

Export

Peak Incident Management System

Call Reference	PC0195380	Call Logger	Customer Call -- EDSC
Release	Targeted At -- HNG-X 01.08 Hot Fix	Top Ref	CTR_APP_X0108_V046
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	05/03/2010	Effort (Man Days)	0
Summary	FAD506246 Rem In transaction appears twice		
All References	Type	Value	
	Release PEAK	<u>PC0195911</u>	
	Product Baseline	<u>CTR_APP_X0108_V046</u>	
	SSCKEL	<u>KEL acha4221Q</u>	
	TRIOLE for Service	<u>2080430</u>	
Collections	Name	User	Date
	PrescanCounter	Lorraine Elliott	19-Apr-2010 09:00:01

Progress Narrative

Date:02-Mar-2010 11:06:23 User: Customer Call
 CALL PC0195380 opened
 Details entered are:-
 Summary:pm did rem in transaction on node 2. pm scanned the barcode...
 Call Type:L
 Call Priority:A
 Target Release:T86
 Routed to:EDSC - Unassigned

Date:02-Mar-2010 11:06:23 User: Customer Call
 INCIDENT MANAGEMENT
 Date/Time Raised: Mar 2 2010 10:59AM
 Priority: A
 Contact Name: paul jaspal
 Contact Phone: GRO
 Originator: XXXXXX@TFS01
 Originator's reference: 2080430
 Product Serial No:
 Product Site: 506246

pm did rem in transaction on node 2. pm scanned the barcode. checked the rem report the trans appears to have gone in twice.

 Incident History:

 2010-03-02 10:59:46 [Vasse, Anthony]
 INIT : create a new request/incident/problem/change/issue

 2010-03-02 11:01:39 [Vasse, Anthony]
 zneun_en_rmg : Open Notification

 2010-03-02 11:01:39 [Vasse, Anthony]
 zneut_en_rmg : Transfer Notification

 2010-03-02 11:01:44 [Vasse, Anthony]
 LOG : su branch manager

 user name bja003

 pm went to back office f14
 pm pressed f5 for rem in.
 pm pressed pouch delivery nos 21.
 pm scanned barcode and completed the transaction.

 2010-03-02 11:03:05 [Vasse, Anthony]
 FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

 2010-03-02 11:03:09 [Vasse, Anthony]
 LOG : session id 1/104754

 time of transaction 13:04 on 23/2.

 2010-03-02 11:04:02 [Vasse, Anthony]
 LOG : pm did not get any error messages.
 pm checked the rem report for the same day.

the rem is showing twice.

2010-03-02 11:05:35 [Vasse, Anthony]
TR : Transfer 'group' from 'HSH6' to 'PEAK'

2010-03-02 11:05:35 [Vasse, Anthony]
zneut_en_rmg : Transfer Notification

Date:02-Mar-2010 11:13:33 User:**Lorraine Elliott**

The call summary has been changed from:-
pm did rem in transaction on node 2. pm scanned the barcode...
The call summary is now:-
FAD506246 trans appears twice

Date:02-Mar-2010 11:13:42 User:**Lorraine Elliott**

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

Date:02-Mar-2010 11:28:09 User:**Lorraine Elliott**

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

Date:02-Mar-2010 12:39:46 User:**Anne Chambers**

[Start of Response]
I can confirm that on 23rd Feb, node 1 (not 2), user BJA003 remmed in Swiss francs, and £80 of 2p coins.

Each barcode appears to have been scanned just once, but the 2p coins transaction was added to the basket twice, and two identical receipts were printed for the coins rem in.

I'm downgrading the call to B because this problem is not preventing them from trading, but I am continuing to investigate.

[End of Response]

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

Response was delivered to Consumer

Date:02-Mar-2010 12:39:50 User:**Anne Chambers**

The call Priority has been changed from A

The call Priority is now B

Date:02-Mar-2010 14:37:44 User:**Anne Chambers**

[Start of Response]

I haven't been able to reproduce this problem, probably because on my test system there are no auto-rem's set up. But I think I can see the probable cause.

The PM scanned a currency barcode (pouch containing 1000 Swiss Francs) then a cash barcode (pouch containing £80 of 2p coins). Then Enter to continue, and Print.

The first Delivery Receipt was printed, but then the PM pressed Retry (instead of Continue). This returned him to the screen with the Print option, but he then pressed Prev twice, back into the barcode scans. Then Enter, Print and forward through the screens as expected.

