

## Export

## Peak Incident Management System

Call Reference	PC0197409	Call Logger	_Customer Call_ -- EDSC
Release	Released At -- HNG-X 01.22.00.40	Top Ref	BAL SRV_OSR_0122_D058-D057
Call Type	Live Incidents/Defects	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	08/04/2010	Effort (Man Days)	0
Summary	FAD519246 balancing and has Error Code: 0784 / 0783		
All References	Type	Value	
	TRIOLE for Service	<u>2211200</u>	
	Product Baseline	BAL SRV_OSR_0122_D058-D057	
	DevIntRel-Director	ITU SV&I	
	Release PEAK	<u>PC0198579</u>	
	Product Baseline	CTR_APP_X0122_V050	
	SSCKEL	<u>KEL cardc2043L</u>	
	Release PEAK	<u>PC0198536</u>	
	SSCKEL	<u>KEL cardc2043L</u>	

## Progress Narrative

Date:07-Apr-2010 15:05:29 User:\_Customer Call\_  
CALL PC0197409 opened  
Details entered are:-  
Summary:Pm reported that she is balancing and has MSG 0784  
Call Type:L  
Call Priority:C  
Target Release:T86  
Routed to:EDSC - \_Unassigned\_

Date:07-Apr-2010 15:05:29 User:\_Customer Call\_

INCIDENT MANAGEMENT  
Date/Time Raised: Apr 7 2010 2:37PM  
Priority: C  
Contact Name:  
Contact Phone: **GRO**  
Originator: XXXXXX@TFS01  
Originator's reference: 2211200  
Product Serial No:  
Product Site: 519246

Pm reported that she is balancing and has MSG 0684

## Incident History:

2010-04-07 14:37:24 [Badenhorst, Jean Paul]  
INIT : create a new request/incident/problem/change/issue  
2010-04-07 14:39:46 [Badenhorst, Jean Paul]  
zneun\_en\_rmg : Open Notification  
2010-04-07 14:39:46 [Badenhorst, Jean Paul]  
zneut\_en\_rmg : Transfer Notification  
2010-04-07 14:40:45 [Badenhorst, Jean Paul]  
LOG : PM was doing her EOD stock balancing and this message has come up  
PM is trying to go to  
balance period-02  
Training period-01  
stock unit-AA  
spoke to Sean on HNG core team-checking events and KEL's- checked for Kels no relevant Kel's for this  
2010-04-07 14:43:37 [Badenhorst, Jean Paul]  
FLD : FIELD='zcbflag' OLD='NO' NEW='YES'  
2010-04-07 14:54:37 [Badenhorst, Jean Paul]  
CB : Called PO-advised pm to log out and back in.  
pm cant log out came up with "system error MSG 0783"



pm is unable to log out.  
---  
2010-04-07 14:56:27 [Badenhorst, Jean Paul]  
FLD : FIELD='summary' OLD='Pm reported that she is balancing and has MSG 0684' NEW='Pm reported that she is balancing and has MSG 0784'  
---  
2010-04-07 14:56:32 [Badenhorst, Jean Paul]  
LOG : We have recieved a fair amount of calls with the same issue "MSG 0784" and "MSG 0783" and both state the same Error text "system error"  
  
Several sites have attempted Reboots and where able to log in but still coming up with the same error message.  
---  
2010-04-07 14:59:00 [Badenhorst, Jean Paul]  
LOG : This call is the master call for issue please insert all updates into this call.  
  
Link all other calls to this as parent.  
---  
2010-04-07 15:04:42 [Badenhorst, Jean Paul]  
TR : Transfer assignee from 'Badenhorst, Jean Paul' to ''  
Transfer group from 'HSH2' to 'PEAK'  
---  
2010-04-07 15:04:42 [Badenhorst, Jean Paul]  
zneut\_en\_rmg : Transfer Notification  
  
Date:07-Apr-2010 17:37:04 User:\_Customer Call\_  
I have upgraded the call and voiced PEAK.  
  
Date:07-Apr-2010 17:40:04 User:\_Customer Call\_  
Voiced Mike Stewart of upgrade  
  
Date:07-Apr-2010 17:40:35 User:\_Customer Call\_  
We have had another PM ring in about this, hence the upgrade. Hamid from Frontline is adding the details now.  
  
