

Peak Incident Management System

| | | | |
|----------------|-------------------------------------|--------------------|--|
| Call Reference | PC0197769 | Call Logger | <u>Customer Call</u> -- EDSC |
| Release | Targeted At -- HNG-X 01.22.01 | Top Ref | CTR_APP_X0122_V051 |
| Call Type | Live Incidents/Defects | Priority | B -- Business restricted |
| Contact | EDSC | Call Status | Closed -- S/W Fix Available to Call Logger |
| Target Date | 18/04/2010 | Effort (Man Days) | 0 |
| Summary | FAD021329 recovery into wrong TP/BP | | |
| All References | Type | Value | |
| | DevIntRel-Director | ITU SV&I | |
| | TRIOLE for Service | 2238726 | |
| | Release PEAK | PC0199000 | |
| | Product Baseline | CTR_APP_X0122_V051 | |
| | SSCKEL | acha5650L | |
| Collections | Name | User | Date |
| | PrescanCounter | Lorraine Elliott | 15-Apr-2010 10:15:31 |

Progress Narrative

Date:15-Apr-2010 10:06:35 User:Customer Call
 CALL PC0197769 opened
 Details entered are:-
 Summary:pm was transferred from the helpline. pm was balancing last ...
 Call Type:L
 Call Priority:C
 Target Release:T86
 Routed to:EDSC - Unassigned

Date:15-Apr-2010 10:06:35 User:Customer Call
 =====

INCIDENT MANAGEMENT
 Date/Time Raised: Apr 15 2010 9:49AM
 Priority: C
 Contact Name: tracy_gilbert
 Contact Phone:
 Originator: XXXXXX@TFS01
 Originator's reference: 2238726
 Product Serial No:
 Product Site: 021329

pm was transferred from the helpline. pm was balancing last night. a clerk swapped terminals yesterday because the pin pad was not working. the clerk got three disconnected receipts for 190.86. the clerk balanced last night and was short by that amount.

Incident History:

 2010-04-15 09:49:41 [Vasse, Anthony]
 INIT : create a new request/incident/problem/change/issue

```
2010-04-15 09:52:13 [ Vasse, Anthony]
zneun_en_rmg : Open Notification
---
2010-04-15 09:52:13 [ Vasse, Anthony]
zneut_en_rmg : Transfer Notification
---
2010-04-15 09:52:17 [ Vasse, Anthony]
LOG : pm did a transaction log and got the following session nos.

session id 9-671200-4
serve customer card account withdrawal limit
for 190.86.
the session has got the pm and not the clerks log details
TGI001
The trans was completed by LSU002. her details are not on the receipt.
the receipt ses that the transaction was done Transaction period 01 bp 01
under stock SJ username TGI001.
The transaction was completed by LSU002 in 12 bp04.
pm said she is actually in transaction period 12 bp 04.
The pm thinks that the transaction was started around 12:21.
the clerk moved position and got the recovery receipts at 12:26.
the transaction appears to have been finished at 13:30.
---
2010-04-15 09:55:41 [ Vasse, Anthony]
FLD : FIELD='zcbflag' OLD='NO' NEW='YES'
---
2010-04-15 09:55:52 [ Vasse, Anthony]
LOG : the money was paid out.
---
2010-04-15 09:56:20 [ Vasse, Anthony]
LOG : pm has following information on the discount slips.

disconnected session
recovery code 6711920
do attempt to reverse any transaction from this session until this counter has
been
successfully recovered.
pm then has follow details:
date 14/4/2010
at 12:25
session nos 9-671194
card account balance enquiry 0
card account withdrawal limit 190:86
total due to customer 190:86
cash to customer 190:86
balance 0.

pm has three receipts with all the above details and session number.
---
2010-04-15 09:59:14 [ Vasse, Anthony]
LOG : the pm said she was 198:11 short.
---
2010-04-15 09:59:30 [ Vasse, Anthony]
LOG : all the pin pad and ap transactions are correct.
---
2010-04-15 10:00:23 [ Vasse, Anthony]
LOG : can peak pls investigate this balance issue:

pm wants to know why this transaction has gone through on a different week nos
and different period nos.

session id 9-671200-4
serve customer card account withdrawal limit
for 190.86.
```

the session has got the pm and not the clerks log details
TGI001
The trans was completed by LSU002. her details are not on the receipt.

The trans was completed by LSU002. her details are not on the receipt.
the receipt ses that the transaction was done in transaction period 01 bp 01
under stock SJ username TGI001.
The transaction was completed by LSU002 in 12 bp04.