This produced 2 delivery receipts, as expected (with just 2 barcodes shown), then the Rem In slip for the Swiss Francs, then two Rem In slips for the 2p coin pouch - it accepted this pouch twice.

[End of Response]

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

Response was delivered to Consumer

Date:02-Mar-2010 15:21:46 User:**Anne Chambers**

[Start of Response]

Pouch 399345086528, £80 2p coins, was accepted twice at branch 506246 on 23rd February, due to a system problem when the clerk used the Prev button several times during the Delivery acceptance.

This has caused them a loss of £80. They cannot reverse this transaction. The pouch acceptance will show up twice in POLFS as well.

Passing call to MSU to inform POL via BIMS - can they issue a TC? (I did initially advise the PM to contact NBSC but she was not confident that this would result in an action being taken).

Please then return call to me so I can pass it on to development.

[End of Response]

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

Response was delivered to Consumer

Date:02-Mar-2010 15:22:01 User:**Anne Chambers**

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

Progress was delivered to Consumer

Date:02-Mar-2010 15:48:53 User:**Cheryl Card**
KEL acha4221Q authorised

Date:02-Mar-2010 16:05:43 User:**Anne Chambers**
Evidence **Added** - poc and message.log extracts

Date:03-Mar-2010 09:43:12 User:**Joanne Ball**
[Start of Response]
Many thanks.

Final BIMS issued to POL.

Returning call to Anne Chambers as requested.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:03-Mar-2010 09:43:21 User:**Joanne Ball**
The Call record has been transferred to the team: EDSC
Progress was delivered to Consumer

Date:03-Mar-2010 09:46:50 User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:03-Mar-2010 10:37:42 User:**Anne Chambers**
The call summary has been changed from:-
FAD506246 trans appears twice
The call summary is now:-
FAD506246 Rem In transaction appears twice

Date:03-Mar-2010 10:56:59 User:**Anne Chambers**
[Start of Response]
See my update above 02-Mar-2010 14:37:44 .
Evidence contains extract from POC.log and message.log. Please investigate. This problem can cause losses which are hard for the branch to identify, so it does need to be fixed.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:03-Mar-2010 10:57:12 User:**Anne Chambers**
The Call record has been transferred to the team: xCtr_GDC
Progress was delivered to Consumer

Date:03-Mar-2010 12:26:31 User:**Subhra Suklabaidya**
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:03-Mar-2010 13:36:05 User:**Chaitanya Pothapragada**
[Start of Response]
able to reproduce the issue, design in progress....
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:03-Mar-2010 18:15:47 User:**Anne Chambers**
[Start of Response]
Just seen another example of this in live... this time they scanned the barcodes, then pressed Previous instead of Enter after the last barcode, and then went forward again. They now have a loss of £25,000.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:04-Mar-2010 11:36:08 User:**Lionel Higman**
The call Target Release has been moved to Targeted At -- HNG-X 01.08 Hot Fix

Date:04-Mar-2010 11:36:23 User:**Lionel Higman**
Reference Deleted: SSCKEL acha4221Q

Date:04-Mar-2010 14:30:25 User:**Chaitanya Pothapragada**

[Start of Response]

During pouch delivery, When barcode is scanned and hit enter it will land in print/preview/late date page. By this time, the system creates a list of valid barcodes to be processed.

But while in print/preview/late date page, prev is hit (or) during entering barcodes the cursor is brought to text box where a pouch is already entered and then proceeded furthur, this issue occurs, because of the usage of prev button the pdl engine may clone the pouch list objects.

We propose to disable the prev button when a valid pouch id is entered in the first page of pouch delivery.

We also noticed that in print/preview/late date page, when print was initially selected(when first pouch receipt was printed), the prev should be disabled, this is not happening. The prev button is disabled only when preview is done and second pouch receipt is printed. This should also be fixed.

[End of Response]

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

Response was delivered to Consumer

Date:05-Mar-2010 08:03:08 User: Customer Call

We have received notification from POL regarding the problems at this office.

PSB

On the 1st of March at the close of business we found that on node 5 the cash was short of £1000. All of the figures for that day match the figures presented at the time of each transactions. An instant saver withdrawal for £1000 was transacted that day, but I was unable to find this transaction using the online report facility. I feel very anxious as I believe a system error has occurred at the time of this transaction.

