

From: Jenkins Gareth GI
Sent: Wed 23/06/2010 12:30:45 PM (UTC)
To: Thomas Penny [REDACTED] GRO [REDACTED]; Holmes Alan [REDACTED] GRO [REDACTED]
Subject: | RE: Duplicate Messages in ARQ

Penny,

Yes, your note looks fine.

I think this will cover off both my actions once I get the confirmation from Richard.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
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From: Thomas Penny
Sent: 23 June 2010 13:19
To: Jenkins Gareth GI; Holmes Alan
Subject: RE: Duplicate Messages in ARQ

Yes, it does, Gareth.

I have spoken to Graham Welsh and the issue is now with management. Are you happy with my note and attachment?

Kind regards
Penny

From: Jenkins Gareth GI
Sent: 23 June 2010 12:42
To: Thomas Penny; Holmes Alan
Subject: Duplicate Messages in ARQ

Penny / Alan,

I've had a look at the Mails duplicate. I think it is OK. I've sent the extract to Richard O'Neil in Crewe to confirm that this is normal. [REDACTED] GRO [REDACTED] he [REDACTED] GRO [REDACTED] should be back tomorrow. I'll let you know when he confirms all is OK.

Back to the more general duplicate issue, here are some suggested words:

With Horizon counters, the mechanism by which Data is audited has always worked on the principle that it is acceptable to audit the same data more than once - in particular if in doubt as to whether or not it has been previously audited successfully.

The Mechanism used on Horizon to retrieve the data took this into account and only presented one instance of such duplicate data in the ARQ extracts.

However it has recently been noticed that the HNG-X retrieval mechanism does not remove such duplicates and a quick scan of the ARQs provided to Post Office Ltd since the change to the new system indicates that about 35% of the ARQs might contain some duplicate data. A Peak has been raised to remove such duplicate data in the future. However until the fix is developed, tested and deployed, there is a possibility that data is duplicated.

The reliable way to identify a duplicate transaction is to use the <Num> attribute that is used to generate the unique sequence numbers. Unfortunately, this attribute is not currently included in the Excel version of ARQ data that has been passed to Post Office Ltd in the past. This will be included in all future ARQs until the problem is fixed.

Meanwhile all that can be done on existing ARQs is look for transactions that appear to be duplicates. Note that we have identified scenarios with Postal services transactions where (details tbs) which result in different transactions appearing to be duplicates.

Does that sound like a good start? I'll fill in the missing bit when I get something back from Richard.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
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