2010-04-15 10:05:17 [Vasse, Anthony]
zneut_en_rmg : Transfer Notification

2010-04-15 10:05:27 [Vasse, Anthony]
TR : Transfer assignee from 'Vasse, Anthony' to ''
Transfer group from 'HSH3' to 'PEAK'

Date:15-Apr-2010 10:15:10 User:Lorraine Elliott

The call summary has been changed from:-
pm was transferred from the helpline. pm was balancing last ...
The call summary is now:-
FAD021329 balance issue

Date:15-Apr-2010 10:15:17 User:Lorraine Elliott

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

Date:23-Apr-2010 10:05:10 User:Anne Chambers

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

Date:23-Apr-2010 10:10:01 User:Anne Chambers

[Start of Response]
Which nodes??? I expect I can find out but it is an obvious question.

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

Date:23-Apr-2010 18:22:34 User:Anne Chambers

[Start of Response]
What happened:
12:21 counter 9. Clerk LSU002 did a banking withdrawal for 190.86 which was
added to the basket. The basket was not settled.

12:25 Same clerk logs on to counter 10 without logging out from counter 9
first.
Message displayed:
You are currently logged in at another counter position. If you login here,
your original session will terminate and you will be forced to logout when you
return to your original terminal.
Press Continue to login or press Cancel.

The clerk pressed Continue. The session on counter 9 was terminated and 3
disconnected session receipts printed, to show that there was an outstanding
session for which recovery would be needed.

13:30 Clerk TGI001 logged into counter 9 (again this was a concurrent logon,

they were already logged on to counter 1, and there were a couple of attempts to log on). Recovery for the outstanding session was invoked.

The recovered basket was written into the correct stock unit SJ, but TP 1 BP 1. Stock unit SJ was in TP 12 BP4 (and wasn't rolled over until the following day). The stock unit PG1 to which TGI001 was attached had already been rolled over into the new TP.

[End of Response]

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

Response was delivered to Consumer

Date:23-Apr-2010 18:23:36 User:Anne Chambers

[Start of Response]

Unfortunately I was too late to get the counter logs. I will see what I can find in the bal logs on Monday.

[End of Response]

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

Response was delivered to Consumer

Date:26-Apr-2010 10:44:48 User:Anne Chambers

The call summary has been changed from:-

FAD021329 balance issue

The call summary is now:-

FAD021329 recovery into wrong TP/BP

Date:26-Apr-2010 11:02:07 User:Anne Chambers

[Start of Response]

I've now reproduced this in LST, logging into a counter with outstanding recovery using a user attached to a different stock unit which is in a different TP/BP from the original.

This is a serious problem because the recovered session uses the correct (original) stock unit but the TP/BP of the stock unit to which the recovering user is attached.

For the original stock unit, this TP/BP may not yet exist, or may already have been balanced, or may never exist. In the first case (as for this branch reporting the problem) they will have a loss in one TP but a matching gain the next. In the latter two cases the transaction will never be included in the accounts.

I've contacted the PM who confirms that they did have a gain in the next period.

I've talked to Gareth Jenkins about this and we will attempt to find out whether any other recovered transactions have been similarly affected.

Increasing priority to A, because of the financial implications, and passing call to 4th line. I have not attached any evidence, it is easily reproducible.

[End of Response]

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

Response was delivered to Consumer

Date:26-Apr-2010 11:02:12 User:Anne Chambers

The call Priority has been changed from C

The call Priority is now A

Date:26-Apr-2010 11:02:36 User:Anne Chambers

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

Date:26-Apr-2010 11:06:51 User:Suresh Chitikela

The Call record has been transferred to the team: xCtr_BNK_GDC
The Call record has been assigned to the Team Member: Ramesh Kalavakolla
Progress was delivered to Consumer

Date:26-Apr-2010 12:04:00 User:Cheryl Card

KEL acha5650L authorised

Date:26-Apr-2010 13:09:17 User:Ramesh Kalavakolla

[Start of Response]

Analysis:

Able to re-produce this issue as per the below :

CLK001 is in TP 08 & BP 01 & SU EWQ
MAN001 is in TP 08 & BP 02 & SU BB1

CLK001 added a banking withdrawal for 200 to basket and not settled. With the same user logs on to another counter without logging out from first counter message displayed,pressed Continue. The session on first counter was terminated and 3 disconnected session receipts printed

MAN001 logged in the counter and recovery invoked for the above transaction.