On the 2nd of March a transaction for a cash withdrawal was completed where the system commanded a member of staff to issue the money to the customer on screen but the receipt printed for that transaction printed out a decline slip. The customer was honest enough to bring back the decline receipt a day later with the money.

On the 2nd of March on node 5 a £220 cash deposit was authorised on screen but twenty minutes later the customer brought back a receipt that stated the transaction had declined. We contacted the NBSC as and when the customer produced the receipt. The NBSC stated that the transaction approved on the system and had no idea why the money was not deposited and why the decline slip was printed.

A rem was scanned in our system and all figures had doubled up. The helpline team was notified at the time to which they seemed more confused as to why it happened than me!

Another error occurred on the system when 10 items of postage seemed to disappear for no reason half way through a customer's transaction. The system commanded no money to be taken from the customer on screen or by receipt.

A transaction on node 2 where a car tax was entered disappeared; the system was not even being used when the tax information disappeared from the system as the clerk who was processing the transaction was writing the details of the vehicle on the tax disc! The help desk team simply regarded the matter as a glitch. We were told to complete the transaction again.

The Helpline team seem not to be sure of any query we bring to them, they are guarded to take ownership to any problem and never reply to any calls. It is a shame as the only person we get results with is Garry Elenor which makes no sense as he is part of the horizon training team.

Since the four days of closure we have lost over £5000 to date. This includes staff wages, retail closure, combined salary and losses incurred on the counters.

It has been noted when speaking to a helpline representative in Bangalore our servers are not online all the time and communicating as there is a software problem. Our cash declarations have not once been received since the new system has taken over.

We have no idea when the system will crash and for how long it crashes. Our customers are very upset with the way our business now trades, as our office had a very low rate of closure which now seems to have spiralled out of control!

I really wish that the new system was not undertaken in our office as it is adding stress on the customers ourselves and our staff. I have a deep regret in initially volunteering to take part in this new pilot scheme, as I did not expect to have these complications with such poor services from the helpline.

Unfortunately our migration officer is away (Garry Elenor) leaving us with no one with the means to correct our issue today.

Why should it be my liability to recoup all the losses in this already declining business, when these systems should have adequate contingencies for any such problems that could or would arrive. It seems that the helpline have left me for seven hours now without any intention of calling us back as no one again wants to take ownership over this problem.

Date:05-Mar-2010 08:04:09 User: Customer Call

This is the request from POL

As discussed with Martin, please can you see the issues below raised by the Postmistress at this branch to the National Federation of Subpostmasters.

I have had a quick look on Triole and there have been a number of incidents logged recently about a variety of issues. I see that the branch have been affected by On Line issues today and yesterday.

This one was not on the NBSC list, so I assume this one that you were contacting. Please confirm when you did this and what the outcome was.

I see from Triole that the issues today (2089849) has only recently been resolved.

Please can you provide a response to the points raised in the letter no later than 11am Friday 5th March.

If you need me to clear this with anyone, please ring me at 9am to advise.

Date:05-Mar-2010 08:05:10 User: Customer Call

I am making enquires into the on line issues stated but could you provide an update on the other issues by the deadline.

If you need any further information please contact IMT as a matter of urgency so we may contact the office and provide a response to pol by the deadline.

Thank you

Date:05-Mar-2010 08:12:41 User: Customer Call

I have voiced Peak and advised on the 11 am deadline on this call. Reception stated Anne Chambers was dealing with this and she is not expected in the office this morning.

I have requested that somebody else pick this and I am waiting for an update.

Date:05-Mar-2010 08:23:19 User: Customer Call

I have asked SMC for the number of the business development team but they advise this has to be routed through Peak.

Await update from Peak.
Also I have mailed CMT for a response regarding the On line issues.

Date:05-Mar-2010 09:12:58 User:**Chaitanya Pothapragada**
The Call record has been assigned to the Team Member: Suresh Chitikela
Progress was delivered to Consumer

Date:05-Mar-2010 09:28:35 User:**Suresh Chitikela**
[Start of Response]
Although Chaitanya's explanation about prev may not be totally correct.
Prev button is not clearing the old data
disabling prev button can be proposed for hot fix immediately.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:05-Mar-2010 09:29:56 User:**Suresh Chitikela**
Action placed on Team:xCtr_OSRSME, User:Steven Porter

Date:05-Mar-2010 10:51:15 User:**Steven Porter**
[Start of Response]
SME Review:

A significant number of issues are raised in this peak.

