tbc	13-Jul-11	14-Jul-11	



## 5. RELEASE 5

APOP resilience and release 4.34 completed successfully, R5 Knowledge transfers on track remaining the remaining topics to cover in R5 for operations are

- Encrypt / Decrypt
- Tivoli monitoring
- APOP Enhancements
- SSL scanning
- DXI get well plan
- EMDB
- Provision over VSAT

PAF updates

- DC go live on Saturday 16<sup>th</sup>
- Model office Sunday 17<sup>th</sup> July
- Pilot Monday 18<sup>th</sup> July until 22<sup>nd</sup> July
- Followed by go live across the Post office estate

PAF service readiness review completed successfully on 12<sup>th</sup> July, There will be checkpoint conference calls twice a day during the pilot.

- PAF related calls will be collated by HSD and reported back to Service introduction by 9:30am during pilot.
- SSC will report daily PAF transaction volumes to Service introduction via a link
- PAF volume transactions and incident calls will be reviewed during the daily check points; if issues occur during PAF pilot reference data can switch the branch back to QAS the following night.

Test cycle 3 has been delivered into SV&I and testing commenced on 04<sup>th</sup> July 2011. CP0633 – PAF Replacement Service exited SV&I at the end of cycle 2 as planned and is currently in test with LST. Live deployment, MSC 043J0310003-01 refers, is scheduled to commence Friday 15<sup>th</sup> July 2011, with Model Office testing activities on Sunday 17<sup>th</sup> July 2011.

## 6. RELEASE 5.5

The Release 5.5 service introduction plan is in draft status, a financial forecast has been created by Service introduction which will be tracked during the release.

## 7. OPAL TELCOMMUNICATION MIGRATION

Daily project calls have ceased the tail remains at 40 branches. These will be re submitted this week and another internal call is scheduled for Friday 15<sup>th</sup> July. The following actions will need to be completed before closing down the project.

- OBC confirm daily reports meets OBC requirements.
- OBC confirm they have access to the Telepurchase portal.
- Produce a Crib sheet how to use the portal for OBC
- MSC will need to be raised for the remaining tail.
- NSD confirm in the next call how many branches will be re submitted.

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



## 8. COUNTER PEAK SUMMARY

This section is a consolidated view of Peak fixes advised to Post Office Ltd via the Counter Release Authorisation mechanism.

Counter Product	Fault Peak	Summary
COUNTER_APP 63_1	PC0194525	Incorrect report event ids for recovery
	PC0194989	FAD108033 error code 0998 has occurred The cause of the problem is Textfield loses focus to glasspane while dragging the mouse on it. This happens only when the cash declaration screen displayed for the first time in a day. The problem is associated with an editable table having a custom cell editor.
	PC0204878	Banking transactions requests are declined by Agent for those branches having an ampersand in their address.
	PC0206811	SV&I R4D1 - Existing Reversal original transaction date can be greater than actual transaction date.
	PC0206917	Under some circumstances RDM does not make an object which has been created in one rule using ObjectVariation visible to a subsequent rule. This therefore limits the way in which rules can be used.
	PC0206968	'Tag not attribute of parent' warnings in OSR logs
	PC0207966	Branch 272611- Rem in apparently successful in failed session
	PC0208056	FAD244246 error message on screen msg90025 error0291. Misleading error message from the counter results in unnecessary calls through the support chain.
	PC0208315	FAD209844 unable to contact data centre. Urgent manual SSC action required to complete counter roll out. Work around is to amend data in BRDB which delays availability of counter for PM.
	PC0208340	Slip printer handling errors. The waiting time for the response from Slip Printer needs to be increased from presently 10 seconds to 15 seconds so that the counter application receives a response from the printer confirming that the slip has been printed completely.
COUNTER_APP 64_1	PC0194290	Critical read/write failures being ignored or not being handled properly
	PC0196012	We mark each Memo with details of Users who have viewed them. However this update is not audited for visibility in the ARQ process. POL may want to be able to confirm whether or not a Clerk has seen some instructions, so this should be rectified
	PC0200469	A new feature has been added to CBA that will detect any fjvm_pidNNNNN.log files which may have been created from previous crashes and log an NT event and an entry in the PostOfficeCounter.log indicating this. This helps support to correctly diagnose the cause.
	PC0207578	Transaction prompt with frequency 'T' associated with a product, fails to appear while trying to add the item to the Basket.
	PC0207634	When carrying out a Parcel Force (e.g. express24) transaction if user enters a different postcode in the middle of the transaction than the postcode entered in the beginning of the transaction a SYSTEM ERROR message is displayed.
	PC0208952	Sales Prompts are used by Post Office to help sell additional