Then we logged in as CLK001 and saw Trail Balance report and didnot find 200 in PAYMENTS section (Cash Withdrawal).

Then we rolled over CLK001 to BP 02 and again saw the Trail Balance report and able to find the withdrawal amount of 200.

[End of Response]

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

Response was delivered to Consumer

Date:26-Apr-2010 16:31:56 User:Ramesh Kalavakolla

[Start of Response]

Recovery bean is having the TP/BP of the SU of the recoverable item.

"SelectRecoveryDataForCounter" is getting the TP/BP of the recoverable item. But no where these TP/BP are used.

The basketHeader in SettlementFacade.configureBankingSpecificData() is using the current user's TP/BP. Investigating furthur....

[End of Response]

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

Response was delivered to Consumer

Date:27-Apr-2010 11:18:40 User:Ramesh Kalavakolla

[Start of Response]

Root Cause

It is evident from checking the recovered settlement request sent to OSR that

CTR is sending the wrong TP/BP in optional data

```
<Dyno><directive:Entry Name='basketHeader'><BasketHeader><directive:Entry Name='optionalData'><OptionalData><directive:Entry Name='recoveredUser'><String>SMOKE5</String></directive:Entry></OptionalData></directive:Entry><directive:Entry Name='stockUnitId'><String>8</String></directive:Entry><directive:Entry Name='stockUnitBalancePeriod'><Integer>2</Integer></directive:Entry><directive:Entry Name='stockUnitTradingPeriod'><Integer>52</Integer></directive:Entry><directive:Entry Name='txMode'><Integer>1</Integer></directive:Entry><directive:Entry Name='counterMode'><Integer>119</Integer></directive:Entry><directive:Entry Name='basketStructureVersion'><String>1</String></directive:Entry><directive:Entry Name='ssn'><Long>266</Long></directive:Entry></BasketHeader></directive:Entry>
```

[End of Response]

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

Response was delivered to Consumer

Date:27-Apr-2010 14:22:36 User:Ramesh Kalavakolla

[Start of Response]

More Analysis and proposed solution:

Ctr is sending current stockunit TP/BP in recovery settlement request. This TP/BP are updated in db during settlement of the recovery item.

RollForwardRecoveryStrategy.setUpRecoveryBasket() sets the optionaldata for the recovery item.

In SettleBLO.setUpBasketData() the TP/BP are overridden with current stockunits TP/BP.

This is where the TP/BP of the recovery item is changed to the current stockunit's TP/BP.

In SettleBLO.setUpBasketData(), the stockunit is set as current stockunit only if (basketHeader.getStockUnitId() == null)

So, we propose to set the TP/BP in the basketHeader in the sameway to fix the issue.

Check for null for TP/BP in basketheader, then only Set TP/BP to current stockunit's TP/BP.

```
if(basketHeader.getStockUnitTradingPeriod() == null)
{
basketHeader.setStockUnitTradingPeriod(stockUnitProfileLD0.getCurrentStockUnitTradingPeriod());
}
```

The same for BP also.

[End of Response]

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

Response was delivered to Consumer

Date:27-Apr-2010 14:22:55 User:Ramesh Kalavakolla

Action placed on Team:xCtr_OS_R_SME, User:Steven Porter

Date:28-Apr-2010 07:57:06 User:Steven Porter

[Start of Response]

Walter is up to speed on this issue; can you ask him to act as SME on this.

[End of Response]

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

Response was delivered to Consumer

Date:28-Apr-2010 07:57:12 User:Steven Porter

Action has been removed from the call

Date:28-Apr-2010 08:00:58 User:Ramesh Kalavakolla

Action placed on Team:xCtr_OSR_SME, User:Walter Wright

Date:28-Apr-2010 10:34:49 User:Walter Wright

[Start of Response]

The fix looks ok although we are still considering whether there are any unforeseen implications. Please continue to do further testing, particularly in the area of RollbackRecovery, and different scenarios such as original TP/BP ahead of logon TP/BP, original behind logon TP/BP etc. Also, I would like some confirmation that this fix does not impact SettleBLO in its role of normal settlements (i.e. non-recovery). Please provide evidence that this testing has been carried out.