For each, please state clearly step by step how to reproduce, and what the incorrect outcome is.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:05-Mar-2010 10:51:30 User:**Steven Porter**
Action has been removed from the call

Date:05-Mar-2010 12:30:00 User:**Chaitanya Pothapragada**
[Start of Response]
You need to have auto remin pouch id to reproduce the issue.

B0 -> Rems & Transfers -> Delivery
Scan a auto remin barcode -> hit enter -> hit enter to go to Print/Preview/Late Date
Print the delivery receipt, MSG00055 will be displayed. Hit Retry brings to Print/Preview/Late Date
Now hit PREV twice, brings the cursor to the pouch barcode text box where pouchid is already entered.
Hit Enter -> Hit Enter -> Preview -> Hit Enter to complete the usecase
Now, it prints two remittance in slips which means, it processed the same barcode twice.
Check the Rem In report (or) check the RSD table, four rows will be added, it should have only two, because we have scanned only one auto remin barcode).

Also at Scan pouch barcode page, if a pouch id is scanned and prev is done which brings cursor to the text box where the pouch id is already entered and then proceed further to complete the use case, two remittance in slips will be printed, which means it processed the same barcode twice.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:05-Mar-2010 12:32:01 User:**Suresh Chitikela**
Action placed on Team:xCtr_OSRSME, User:Steven Porter

Date:05-Mar-2010 13:25:35 User:**Chaitanya Pothapragada**
[Start of Response]
adcController.setSignificant(false);

I just tested adding the above line in the code, where prev is going back to screen before list.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:07-Mar-2010 19:55:54 User:**Steven Porter**
[Start of Response]
SME Review:

This looks at first like a simple case of a pinch point not being set - I'll look at this on Monday 8th.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:08-Mar-2010 08:23:14 User:Steven Porter

[Start of Response]

SME Review:

Having trouble reproducing this easily.

i) Which codebase (CVS branch) are you using to reproduce this?

ii) Which (exact) barcode are you scanning? - Will an "Incoming Stock Pouch" barcode from the "LFS Barcode generator" tool suffice?

Please advise.

[End of Response]

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

Response was delivered to Consumer

Date:08-Mar-2010 08:23:17 User:Steven Porter

Action has been removed from the call

Date:08-Mar-2010 09:26:36 User:Chaitanya Pothapragada

[Start of Response]

i) This issue can be reproduced in any branch, we reproduced in CTR025_08_hotfix.

ii) LFS Barcode Tool is not sufficient. You need to have data in LFS_RDC_Header and LFS_RDC_Details corresponding to your branch accounting code.

We are providing data for two auto rem in pouches, one each for cash & currency(pls find attached). Please set up this data with your branch accounting code and fad hash.

Once auto rem in is completed and you want to reuse the pouch id, make COUNTER_READ_TIMESTAMP to null in LFS_RDC_HEADER and delete the entries in BRDB_POUCH_DEL_DETAILS.

Please let us know, if you need any furthur info (or) clarification.

[End of Response]

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

Response was delivered to Consumer

Date:08-Mar-2010 09:35:07 User:Chaitanya Pothapragada

Evidence Added - data to reproduce the issue.

Date:08-Mar-2010 09:39:05 User:Suresh Chitikela

Action placed on Team:xCtr_OS_R_SME, User:Steven Porter

Date:09-Mar-2010 07:12:46 User:Chaitanya Pothapragada

Evidence Added -

Date:09-Mar-2010 07:14:24 User:Chaitanya Pothapragada

[Start of Response]

Patch attached for disabling the prev button, once a barcode is successfully scanned.

[End of Response]

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

Response was delivered to Consumer

Date:09-Mar-2010 10:06:44 User:Steven Porter

[Start of Response]

SME Review:

I've not looked at the patch - I'm looking at the problem first, really. I understand that marking the screen is "setSignificant(false)" might solve the problem, but this means the user is unable to go back and scan more barcodes, and has to start from scratch. It also means they have no way of confirming what barcodes they have scanned (a number appears in history, but not the actual barcodes).

I've looked at the flow through the use-case, and the Retry button on MSG00055 seems wrong (according to Gareth, and I'd agree) - the retry button takes you back to the same screen (Print/Preview/Late), hence why the pinch point is not picked up. But in any case, retries should be handled by the printing, not by the use-case. If manual confirmation that the print was successful, then that option can be passed into the print system as well.