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



		<p>products and are therefore important to the customer. This issue prevented Post Office from releasing SalePrompt data setup for CP0510 Travel Money Card so the customer is aware of the issue.</p> <p>Post Office plan to use prompt data of this nature more and more with new products so this issue may impact upon that.</p>
	CP0550 CT910	Re-positioning of the Partner Bank withdrawal prompt
	CP0608 CT970	VAT receipt rounding revision
	CP0612 CT959	IT enhancements – Generic Web Server Design Stage
HNGX_QOS 61_2	PC0209157	<p>Currently when QoS is activated more than once per day event warning messages are generated highlighting missing data files. These files are missing as they were processed on the first QoS run so while accurate they are misleading as to the state of the Counter. The event messages cannot be removed as if they occur on the first daily run of QoS they highlight potential problems with CNIM data generation. The problem will occur every time a counter is rebooted after the first daily run of QoS has been performed and is likely to affect all branches in the estate.</p> <p>At present too many misleading messages are being produced which may be masking genuine problems. The proposed fix is to only generate event warning messages for the first run of QoS on any given day. This would then enable counters with a potential problem to be identified.</p> <p>The benefit of making the fix would be to allow support to detect any outlets that are not producing QoS data.</p>
	CP0612 CT959	IT enhancements – Generic Web Server Design Stage
COUNTER_APP 64_2	PC0209789	<p>As a result of a request from POL and subsequent investigations by Development, it has been determined that a Business Event that was expected to be generated whenever Help is invoked from the HNG-X Counter is missing.</p> <p>Discussions with POL during the Help Design phase identified the expectation that POL would be able to make ad-hoc requests to FS Operations for a report on the usage of Help. These requests will be via the standard BAU chargeable route to SSC.</p>

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



## 9. DATA CENTRE PEAK SUMMARY FOR RELEASES TO BE APPLIED TO LIVE IN JULY & AUGUST 2011

The following table lists the data centre fault peaks that have been registered in 'Live' and therefore have a corresponding TFS reference. Releases may also include peaks that have been raised internally e.g. Integration and Test however these are not listed in this report.

Release	Call Reference	Prty	TFS	Summary
<b>July 2011</b>				
Rel 04.39 - Database	PC0198257	B	2705488	A number of ITM Monitors on HNG Unix Platforms need to be removed as they are no longer required. Leaving these in place will utilise system resources and may create false events for these platforms.
	PC0202407	B	2667790	The smb.conf on <u>IRRELEVANT</u> is changed by this peak to allow Samba access to POLTI\$ share
	PC0203294	B	2754028	This corrects a ulimit error on <u>IRRELEVANT</u> nodes that followed application of CRS_P\$U4 patch.
	PC0203526	B	2775966	This reallocates memory to address an issue with the swappiness value on live NPS servers
	PC0205827	B	2987680	The NI OPS DBA team is spending significant effort in clearing out auditing logs which will ordinarily be cleared out by the software. This patch fixes that problem, hence freeing up support teams from performing this cleanup activity.
	PC0206359	B	3168898	This corrects an issue with the installation of OS_CLUSTER_0210_D026-D024.log
	PC0208335	B	3627663	This addresses a Phantom Stock Declaration - Billesdon SPSO, FAD 169217 - H1706871
	PC0208363	B	3633941	This corrects the build to prevent further timeouts on connections to all Oracle databases BDB/BDS/NPS/BR\$
	PC0208496	B	3668513	This corrects the issue with BRDBC004 which appeared to be running slower than expected and affecting streams
	PC0208571	B	3687029	This resolves an issue with files not being found that resulted in a large number of branches being unable to balance correctly (though once the data is processed the discrepancies should disappear).
	PC0208783	B	3739596	This resolves an exception which occurred whilst executing statement insert
PC0209004	B	3776167	This fixes the failover of DAT (STANDBY/ACTIVE) which had issues with certain Oracle files not being available.	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