[End of Response]

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

Response was delivered to Consumer

Date:28-Apr-2010 10:34:52 User:Walter Wright

Action has been removed from the call

Date:28-Apr-2010 10:47:55 User:Ramesh Kalavakolla

[Start of Response]

FIX IMPACT

IMPACT ON DEVELOPMENT:

1 day for coding and testing

IMPACT ON TEST:

need to perform manual testing

IMPACT ON USER:

Impact on the user minimal, by making this fix, for above scenario, recovered basket was written into the correct stock unit and TP/BP

IMPACT ON OPERATIONS:

Impact on the operations HIGH

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

Releasing:

by making this fix, for above scenario, recovered basket was written into the correct stock unit and TP/BP

Not-releaing:

by not -releaing this fix,for above scanario,recovered basket was written into the correct stock unit and incorrect TP/BP,hence financial implications

LIST OF LIKELY DELIVERABLES:

SettleBLO.java

[End of Response]

Response code to call type L as Category 42 -- Pending -- Documentation Error

Diagnosed

Response was delivered to Consumer

Date:28-Apr-2010 11:22:39 User:Ramesh Kalavakolla

[Start of Response]

Changing the status

[End of Response]

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

Diagnosed

Response was delivered to Consumer

Date:28-Apr-2010 11:48:38 User:Ramesh Kalavakolla

Action placed on Team:RelMngmntForum

Date:29-Apr-2010 16:25:09 User:Tyrone Cozens

The call Target Release has been moved to Targeted At -- HNG-X 01.22.01

Date:29-Apr-2010 16:25:13 User:Tyrone Cozens

Action has been removed from the call

Date:29-Apr-2010 16:25:19 User:Tyrone Cozens

[Start of Response]

Targeted for 01.22.01.00 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:29-Apr-2010 16:37:57 User:Walter Wright

Please ensure that SME (myself) reviews a patch file before committing to CVS.

Date:30-Apr-2010 08:18:33 User:Ramesh Kalavakolla

HNGX CODE FIX

FIX DESCRIPTION

Described Above

PROPOSED BRANCH

CTR01_22_01_00_RELEASE

COUNTER JAVA FILES CHANGED

SettleBLO.java Updated

COUNTER PDL FILES CHANGED

None.

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
Yes

DEPENDENCIES
None.

RELATED PROBLEMS
None.

UNIT TESTING EVIDENCE
Perfomed testing on below scanrio

Scenario 1 :

1. CLK001 added a banking withdrawal for 200 to basket and not settled. With the same user logs on to another counter without logging out from first counter message displayed,pressed Continue. The session on first counter was terminated and 3 disconnected session receipts printed
2. MAN001 logged in the counter and recovery invoked for the above transaction.
3. able to see correct TP/BP was utilized to recover the banking transaction.please find the evidence as a attachment

Scenario 2:

Original TP/BP ahead of logon TP/BP

Scenario 3:

Original TP/BP behind of logon TP/BP

Scenario 4:

Performed non-recoverable transaction, added postage stamps to basket and settled successfully and observed in the settlement request TP/BP are using the current user

REGRESSION TEST CLASS
None

BACKWARDS COMPATIBILITY
None

Date:30-Apr-2010 08:21:41 User:Ramesh Kalavakolla

Evidence Added - Code -Fix

Date:30-Apr-2010 08:38:30 User:**Ramesh Kalavakolla**
Evidence **Added** - Testing Evidence for Scenario1

Date:30-Apr-2010 08:43:51 User:**Ramesh Kalavakolla**
Action placed on Team:xCtr_OSRSME, User:Walter Wright

Date:30-Apr-2010 08:54:02 User:**Walter Wright**
The patch file appears to be ok.

The testing evidence is meaningless without knowing which TP/BP the respective SUs were in. Also, there doesn't seem to be any evidence for the ahead of logon/behinf logon scenarios, which are my main concern.

Date:30-Apr-2010 08:54:04 User:**Walter Wright**
Action has been removed from the call

Date:30-Apr-2010 13:36:18 User:**Ramesh Kalavakolla**
Testing Evidence:

SMOKE5 is in TP 51/BP 01/SU 8
RAMESH is in TP 52/BP 02/SU WAL

RollBack Recovery:

Login as SMOKE5, add a stamp to basket and try to settle with Fast cash

Dyno[BasketHeaderClassifier id: 337177{optionalData=Dyno[OptionalDataClassifier id: 29796093{}], txnMode=1, counterMode=1, basketStructureVersion=1, stockUnitId=8, stockUnitTradingPeriod=51, stockUnitBalancePeriod=1, ssn=334}]

basket reached datacenter ? no reply. (Session committed at BAL but not acknowledged to counter) and login again with user RAMESH, recovery invoke