Date:07-Apr-2010 17:47:21 User:John Simpkins  
Product HNG-X Counter -- BUC-BranchAccounting (version unspecified) added.  
  
Date:07-Apr-2010 18:28:38 User:John Simpkins  
The call Priority has been changed from C  
The call Priority is now A  
  
Date:07-Apr-2010 18:37:52 User:John Simpkins  
[Start of Response]  
Looking at the PostOfficeCounter logs for a couple of sites this appears to be caused when the audit messages are not committed. The next audit message is not allowed to be committed whilst an earlier one has not been confirmed to have been committed.  
  
"Attempt made to send a second auditable message before the first one has returned"  
  
There are several other PEAK covering this:  
PC0194805 - This problem is similar to the issue mentioned in the peak PC0194931. For which Vivek has provided the solution and also proposed a KEL. So I think we can mark this as duplicate of PC0194931  
  
PC0194931 - This is a duplicate peak. This issue has already been raised as part of PC0193523.  
  
PC0193523 - This relates just to the Change Password code section.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer  
  
Date:08-Apr-2010 08:04:57 User:Lorraine Elliott  
The call summary has been changed from:-  
Pm reported that she is balancing and has MSG 0784  
The call summary is now:-  
FAD519246 balancing and has MSG 0684  
  
Date:08-Apr-2010 08:22:14 User:\_Customer Call\_  
If there is new diagnostic information available in an alternative KEL can you let HSD know the KEL reference is. We have searched and can only find the Dave Seddon KEL that does not apply to these calls. We do not have the ability to look up PEAK references and no alternative Triole call reference is mentioned. We have had sites continue to call in this morning and a handful that logged OOH voicemail calls reporting this issue.  
  
Date:08-Apr-2010 08:44:06 User:Steve Parker  
The Call record has been assigned to the Team Member: Cheryl Card  
Progress was delivered to Consumer



Date:08-Apr-2010 08:44:17 User:Steve Parker  
The Call record has been assigned to the Team Member: Cheryl Card  
Progress was delivered to Consumer

Date:08-Apr-2010 09:02:44 User:Cheryl Card  
The call summary has been changed from:-  
FAD519246 balancing and has MSG 0684  
The call summary is now:-  
FAD519246 balancing and has Error Code: 0784 / 0783

Date:08-Apr-2010 11:24:12 User:Anne Chambers  
KEL cardc2043L authorised

Date:08-Apr-2010 11:37:13 User:John Simpkins  
Evidence Added - 353217 message.log

Date:08-Apr-2010 11:37:33 User:John Simpkins  
Evidence Deleted - 353217 message.log

Date:08-Apr-2010 11:48:56 User:Cheryl Card  
[Start of Response]  
The clerk was rolling over stock unit AA. At 13.28 GMT she pressed the Confirm button and got a system error with error code 0437.  
The PostOfficeCounter log shows:  
com.fujitsu.poa.nic.RequestExecutor WARN - [] []- Runtime exception occurred while accessing service at URL:

### IRRELEVANT

After this the clerk got several system errors with error codes 0784 and 0783. The counter had to be rebooted the clear the errors.  
Please investigate the cause of the runtime exception and error 0437.

KEL cardc2043L raised to document the problem and workaround.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:08-Apr-2010 11:51:21 User:Cheryl Card  
Evidence Added - Logs for branch 108033 on 07/04/10

Date:08-Apr-2010 11:52:05 User:Cheryl Card  
The Call record has been transferred to the team: xCtr\_GDC  
User:Cheryl Card Confirmed that this Incident may be passed to the external company with the attached evidence.  
Progress was delivered to Consumer

Date:08-Apr-2010 12:30:39 User:Ravindra Kumar  
The Call record has been transferred to the team: xCtr\_CSM GDC  
The Call record has been assigned to the Team Member: Deepak Kumar  
Progress was delivered to Consumer

Date:08-Apr-2010 12:44:13 User:Deepak Kumar  
The call summary has been changed from:-  
FAD519246 balancing and has Error Code: 0784 / 0783  
The call summary is now:-  
FAD519246 balancing and has Error Code: 0784 / 0783