PC0209417	B	3887072	This corrects BRDB table housekeeping so that it will purge old cutoff detail records for a particular Branch.
-----------	---	---------	--

Release	Call Reference	Prt y	TFS	Summary
R04.64 - FTMS	PC019282 1	B	1882536	This corrects an error when processing a file that has hitherto prevented POL from receiving a weekly APOP report..
	PC020727 4	B	3073185	This is an MSC catch up to address an issue with the VPX/VDX NCO probes - mhntlog.hosts are updated to use IP address
	PC020728 1	B	3199497	MSC catch-up to formally deliver files to VPX/VDX servers for Service Monitoring etc.
	PC020728 2	B	3201607	MSC catch up to implement the same type of monitoring as implemented on counters, this will send a period "heartbeat" event which can then be tracked by the SMC.
	PC020896 8	B	3778837	This fix corrects an issue so that the Rec and LRec programs do not fail after failover of central database.
Rel 04.30 - Keys	PC019757 5	B	222217	This resolves an issue where the screen saver and Safenet iKey token timeout.
Rel 04.36 - Backup	PC019834 4	B	2292407	This installs EMC Powerpath on BSL servers.
	PC020592 4	B	3011854	This change restores the usability of the file system structure on the disk by running the chkdsk utility on the volume \Device\HarddiskVolume10.
	PC020793 3	B	3491164	The fix will ensure unique events for each UNIX_BACKUP event.
	PC020854 5	B	1054235	This change upgrades DMX microcode to 5773
Rel 04.54 – Estate Management	PC019605 7	B	2131309	This peak corresponds to the rebuild of the NRS platform with reworked versions of the RAD_AUTH_CODE & NRS_TACACS_AP products.
	PC020745 8	B	3275087	This resolves EST_SCRATCH.EST001_TIDY (#J107654) which has ABENDED
	PC020762 1	C	3430534	This is an MSC catch up to repair a base unit that kept freezing but is now resolved.

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



	PC020802 6	B	3548008	This sets up the samba share(/autora/audit) on the Con Server build
R04.51 – EBS Update	PC017235 6	D	769192	This corrects an issue that arose when installing SOL_HNGX_CUSTOM_ROUTINES_UPDATE_INT14_D003-D002B on: IRRELEVANT

Release	Call Reference	Prtly	TFS	Summary
<b>August 2011</b>				
R04.26 - Networks	PC0188769	B	1603326	This enables install of SYSLOG_NG_SOLARIS_INT14_D001A on NMN and NCW
	PC0191319	B	1759541	This makes the NMN Platforms run syslog daemon
	PC0191788	B	1795698	This upgrades the HP OpenView NNM software
	PC0203571	B	2781276	IRRELEVANT in LST – this repairs the existing install of syslog-ng on Solaris
	PC0203572	B	2781311	IRRELEVANT in LST – this corrects the old Solaris syslogd rotations in logadm.conf
	PC0204346	B	2862045	This corrects the Radiator service which was not running on IRRELEVANT
	PC0204559	B	2851284	This resolves the networks having lost TACACS access to all devices
	PC0204770	B	2918750	This enables Networks to access various network devices
	PC0204885	C	2940697	This stops logrotate dumping core on IRRELEVANT
	PC0205600	B	3051912	The corrects the Server Status which was showing as purple in RAD
	PC0206134	B	2367888	This now prevents getInterfaceXML returning an empty transformed result without throwing an exception
	PC0207771	B	3489007	This addresses an issue where IRRELEVANT had been writing lots of messages to /var/spool/clientmqueue