Dyno[BasketHeaderClassifier id: 23303701{optionalData=Dyno[OptionalDataClassifier id: 20955323{reversalNodeId=3, reversalSessionId=334, recoveredUser=SMOKE5}], stockUnitId=8, stockUnitBalancePeriod=1, stockUnitTradingPeriod=51, txnMode=1, counterMode=118, basketStructureVersion=1}]

TP/BP ahead of originla TP/BP:

Login as SMOKE5 and added a banking transaction to basket, crashed the counter

Login as RAMESH

Dyno[BasketHeaderClassifier id: 23303701{optionalData=Dyno[OptionalDataClassifier id: 20955323{reversalNodeId=3, reversalSessionId=334, recoveredUser=SMOKE5}], stockUnitId=8, stockUnitBalancePeriod=1, stockUnitTradingPeriod=51, txnMode=1, counterMode=118, basketStructureVersion=1}]

TP/BP behind of original TP/BP:

Login as RAMESH and added a banking transaction to basket, crashed the counter

Login as SMOKE5

```
Dyno[BasketHeaderClassifier id: 22033632{optionalData=Dyno
[OptionalDataClassifier id: 6968569{recoveredUser=RAMESH}], stockUnitId=WAL,
stockUnitBalancePeriod=2, stockUnitTradingPeriod=52, txnMode=1,
counterMode=119, basketStructureVersion=1}]
```

Date: 30-Apr-2010 13:36:37 User:Ramesh Kalavakolla

Action placed on Team:xCtr_OSRSME, User:Walter Wright

Date: 30-Apr-2010 15:22:39 User:Walter Wright

Testing looks fine. You may go ahead and commit the fix.

Date: 30-Apr-2010 15:22:40 User:Walter Wright

Action has been removed from the call

Date: 30-Apr-2010 15:36:49 User:Ramesh Kalavakolla

[Start of Response]

Code changes committed to CTR01_22_01_00_RELEASE

SettleBLO.java 1.12.28.1

[End of Response]

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

Date: 30-Apr-2010 15:37:11 User:Ramesh Kalavakolla

The Call record has been transferred to the team: xCtr_REL_GDC

Progress was delivered to Consumer

Date: 06-May-2010 14:34:18 User:Pavan Vejendla

CIT Test Result

Tested the successfully with the CTR_APP_X0122_V051 at 4LS_CCIT as part of
CTR01.22.01.00 release.

Scenarios covered

1. use two different users with the same branch code
2. Two users has to be in different TP and BP
3. Login as 1st users do a banking transaction, keep the item in the basket and
crash the counter
4. Login as 2nd user and now recovery will happen

Observations

verified the transaction details in DB, able to see correct TP/BP was utilized
to recover the banking transaction..

Date: 06-May-2010 14:36:25 User:Pavan Vejendla

Evidence Added - evidence

Date: 08-May-2010 13:01:38 User:Pavan Vejendla

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

Date:10-May-2010 14:20:12 User:Kishor GaneshRao

The call Target Release has been moved to:Targeted At -- HNG-X 01.22.01

Reference Added: Product Baseline CTR_APP_X0122_V05

[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:14-May-2010 11:46:16 User:John Budworth

Reference Added: Release PEAK PC0199000

Date:20-May-2010 08:04:03 User:Vijesh Pandya

[Start of Response]

This baseline is available for test

[End of Response]

Response code to call type L as Category 49

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

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

Date:17-Jun-2010 16:24:55 User:Sheila Bamber

Passed LST test - See release note for details

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

Date:23-Jun-2010 10:18:35 User:John Budworth

[Start of Response]

CTR_APP_X0122_V051 released to live pilot June 4th via Tivoli Product

COUNTER_X0122 52_2.

Roll out to the HNGX estate commenced June 14th.

Routing to call logger for closure.

[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:23-Jun-2010 10:20:21 User:Garrett Simpson

Reference Deleted: SSCREL acha5650L

Date:23-Jun-2010 10:22:11 User:Garrett Simpson

The call Priority has been changed from A

The call Priority is now B

Date:23-Jun-2010 10:22:22 User:Garrett Simpson

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

Progress was delivered to Consumer

Date:23-Jun-2010 10:24:36 User:Anne Chambers

[Start of Response]
We've already seen that this fix is being effective. 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:23-Jun-2010 10:24:36 User:**Anne Chambers**
CALL PC0197769 closed: Category 60 Type L

Date:23-Jun-2010 10:38:16 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 | 23-Jun-2010 10:38 -- <u>Customer Call</u> |