Date:08-Apr-2010 13:15:47 User:John Simpkins  
Evidence Added - Branch 353217 Message.log extract

Date:08-Apr-2010 13:16:11 User:John Simpkins  
Evidence Added - Branch 353217 PostOfficeCounter.log extract

Date:08-Apr-2010 14:44:15 User:Deepak Kumar  
[Start of Response]  
This is a duplicate peak. The same issue has been addressed in PC0194931.  
The issue has been fixed by Steve CTR025\_09\_HOTFIX addressing the peak PC0195238.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:08-Apr-2010 14:45:16 User:Deepak Kumar  
The Call record has been transferred to the team: xCtr\_Per\_GDC  
The Call record has been assigned to the Team Member: Ravindra Kumar  
Progress was delivered to Consumer



Date:08-Apr-2010 15:05:04 User:Ravindra Kumar

[Start of Response]

The log contains the following:

-----  
2010-04-07 13:33:34,535 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.startup.ExceptionHandlerBLO ERROR - [] []- 0784:  
Attempt made to send a second auditable message before the first one has returned.  
-----

This issue was fixed by peak PC0195238, where if the immediate audit was not cleared, then the system will do a force logoff and during the force logoff, the immediate audit stack will be flushed. And this fix was given in CTR025\_09\_HOTFIX.

[End of Response]

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

Response was delivered to Consumer

Date:08-Apr-2010 15:05:30 User:Ravindra Kumar

Action placed on Team:xCtr\_OSR\_SME, User:Steven Porter

Date:08-Apr-2010 16:15:44 User:Steven Porter

[Start of Response]

SME Analysis Review:

Rejected.

PC0195238 simple changed the error handling for this situation so that the user experience was better. It did not resolve the root cause of this peak.

I have not looked at the evidence in any detail, but this particular peak has an interesting and a big hint from Cheryl which needs to be looked at - see Cheryl's comment of 2010-04-08 11:48:56:

com.fujitsu.poa.nic.RequestExecutor WARN - [] []- Runtime exception occurred while accessing service at URL:

**IRRELEVANT**

This looks fairly fatal.

[End of Response]

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

Response was delivered to Consumer

Date:08-Apr-2010 16:15:58 User:Steven Porter

Action has been removed from the call

Date:08-Apr-2010 16:29:33 User:Steven Porter

[Start of Response]

SME Input - From looking at the code, it is fairly obvious that there's some kind of parsing problem.

This applies to evidence from both branch 353217 and branch 519246. This is a new issue that needs investigating.

I have to say I am very disappointed that this has not been picked up by GDC 4LS. It is very obviously where to start.

[End of Response]

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

Response was delivered to Consumer

Date:08-Apr-2010 16:49:25 User:Ravindra Kumar

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

The Call record has been assigned to the Team Member: Deepak Kumar

Progress was delivered to Consumer

Date:08-Apr-2010 17:18:50 User:Steven Porter

[Start of Response]

Note, as taken from PostOfficeCounter.log (I've seen additional extracts)

branch 519246 = CTR 14\_0\_25\_151 = CTR025.07

branch 353217 = CTR\_14\_0\_25\_151 = CTR025.07

[End of Response]

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

Response was delivered to Consumer

Date:09-Apr-2010 12:57:49 User:Deepak Kumar

[Start of Response]

There are two issues that I can see:

1. Error : 0437

This error happens when NIC gets exception executing the request.



2. Once the transaction, which is auditable, fails it starts giving error 0784/0783 because the previous auditable message had not been returned.

The issue #2 is being addressed in other peak i.e. PC0194931...  
I think we should address only issue #1 in this peak.

Regarding issue #1 :

According to log reason is: "Error connecting to data centre", though it throws ClassCastException while parsing the supplied inputStream when it tries to access service.