I notice that MSG00055 is used by three PDLs:

RecordPouchReversal.pdl

RecordPreparationOfPouchesForCollection.pdl

DisplayPouchOptions.pdl

so this logic may be wrong in several places.

I also note that it's only after both pouch receipts are printed that the pinch point is set, and all is OK - prev is disabled.

I also note that the pouch is added to the basket as soon as it is scanned - this means that even before you get to the

"Print/Preview/Late" screen there is a problem with prev here.

For example:

```
scan barcode -> into basket
prev
scan barcode again -> goes into basket again
```

then we end up with the same pouch recorded twice.

I've talked this through with Gareth and Ric, and the conclusion is that we should ensure that once a barcode has been *successfully* entered (and gone into the basket), then we should set a pinch point (but ensure that Cancel is still enabled to allow use-case to be abandoned). This will mean the MSG00055 Retry button doesn't really cause us any issues, and can be dealt with later as a lower priority peak.

We must ensure that if the user enters a barcode that is not valid, and requires correction, the user should be allowed to still correct it.

Note that this proposal is not too dissimilar to what is being suggested - setSignificant(false) v setPinchPoint(...) is just a slightly different way of avoiding re-adding the same pouch to the basket twice.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:09-Mar-2010 10:06:46 User:**Steven Porter**

Action has been removed from the call

Date:09-Mar-2010 13:33:50 User:**Chaitanya Pothapragada**

[Start of Response]

I tried to set up pinchpoint in two ways :

Under the line obtainPouchBarcodeBLO.invoke("start", barcodeParams); in RecordPouchDeliveryBLO the below two cases are tried -

1. adcController.setPinchPoint(); is added.

On first attempt when invalid barcode is added and validation fails, the prev button is disabled. No pouch was added to basket yet.
2. if (validPouches.size()>0) { adcController.setPinchPoint(); }

The prev in this case will not be disabled until a pouch is added to the basket. But when on first attempt an invalid pouch id is entered and prev is hit, it is taking to the screen where the previous barcode is entered in text box with barcode present. This is observed for all invalid barcode entries. Each prev will take to invalid barcode page with the barcode present in the text box.

Please advise.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:09-Mar-2010 13:34:26 User:**Chaitanya Pothapragada**

The Call record has been transferred to the team: xCtr_BAC_GDC

The Call record has been assigned to the Team Member: Vivek Agnihotri

Progress was delivered to Consumer

Date:09-Mar-2010 13:37:49 User:**Vivek Agnihotri**

[Start of Response]

i dont see above two solutions working perfectly but that is how UI is working when pinch point is set for any screen, it will not clear the list or data.

Steve please advice.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:09-Mar-2010 13:38:06 User:**Vivek Agnihotri**

Action placed on Team:xCtr_OS_SME, User:Steven Porter

Date:09-Mar-2010 14:10:13 User:**Steven Porter**

[Start of Response]

SME Guidance:

The point I think the pinch point needs to be is just after adding to the basket when the barcode is scanned - and only if it is not found in the system already.

In RecordPouchDeliveryBLO.pdl, start method, try adding a pinch point at this point:

```
## pinch point here - on this line??
log.debug("Not found in DB: " + pouchBarcode + " Needs to capture details....");
```

I've not tried it, but this would seem like a good first stab.

This sets the pinch point if a) it's not found in the system, but b) has been added to the basket

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:09-Mar-2010 14:10:15 User:Steven Porter

Action has been removed from the call

Date:09-Mar-2010 15:35:09 User:Chaitanya Pothapragada

[Start of Response]

The approach is working fine for manual entry. This is allowing the user to edit the cash and currency during manual remin.

So, along with the above, we also need to set up pinch point at :

```
## pinch point here - on this line??  
log.debug("found in DB: " + pouchId);
```

This will disable the prev button, once a valid pouch id is added.

I attached the patch for the above, kindly review.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:09-Mar-2010 15:38:31 User:Chaitanya Pothapragada

Evidence **Added** - [code patch](#)

Date:09-Mar-2010 15:40:00 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: Suresh Chitikela

Progress was delivered to Consumer

Date:09-Mar-2010 15:41:05 User:Suresh Chitikela

Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:09-Mar-2010 15:53:05 User:Steven Porter

[Start of Response]

SME Review:

Now I understand the code a bit better, having talked to Ric (this code is not very clear to the lay person!)...the correct patch is attached.