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



PC0207900	B	3517910	This correct an issue with a cold build of NMN and NCW potentially failing due to inconsistency in the Disk Initialisation script
PC0208026	B	3548008	This addresses an issue with the Con Server build where the samba share had not been setup (/aurora/audit)
PC0208027	B	3547976	With regard to the CON server build, this fix allows the meta device D90 to be created
PC0208476	B	3661875	This enables the RHL_ITM_PRSRADIUS_AGENT_0214_V003 to install on PRS platforms when it had been failing previously
PC0208748	B	3730213	This corrects a live issue installing SYSLOG_NG_SOLARIS_INT14_D001A on <b>IRRELEVANT</b>
PC0208865	B	3757377	The build of the LST - NMN - platform is failing due to incorrect disk initialisation configuration contained in SOL_NW_DISK_INIT_V003, which was based on the LIVE. This fix resolves the issue
PC0209035	B	3790348	This corrects an LST issue installing OPENVIEW_NNM_INT10_D001E on <b>IRRELEVANT</b>
PC0209036	B	3790398	This corrects an issue installing FJS_MIBS_INT14_D002on <b>IRRELEVANT</b>
PC0209072	B	3799282	This corrects an issue in LST installing OPENVIEW_SCRIPTSV2_INT14_D002 on <b>IRRELEVANT</b>
PC0209106	B	3807314	This corrects an issue in LST installing KS_CLIENT_JAVA_SOL_INT14_D003-D002 on <b>IRRELEVANT</b>
PC0209823	B	3489007	This addresses an issue with <b>IRRELEVANT</b> which had been writing lots of messages to /var/spool/clientmqueue

R04.53 – SYSMAN3	PC0191041	B	1739452	This fix will enable SMC not view filesystem alerts on webtop
	PC0193179	B	1707785	Oracle OEM agents which runs on all HNG Oracle systems will be updated to address known bugs with the current version.
	PC0199178	B	2352275	This fixes an issue following an OEM check that showed the database instance DOWN against <b>IRRELEVANT</b> + APOP2 db
	PC0206378	B	3169827	This addresses an Exporter error reported by khdxsql.cpp at 1276 in insertDatabaseDatatype
	PC0207516	B	3424060	ECC Online events send "Critical" events when they should be "Harmless" Info events. This fix corrects

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



PC0207719	B	3477006	This fix ensures the following SNMP Trap event is captured and displayed correctly - EVENT NOSS_FeedFileFail .1.3.6.1.4.1.11.2.17.1.1.9 "Error Alarms" Critical
PC0207730	B	2581681	This is a permission change that allows ITM Tripwire to be brought into full operation on SVC9
PC0208060	B	3558373	This corrects the issue where the C&W CE Router is still green on RAD despite disconnecting Fujitsu facing LAN cables
PC0208152	B	3579620	PIA1 and PIB1 status - good events needed to clear bad events
PC0208212	B	3593952	Failure of LINK_A service on <b>IRRELEVANT</b> causes LINK_B to show as RED in TBSM
PC0208312	B	3610447	Add in the ?Tablespace Space Used (dictionary managed)? metric into Grid Control
PC0208314	B	3619546	Events are not getting cleared From RAD/webtop. NX_LINK_A_W.PIB1/NX_LINK_B_W.PIB2 and NX_LINK_A_W.PI
PC0208492	B	3595875	CheckForExceptions. Database APS_HYDRA will now be able to connect to database
PC0208583	B	3688514	SYSMGT_BMX_DiffStats_ISDN_CRITI
PC0208628	B	3693321	Windows SYSMAN Backup - DB2 backup failed on <b>IRRELEVANT</b> This fix addresses the failure
PC0208663	B	3703021	Database APS_HYDRA, will now connect to database
PC0208864	B	3749883	ITM situation/Trigger is created to deal with counter event storms
PC0208887	B	3694248	An engineer was due to replace PIM 4 but instead started unscrewing PIM 2
PC0209090	B	3668106	This now allows a Tivoli task to execute and search for web services
PC0209231	B	3834516	This corrects trap changes in NNM
PC0209560	B	3891540	This corrects the Monitoring Agent for Microsoft SQL Server - Collector <b>IRRELEVANT</b> service which had previously terminated unexpectedly

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



PC0209712	B	3850948	P20 is now made available and triggered on RAD and WEBTOP..
PC0209816	B	3978901	Purple state in RAD for OLCT
PC0209899	B	4010884	TRIPWIRE events will now be removed from TBSM
PC0210034	B	4042359	BRDB_CONTROL_INDEX