-----  
2010-04-07 13:28:56,593 UTC [Thread worker#:4] com.fujitsu.poa.nic.RequestExecutor WARN - [] []- Runtime exception occurred while accessing service at URL: [REDACTED] [RELEVANT]

[RELEVANT]  
at com.fujitsu.poa.nic.shared.Communications.parseNormalResponse(Communications.java:126)  
at com.fujitsu.poa.nic.RequestExecutor.makeHttpRequest(RequestExecutor.java:373)  
...  
...  
...  
Caused by: java.lang.ClassCastException  
at com.fujitsu.poa.nic.shared.Communications.parseNormalResponse(Communications.java:126)  
at com.fujitsu.poa.nic.RequestExecutor.makeHttpRequest(RequestExecutor.java:373)  
... 9 more

2010-04-07 13:28:56,784 UTC [AWT-EventQueue-0] Counter.ErrorMessages INFO - [] []- MSG90025: System Error - Error Code: 0437 has occurred  
  
Reason: Error connecting to data centre-@@-  
-----  
But of course it does not look normal connection failure because normally it asks for retry instead of throwing exception.  
This PEAK belongs to NIC area.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:09-Apr-2010 13:01:45 User:Deepak Kumar  
Action placed on Team:xCtr\_OSR\_SME, User:Steven Porter

Date:09-Apr-2010 14:13:50 User:Deepak Kumar  
Action has been removed from the call

Date:09-Apr-2010 16:59:06 User:John Simpkins  
Evidence Added - 353217 osr.log extract

Date:09-Apr-2010 16:59:24 User:John Simpkins  
Evidence Added - 519246 osr.log extract

Date:12-Apr-2010 11:59:41 User:Deepak Kumar  
The Call record has been transferred to the team: xCtr\_BAC\_GDC  
The Call record has been assigned to the Team Member: Suresh Chitikela  
Progress was delivered to Consumer

Date:12-Apr-2010 16:34:03 User:Suresh Chitikela  
[Start of Response]  
Analysis

-----  
Going through the postoffice counter log i can see there is problem occurred in Communications.java while parsing the response from the BAL.

I tried to reproduce the scenario in branch CTR\_14\_0\_25\_151 but not able to reproduce

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

Date:12-Apr-2010 16:34:31 User:Suresh Chitikela  
Action placed on Team:xCtr\_OSR\_SME, User:Steven Porter

Date:12-Apr-2010 16:41:36 User:Steven Porter  
[Start of Response]  
SME Guidance:

I suggest getting the osr message.log to see what response caused the Counter to blow up. Clearly the BAL could serialise the message so why could the Counter not deserialise it.

Based on the evidence you should be able to guide SSC to locate the appropriate BAL message.

Then you can investigate why the Counter could not parse it.

[End of Response]



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

Date:12-Apr-2010 16:41:38 User:Steven Porter  
Action has been removed from the call

Date:13-Apr-2010 13:30:04 User:Suresh Chitikela

[Start of Response]

after going through the BAL message.log i can see the Response is received OK.

In Communications.java parseNormalResponse() method after receiving the reponse from BAL it is parsing the response xml string and generating the root object of this xml using the dtotypemappings.

For branch 353217 we got the message.log file and observed that after receiving the below response from the BAL we got the runtime exception

2010-04-07 07:53:26,465 UTC [Thread worker#:1] message\_logger INFO - [] []- Response Received, Status OK, service url= [

```
<com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO xmlns:directive="directive"
xmlns:ref="ref"><BALProcessingTime>198</BALProcessingTime><CutoffInfoList></CutoffInfoList><EarliestSURolloverDate>2010-03-
03T00:00:00.000Z</EarliestSURolloverDate><OfficeFinancialYear>2009</OfficeFinancialYear><OfficeRolloverDate>2010-03-
03T00:00:00.000Z</OfficeRolloverDate><OfficeTP>12</OfficeTP><ReportData><ReportId><ReportId>2027</ReportId></ReportId><ResultSet><dir
ective:Entry Name='GetLocalSuspense'><LinkedList><Dyno><directive:Entry
Name='prodId'><String>6295</String></directive:Entry><directive:Entry
Name='quantity'><OpeningBalance.Quantity><Value>1</Value></OpeningBalance.Quantity></directive:Entry><directive:Entry
Name='amount'><ProductFeeTotal.Amount><Amount>19.76</Amount></ProductFeeTotal.Amount></directive:Entry><directive:Entry
Name='Movement'><String>Y</String></directive:Entry></Dyno><Dyno><directive:Entry
Name='prodId'><String>6297</String></directive:Entry><directive:Entry Name='quantity'><OpeningBalance.Quantity><Value>-
1</Value></OpeningBalance.Quantity></directive:Entry><directive:Entry Name='amount'><ProductFeeTotal.Amount><Amount>-
19.76</Amount></ProductFeeTotal.Amount></directive:Entry><directive:Entry
Name='Movement'><String>Y</String></directive:Entry></Dyno></LinkedList></directive:Entry></ResultSet><TimeStamp>2010-04-
07T07:53:26.421Z</TimeStamp></ReportData><ReportId><ReportId>2027</ReportId></ServiceHandlerTimeTakenMillis>187</ServiceHan
dlerTimeTakenMillis><SqlTimeTakenMillis>182</SqlTimeTakenMillis><TradingDate>2010-04-
07T07:53:26.235Z</TradingDate></com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO>-@@-
```