Note that my patch includes some comments - please include these.

[End of Response]

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

Response was delivered to Consumer

Date:09-Mar-2010 15:54:03 User:Steven Porter

Evidence **Added** - [patch for pinch point for RecordPouchDeliveryBLO](#)

Date:09-Mar-2010 15:54:23 User:Steven Porter

Action has been removed from the call

Date:09-Mar-2010 16:04:14 User:Chaitanya Pothapragada

[Start of Response]

FIX IMPACT

IMPACT ON DEVELOPMENT:

Effort in mandays. less than 1 hour

IMPACT ON TEST:

Auto remin and manual pouch delivery to be tested.

Once the barcode is successfully scanned, the prev button will be disabled preventing the cursor to go back to the text box where the barcode is successfully scanned. So, user cannot go back to the text box where the barcode is successfully scanned and scan again the same barcode.

Before this fix, the prev button is not disabled when a barcode is scanned successfully and this caused issues of same auto remin barcode to process twice.

IMPACT ON USER:

This fix prevents the same remin barcode to be processed twice.

After successfully scanning a auto remin barcode, press prev and bring cursor to the text box where barcode was successfully scanned. And again proceed as usual from there, this would result in scanning the same barcode twice. Check in remin report and two remin delivery receipts will be printed.

IMPACT ON OPERATIONS:

None

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

This is of low risk and low complexity fix.

The users have chance of scanning the same auto remin barcode twice.

LIST OF LIKELY DELIVERABLES:

RecordPouchDeliveryBLO

ANYTHING ELSE THAT SHOULD BE KNOWN ABOUT THIS CHANGE:

None

HNGX CODE FIX

FIX DESCRIPTION

Once the barcode is successfully scanned, the prev button will be disabled preventing the cursor to go back to the text box where the barcode is successfully scanned. So, user cannot go back to the text box where the barcode is successfully scanned and scan again the same barcode.

Before this fix, the prev button is not disabled when a barcode is scanned successfully and this caused issues of same auto remin barcode to process twice.

PROPOSED BRANCH

CTR025_09_HOTFIX

COUNTER JAVA FILES CHANGED

None

COUNTER PDL FILES CHANGED

RecordPouchDeliveryBLO

COUNTER REFDATA FILES CHANGED

None

SHARED CODE FILES CHANGED

None

BAL JAVA CODE FILES CHANGED

None

SQL FILES CHANGED

None

OTHER FILES CHANGED

None

APPROPRIATE CODE COMMENTS

Incorporated

DEPENDENCIES

None

RELATED PROBLEMS

None

UNIT TESTING EVIDENCE

NA

REGRESSION TEST CLASS

None is needed as this is simple fix disabling the prev button not affecting the transaction at any point.

BACKWARDS COMPATIBILITY

NA

[End of Response]

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

Response was delivered to Consumer

Date:09-Mar-2010 16:06:39 User:Suresh Chitikela

Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:09-Mar-2010 16:06:46 User:Suresh Chitikela

Action has been removed from the call

Date:09-Mar-2010 16:15:04 User:Steven Porter

[Start of Response]

SME Review:

All fine.

[End of Response]

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

Response was delivered to Consumer

Date:10-Mar-2010 07:53:54 User:Chaitanya Pothapragada

[Start of Response]

The fix is committed in :

Branch : CTR025_09_HOTFIX
 Revision : 1.97.82.1

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
 Response was delivered to Consumer

Date:10-Mar-2010 07:55:35 User:**Chaitanya Pothapragada**

The Call record has been transferred to the team: xCtr_MERGE_GDC
 Progress was delivered to Consumer

Date:10-Mar-2010 11:13:39 User:**Sushama Mudundi**

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:10-Mar-2010 11:15:04 User:**Chaitanya Pothapragada**

[Start of Response]
 changing response category
 [End of Response]
 Response code to call type L as Category 46 -- Pending -- Product Error Fixed
 Response was delivered to Consumer

Date:10-Mar-2010 11:15:36 User:**Chaitanya Pothapragada**

The Call record has been transferred to the team: xCtr_REL_GDC
 Progress was delivered to Consumer

Date:11-Mar-2010 13:22:14 User:**Kishor GaneshRao**

[Start of Response]
 Tested Successfully with CTR_APP_X0108_V046 at 4LS_CCIT as part of CTR025.09 release, please see below for the testing observation and the scenarios covered in testing.