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



Rel 04.37 - Audit	PC0193569	C	1948871	This change updates the text of a particular event to make it less confusing for support.
Rel 04.39 - Database	PC0198257	B	2705488	A number of ITM Monitors on HNG Unix Platforms need to be removed as they are no longer required. Leaving these in place will utilise system resources and may create false events for these platforms.
	PC0202407	B	2667790	The smb.conf on [IRRELEVANT] is changed by this peak to allow Samba access to POLTI\$ share
	PC0203294	B	2754028	This corrects a ulimit error on [IRRELEVANT] nodes that followed application of CRS_PSU4 patch.
	PC0203526	B	2775966	This reallocates memory to address an issue with the swappiness value on live NPS servers
	PC0205827	B	2987680	The NI OPS DBA team is spending significant effort in clearing out auditing logs which will ordinarily be cleared out by the software. This patch fixes that problem, hence freeing up support teams from performing this cleanup activity.
	PC0206359	B	3168898	This corrects an issue with the installation of OS_CLUSTER_0210_D026-D024.log
	PC0208335	B	3627663	This addresses a Phantom Stock Declaration - Billesdon SPSO, FAD 169217 - H1706871
	PC0208363	B	3633941	This corrects the build to prevent further timeouts on connections to all Oracle databases BDB/BDS/NPS/BR
	PC0208496	B	3668513	This corrects the issue with BRDBC004 which appeared to be running slower than expected and affecting streams
	PC0208571	B	3687029	This resolves an issue with files not being found that resulted in a large number of branches being unable to balance correctly (though once the data is processed the discrepancies should disappear).
	PC0208783	B	3739596	This resolves an exception which occurred while executing statement insert
	PC0209004	B	3776167	This fixes the failover of DAT (STANDBY/ACTIVE) which had issues with certain Oracle files not being available.
PC0209417	B	3887072	This corrects BRDB table housekeeping so that it will purge old cutoff detail records for a particular Branch.	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



Rel 04.31 - Security	PC0197420	B	2211398	This change provides IPS access for user Simon Doyle.
R04.64 - FTMS	PC0192821	B	1882536	This corrects an error when processing a file that has hitherto prevented POL from receiving a weekly APOP report..
	PC0207274	B	3073185	This is an MSC catch up to address an issue with the VPX/VDX NCO probes - mhntlog.hosts are updated to use IP address
	PC0207281	B	3199497	MSC catch-up to formally deliver files to VPX/VDX servers for Service Monitoring etc.
	PC0207282	B	3201607	MSC catch up to implement the same type of monitoring as implemented on counters, this will send a period "heartbeat" event which can then be tracked by the SMC.
	PC0208968	B	3778837	This fix corrects an issue so that the Rec and LRec programs do not fail after failover of central database.
Release	Call Reference	Prty	TFS	Summary
<b>July 2011</b>				
Rel 04.30 - Keys	PC0197575	B	222217	This resolves an issue where the screen saver and Safenet iKey token timeout.
Rel 04.36 - Backup	PC0198344	B	2292407	This installs EMC Powerpath on BSL servers.
	PC0205924	B	3011854	This change restores the usability of the file system structure on the disk by running the chkdsk utility on the volume \Device\HarddiskVolume10.
	PC0207933	B	3491164	The fix will ensure unique events for each UNIX_BACKUP event.
	PC0208545	B	1054235	This change upgrades DMX microcode to 5773
R04.26 - Networks	PC0188769	B	1603326	This enables install of SYSLOG_NG_SOLARIS_INT14_D001A on NMN and NCW
	PC0191319	B	1759541	This makes the NMN Platforms run syslog daemon
	PC0191788	B	1795698	This upgrades the HP OpenView NNM software