The above response looks fine to be parsed by the xml parser.

[End of Response]

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

Date:13-Apr-2010 15:23:01 User:Suresh Chitikela

[Start of Response]

in above reponse i can see the problem is the route object of the response xml (i.e)

<com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO>.....</com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO> which is causing the class cast exception

[End of Response]

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

Date:13-Apr-2010 16:10:08 User:Suresh Chitikela

Action placed on Team:xCtr\_OS\_SME, User:Steven Porter

Date:13-Apr-2010 16:55:01 User:Steven Porter

[Start of Response]

Note that I have seen evidence of the same problem now in PC0197633, when relogin failed due to ClassCastException.

This peak seems to be fairly serious.

[End of Response]

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

Date:13-Apr-2010 17:38:28 User:Steven Porter

[Start of Response]

SME Review:

Can you reproduce the issue? Your earlier statements are contradictory - in one place you say that the XML can be parsed, later that GetReportDataResponseDTO causes the problem.

I don't think it is this, since I have seen similar issues in the peak I mentioned above, which is not report, but relogin authentication.

[End of Response]

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

Date:13-Apr-2010 17:38:30 User:Steven Porter

Action has been removed from the call



Date:14-Apr-2010 10:38:34 User:Suresh Chitikela

[Start of Response]

Analysis

=====

- 1)backoffice-->stockbalancing-->report
- 2)after printing the final report counter asks for confirmation wheteher the print was successfull
- 3)press confirm
- 4)At this point BAL sends a response and counter tries to parse this message
- 5)counter could not parse and blow up

generally response comes like <GetReportDataResponseDTO>.....<GetReportDataResponseDTO> but in the message.log(we got it from the SSC for branches 353217 and 519246) file it is clear that response came like  
<com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO>.....</com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO>.  
Counter giving class cast exception because it is not able to cast com.fujitsu.poa.dto.reporting.GetReportDataResponseDTO to GetReportDataResponseDTO

[End of Response]

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

Response was delivered to Consumer

Date:14-Apr-2010 10:39:12 User:Suresh Chitikela

Action placed on Team:xCtr\_OSR\_SME, User:Steven Porter

Date:14-Apr-2010 11:45:57 User:Steven Porter

[Start of Response]

SME Review:

Not convinced. At Communications.java:126 the cast is to ResponseDTO. This should be a safe cast.

However, I have reproduced this using the first example I found in the logs, and it is indeed failing at this line.

Please investigate further. Root cause not yet understood.

[End of Response]

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

Response was delivered to Consumer

Date:14-Apr-2010 11:46:08 User:Steven Porter

Action has been removed from the call

Date:14-Apr-2010 12:53:50 User:Steven Porter

[Start of Response]

SME Guidance:

Using 519246 example. The message received at 010-04-07 13:28:56,573 UTC then fails parsing at 2010-04-07 13:28:56,593 UTC.

The message returned is a com.fujitsu.poa.domain.base.dyno.SimpleDynoImpl rather than a ResponseDTO.

I'd try to ascertain if this applies to older Counters and older OSRs.

Also try to ascertain the OSR version that these peaks are being raised against.