The scenarios which are mentioned below have been tested and found that the issue mentioned in the original description has been fixed:

Back office (F14) -> Rems & Transfer (F5) ->Delivery No (21) -> scan the barcode and complete the transaction

Also check the Rems report for the same day & make sure there is no wrong/double entry which was not carried out.

But, wherein there are few observations which are noted down while verifying this peak which are as mentioned below:

Observation/other issues noticed:

1. In the pouch delivery print preview page there is a wrong prompt message displayed saying ?Delivery Receipt Not Printer/Previewed MSG90980? even after having the receipts previewed/printed.
2. Also there is a Printer Error MSG00180 shown while printing the pouch delivery receipt page.
3. And also there is a system error thrown after clicking on Enter button for the second time in print preview page of pouch delivery.

Evidence: Please see the attachment for the test evidences and for the log files.

NOTE: Please note that these above issues are intermittent I have got these above issues twice out of four attempts.

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed
 Response was delivered to Consumer

Date:11-Mar-2010 13:22:34 User:**Kishor GaneshRao**

The Call record has been assigned to the Team Member: Kishor GaneshRao
 Progress was delivered to Consumer

Date:11-Mar-2010 13:25:54 User:**Kishor GaneshRao**

Evidence Added - Test Evidences i.e. Log files & Screenshots

Date:11-Mar-2010 14:42:10 User:**John Budworth**

Reference Deleted: DevIntRel-Director ITU SV&I

Date:11-Mar-2010 14:42:24 User:**John Budworth**

Reference Added: Release PEAK PC0195911

Date:12-Mar-2010 09:31:27 User:**Kishor GaneshRao**

The call Target Release has been moved to:Targeted At -- HNG-X 01.08 Hot Fix

Reference Added: Product Baseline CTR_APP_X0108_V046

[Start of Response]

moving PEAKS ti integration

[End of Response]

Response code to call type L as Category 48
 The Call record has been transferred to the team: Development calls ready for Integration
 The Call record has been assigned to the Team Member: Unassigned

Date:12-Mar-2010 13:08:14 User:**Geoff Inglis**
 CTR_APP_X0108_V046-V045 ready for test.

Date:12-Mar-2010 13:09:38 User:**Geoff Inglis**
 CTR_APP_X0108_V046-V045 ready for test
 The Call record has been transferred to the team: Live Support Team
 The Call record has been assigned to the Team Member: Unassigned

Date:25-Mar-2010 17:50:34 User:**Sheila Bamber**
 [Start of Response]
 Tested in LST - Please see release peak for details
 [End of Response]
 Response code to call type L as Category 48 -- Pending -- Fix Released to PIT
 Response was delivered to Consumer

Date:25-Mar-2010 17:50:39 User:**Sheila Bamber**
 The Call record has been assigned to the Team Member: Release to Live
 Progress was delivered to Consumer

Date:07-Apr-2010 11:39:46 User:**Lionel Higman**
 Action placed on Team:xCtr_Temp_GDC

Date:16-Apr-2010 15:52:19 User:**John Budworth**
 [Start of Response]
 Release RNT9546 for tivoli download product COUNTER_X0108_52_2 has completed LST testing and has been applied to Model Office
 branches and will be deployed to live pilot week commencing 19/4/10.
 Routing to call logger.
 [End of Response]
 Response code to call type L as Category 60 -- Final -- S/W 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:19-Apr-2010 09:00:06 User:**Lorraine Elliott**
 The Call record has been assigned to the Team Member: Anne Chambers
 Progress was delivered to Consumer

Date:06-May-2010 16:37:37 User:**Anne Chambers**
 [Start of Response]
 Code fix now live. Closing call
 [End of Response]
 Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
 Routing to Call Logger following Final Progress update.
 Service Response was delivered to Consumer

Date:06-May-2010 16:37:37 User:**Anne Chambers**
 CALL PC0195380 closed: Category 60 Type L

Date:06-May-2010 16:46:14 User:**Customer Call**
 Consumer XXXXXX@TFS01 has acknowledged the call closure

Root Cause	Development - Code
Logger	<u>Customer Call</u> -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	<u>Customer Call</u> -- EDSC
Last Progress	06-May-2010 16:46 -- <u>Customer Call</u>