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



PC0203571	B	2781276	IRRELEVANT in LST – this repairs the existing install of syslog-ng on Solaris
PC0203572	B	2781311	IRRELEVANT in LST – this corrects the old Solaris syslogd rotations in logadm.conf
PC0204346	B	2862045	This corrects the Radiator service which was not running on IRRELEVANT
PC0204559	B	2851284	This resolves the networks having lost TACACS access to all devices
PC0204770	B	2918750	This enables Networks to access various network devices
PC0204885	C	2940697	This stops logrotate dumping core on IRRELEVANT
PC0205600	B	3051912	The corrects the Server Status which was showing as purple in RAD
PC0206134	B	2367888	This now prevents getInterfaceXML returning an empty transformed result without throwing an exception
PC0207771	B	3489007	This addresses an issue where IRRELEVANT had been writing lots of messages to /var/spool/clientmqueue
PC0208026	B	3548008	This addresses an issue with the Con Server build where the samba share had not been setup (/aurora/audit)
PC0208476	B	3661875	This enables the RHL_ITM_PRRADIUS_AGENT_0214_V003 to install on PRS platforms when it had been failing previously
PC0208748	B	3730213	This corrects a live issue installing SYSLOG_NG_SOLARIS_INT14_D001A on IRRELEVANT
PC0209035	B	3790348	This corrects an LST issue installing OPENVIEW_NNM_INT10_D001E on IRRELEVANT
PC0209036	B	3790398	This corrects an issue installing FJS_MIBS_INT14_D002 on IRRELEVANT
PC0209072	B	3799282	This corrects an issue in LST installing OPENVIEW_SCRIPTSV2_INT14_D002 on IRRELEVANT
PC0209106	B	3807314	This corrects an issue in LST installing KS_CLIENT_JAVA_SOL_INT14_D003-D002 on IRRELEVANT

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



	PC0209823	B	3489007	This addresses an issue with <b>IRRELEVANT</b> which had been writing lots of messages to /var/spool/clientmqueue
Rel 04.54 – Estate Management	PC0196057	B	2131309	This peak corresponds to the rebuild of the NRS platform with reworked versions of the RAD_AUTH_CODE & NRS_TACACS_AP products.
	PC0207458	B	3275087	This resolves EST_SCRATCH.EST001_TIDY (#J107654) which has ABENDED
	PC0207621	C	3430534	This is an MSC catch up to repair a base unit that kept freezing but is now resolved.
	PC0208026	B	3548008	This sets up the samba share(/autora/audit) on the Con Server build



Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update

Status Of SMC - Software Distributions Against Release Note

**MANAGED HNGX ESTATE 07th July 2011**

<b>Unsuspended Counters</b>	<b>30061</b>	<b>Suspended Counters</b>	<b>46</b>	<b>Total</b>	<b>30107</b>
<b>Unsuspended Branches</b>	<b>11365</b>	<b>Suspended Branches</b>	<b>11</b>	<b>Total</b>	<b>11376</b>
<b>Total Unsuspended HNGX Satellite Branches (vSat's)</b>		<b>Total Unsuspended HNGX Geller Sites</b>		<b>Total HNGX box swaps</b>	
<b>59</b>		<b>400</b>		<b>4033</b>	

Royal Mail Group Account  
Horizon SMR Service Transition  
& Change Update



Start Date Of Distribution	Product	Version	Distribute to Slaves, Gateways, All Counters, Vsats, Geller or 'HNGX ctrs that require HORIZON_RE MOVE' (S,G,C,V,e,H)	Exclude Satellite Branches (Y)	Release Note	Target Count	Targets Committed	Percentage of target complete	Targets Outstanding	Previous Commits	Total Committed	Percentage of Live Estate complete	Total Outstanding in Live Estate
11/04/2011	COUNTER_APP	62_1	C		RNT9648	1	0	0.00%	1	30060	30060	99.997%	1
10/05/2011	COUNTER_APP	63_1	C		RNT9653	0	0	0.00%	0	30058	30058	99.99%	3
06/06/2011	COUNTER_APP	64_1	C		RNT9655	8	0	0.00%	8	30048	30048	99.96%	13
15/06/2011	HNGX_QOS	61_2	C		RNT9658	13	1	7.69%	12	30043	30044	99.94%	17
18/04/2011	HNGX_QOS	61_1	C		RNT9649	1	0	0.00%	1	30060	30060	99.997%	1
25/04/2011	MANWIN_NCO_PROBE WIN_CFG	61_4	C		RNT9650A	1	0	0.00%	1	30059	30059	99.99%	2
23/06/2011	COUNTER_APP	64_2	C		RNT9659	8172	8012	98.04%	160	21876	29888	99.42%	173