[End of Response]

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

Response was delivered to Consumer

Date:14-Apr-2010 12:55:08 User:Steven Porter

[Start of Response]

For the above example, the actual message XML is

```
2010-04-07 13:28:56,573 UTC [Thread worker#:4] message_logger INFO - [ ] []- Response Received, Status OK, service url= [
https://vbal001:9000/StockUnitRolloverBPService ] request_id= [ 519246-1-VO-0713-37 ] content size= [ 190 ]
<com.fujitsu.poa.dto.accounting.RollSUBPResponseDTO xmlns:directive="directive"
xmlns:ref="ref"><BALProcessingTime>99</BALProcessingTime></com.fujitsu.poa.dto.accounting.RollSUBPResponseDTO>-@@-
```

which is parsed to a Dyno, not a RollSUBPResponseDTO, hence why we get the class cast exception.

Need to determine why this is the case.

[End of Response]

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

Response was delivered to Consumer

Date:15-Apr-2010 08:50:27 User:Steven Porter

[Start of Response]

NOTE: dtoTypeMappings supports XML element name of "RollSUBPResponseDTO"

it does NOT SUPPORT parsing com.fujitsu.poa.dto.accounting.RollSUBPResponseDTO



Hence I now think something has gone wrong in the serialisation on the BAL side.

[End of Response]

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

Date:16-Apr-2010 14:05:01 User:Suresh Chitikela

[Start of Response]

routing to BAL team for further investigation

[End of Response]

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

Date:16-Apr-2010 14:05:26 User:Suresh Chitikela

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

The Call record has been assigned to the Team Member: Jeevan Mithyantha

Progress was delivered to Consumer

Date:17-Apr-2010 16:23:44 User:Steven Porter

[Start of Response]

SME Guidance:

I have now got to the root cause of this - a code fix to address the root cause will be required.

[End of Response]

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

Date:18-Apr-2010 14:43:40 User:Steven Porter

[Start of Response]

KEL PorterS199P raised.

[End of Response]

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

Date:20-Apr-2010 16:06:04 User:Steven Porter

[Start of Response]

See PC0196767 for details of the required fix.

[End of Response]

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

Date:21-Apr-2010 14:02:37 User:\_Customer Call\_

Rebecca from PO1 rang for the latest position quoting Tfs 2238136.

Tfs 2238136 call log refers to Tfs 2211200.

She asked what work was being carried out to identify what the problems were and what is being put in place so that it wouldn't happen again.

Date:21-Apr-2010 14:04:37 User:\_Customer Call\_

I rang Steven Porter if he could further update this call with what the actual root cause of the problem was and what actions were being put in place to prevent the problem happening again.

Steve confirmed that he would update this call.

Date:21-Apr-2010 14:05:30 User:Steven Porter

[Start of Response]

Root Cause: Code problem in the BAL. Threading issue.

Preventative Measures: Code fix is planned for 01.22.00.00 release.

[End of Response]

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

Date:21-Apr-2010 14:08:29 User:Steven Porter

[Start of Response]

SSC have been monitoring calls coming in which exhibit the evidence indicated in the KEL. This will alert us to potential issues; SSC are not aware of "ClassCastException" in any new calls this week, hence we are not anticipating the roll-over issue this Wednesday.

Since it last occurred, the workarounds have been applied to reboot the BALs.

[End of Response]

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



Date:22-Apr-2010 13:32:03 User:Jeevan Mithyantha

[Start of Response]

Code changes for this peak is given as part of PC0196767.

Code changes are reviewed and approved by Andy Thomas.

Following files have been committed to CVS branch "CTR01\_22\_00\_00\_RELEASE".

1)Parser.java -- 1.88.120.1  
2)TypeMapper.java -- 1.25.226.1  
3)Reflectutil.java -- 1.19.226.1  
4)CutOffReportDAO.java -- 1.14.128.1

[End of Response]

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

Response was delivered to Consumer

Date:22-Apr-2010 13:32:16 User:Jeevan Mithyantha

Action placed on Team:xCtr\_GDC

Date:22-Apr-2010 13:32:27 User:Jeevan Mithyantha

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

Progress was delivered to Consumer

Date:22-Apr-2010 15:46:43 User:Tyrone Cozens

The call Target Release has been moved to Targeted At -- HNG-X 01.22.00

Date:22-Apr-2010 15:46:53 User:Tyrone Cozens

[Start of Response]

Authorised for 01.22.00.00 as agreed in RMF

[End of Response]

Response code to call type L as Category 56 -- Pending -- Live Fix Authorised

Response was delivered to Consumer

Date:23-Apr-2010 11:54:02 User:Kishor GaneshRao

[Start of Response]

Baseline: BAL\_SRV\_OSR\_0122\_V058-V057

Release: BAL01.22.00.00

Rig: 4LS\_CCIT

Verified only the below mentioned scenario but couldn't observe any issues, Also please note that the inter dependent peak i.e. PC0196767 is also updated with the further details in it.

Scenario:

=====

- 1)backoffice-->stockbalancing-->report
- 2)after printing the final report counter asks for confirmation wheteher the print was successfull
- 3)press confirm
- 4)At this point BAL sends a response and counter tries to parse this message
- 5)Didn't observe any issues.

[End of Response]

Response code to call type L as Category 56 -- Pending -- Live Fix Authorised

Response was delivered to Consumer

Date:23-Apr-2010 11:54:09 User:Kishor GaneshRao

The Call record has been assigned to the Team Member: Kishor GaneshRao

Progress was delivered to Consumer

Date:26-Apr-2010 16:22:38 User:Kishor GaneshRao

[Start of Response]

Adding the counter baseline information also

=====

This peak is tested with the CTR\_APP\_X0122\_V050 at 4LS\_CCIT as part of CTR01.22.00.00 release

[End of Response]

Response code to call type L as Category 56 -- Pending -- Live Fix Authorised

Response was delivered to Consumer

Date:26-Apr-2010 16:30:26 User:Kishor GaneshRao

The call Target Release has been moved to:Targeted At -- HNG-X 01.22

Reference Added: Product Baseline CTR\_APP\_X0122\_V050

[Start of Response]

Moving to 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:28-Apr-2010 17:04:32 User:PIT Automated User

[Start of Response]

Assigning to Integrator

[End of Response]

Response code to call type L as Category 48 (Fix Released to PIT)

The incident has been transferred to the Team: Dev-Int-Rel

The incident has been assigned to the Team Member: Rick Carter

Progress was delivered to Consumer

Date:29-Apr-2010 15:34:16 User:PIT Automated User

Reference Added: Product Baseline BAL\_SRV\_OSR\_0122\_D058-D057 (TOP Reference)

Date:29-Apr-2010 15:34:17 User:PIT Automated User

[Start of Response]

Peak has been test installed in Integration. Moving to holding stack awaiting release

[End of Response]

Response code to call type L as Category 47 (Fix Processed by PIT)

The incident has been transferred to the Team: Int-Rel

Progress was delivered to Consumer

Date:04-May-2010 17:12:47 User:Lionel Higman

The call Target Release has been moved to:Released At -- HNG-X 01.22.00.40

[Start of Response]

Fix in LST release 01.22.00.40

[End of Response]

Response code to call type L as Category 49

Response was delivered to Consumer

Date:04-May-2010 17:13:18 User:Lionel Higman

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

The Call record has been assigned to the Team Member: \_Unassigned\_

Date:06-May-2010 08:25:41 User:John Boston

Reference Added: Release PEAK PC0198536

Date:06-May-2010 11:41:17 User:John Boston

Reference Added: Release PEAK PC0198579

Date:17-May-2010 11:13:42 User:Sheila Bamber

Passed test in LST - Please see release peak for details

Date:17-May-2010 11:13:50 User:Sheila Bamber

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

Progress was delivered to Consumer

Date:07-Jul-2010 13:00:08 User:Tyrone Cozens

[Start of Response]

Applied 16/05/10

[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 41 -- General - in Procedure

Date:07-Jul-2010 13:06:51 User:Lorraine Elliott

The Call record has been assigned to the Team Member: Cheryl Card

Progress was delivered to Consumer

Date:08-Jul-2010 11:55:16 User:Cheryl Card

[Start of Response]

Now fixed in release BAL\_SRV\_OSR\_0122\_V058-V057. 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:08-Jul-2010 11:55:16 User:Cheryl Card



CALL PC0197409 closed: Category 60 Type L

Date:08-Jul-2010 12:01:37 User:\_Customer Call\_  
Consumer XXXXXX@TFS01 has acknowledged the call closure

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Counter -- BUC-BranchAccounting (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	08-Jul-2010 12:01 -- _Customer Call_