

Export

## Peak Incident Management System

Call Reference	PC0175821	Call Logger	Deleted User -- MSU-Indt Mgt
Release	Reported In -- T86	Top Ref	KEL_obengc3120K
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Solicited Known Error
Target Date	22/02/2009	Effort (Man Days)	0
Summary	Branch 382137 - TPSC254 - Harvester Exception		
All References	Type	Value	
	Call reference	PC0176680	
	SSCKEL	KEL_obengc3120K	
	OCP	OCP 21918	

## Progress Narrative

Date:19-Feb-2009 12:28:09 User:Claire Drake

CALL PC0175821 opened

Details entered are:-

Summary:Branch 382137 - TPSC254 - Harvester Exception

Call Type:L

Call Priority:B

Target Release:T86

Routed to:MSU-Indt Mgt - Claire Drake

Date:19-Feb-2009 12:28:09 User:Claire Drake

TPSC254 - Harvester Exception report produced on 18/02/2009.

Branch shows 5 new harvester exceptions.

Error message reads: 'Could not update database: Updating table TMS\_RX\_BDC\_TRANSACTIONS, ORA-02290: check constraint (OPS\$TPS.BT7A\_MARGIN\_PRODUCT\_CHK) violated'

Relevant reports attached. KEL obengc3120K is relevant.

Date:19-Feb-2009 12:28:20 User:Claire Drake

Reference Added: SSCKEL\_obengc3120K

Date:19-Feb-2009 12:28:36 User:Claire Drake

Evidence Added - TPSC254 - 18/02/2009

Date:19-Feb-2009 12:29:49 User:Claire Drake

OCR 21847 has been raised. Sending to EDSC for progression.

While returning call, please include the POLFS and POLMIS file names, as given by the script confirmtiprepair.

Date:19-Feb-2009 12:29:54 User:Mik Peach

OCR 21847 Approved

Date:19-Feb-2009 12:30:00 User:Claire Drake

The Call record has been transferred to the team: EDSC

Date:19-Feb-2009 12:39:53 User:Lorraine Elliott

The Call record has been assigned to the Team Member: Catherine Obeng

Date:19-Feb-2009 17:39:40 User:Catherine Obeng

There are two sides to the problem relating to these txns. The first is where all five SC txns missing core data as described in the above mentioned KEL. Second is absence of equal but opposite [i.e. settlement] lines. See PC0152014 for a similar problem and how problem was resolved.

For the first problem, I have used the TRT to insert the missing data i.e. Region, Margin, Margin Product and EffectiveExRate.

Date:19-Feb-2009 18:03:01 User:Catherine Obeng

I am on leave tomorrow and I believe the 2nd part of this call needs to be looked af fairly quickly. Lorraine please reassign this call.

Date:19-Feb-2009 18:03:12 User:Catherine Obeng

The Call record has been transferred to the team: EDSC

Date:20-Feb-2009 07:49:05 User:Lorraine Elliott  
The Call record has been assigned to the Team Member: Garrett Simpson

Date:20-Feb-2009 10:15:00 User:Claire Drake  
As discussed Garrett, this branch is appearing on the TPSC257 report dated today, 19/02/2009.

I have attached it for reference.

Many thanks.

Date:20-Feb-2009 10:17:25 User:Claire Drake  
Evidence Added - TPSC257 - 19/02/2009

Date:20-Feb-2009 10:56:27 User:Garrett Simpson  
[Start of Response]  
Following the investigation shown in PC0152014 I analysed TPS\_POL\_FS\_Summaries\_Incomp where article\_id='USD'.  
I found seven rows.  
Three rows had Mode=RISP with total value=£-1940.64.  
Two rows had Mode=ROSP with total value=£2319.06.  
The difference between these two figures is £378.42 but the total non-zero value for this branch is £989.96 so I have not found the proper exception.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:20-Feb-2009 11:42:57 User:Garrett Simpson  
[Start of Response]  
Using the ViewDBInfo tool ('virtual Martin') I found that session 44-382137-1-122871-1 had a net balance of £989.96 so this is clearly the one I want.  
This session involved ProductNo:5132 (Canada Dollar) £8.40, ProductNo:5128 (Euro) £282.64, ProductNo:5238 (Poland New Zloty) £136.11 and ProductNo:5129 (USA Dollar) £562.81. There was also, in the afternoon, a reversal for the Canada Dollar currency. The first four of these have a total value of £989.96. There was no settlement message written - hence the non-zero sum.  
I will assume that the settlement was in cash - ProductNo:1.  
This maps to ArticleID='PTCS'.  
TPS\_POL\_FS\_Summaries\_Incomp has one row where Article\_id='PTCS' and its value is £-1086.89. I think I need to reduce this by £989.96 giving £-2076.85  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Hours spent since call received: 2 hours

Date:20-Feb-2009 13:22:46 User:Garrett Simpson  
Defect cause updated to 14: Development - Code

Date:20-Feb-2009 14:05:57 User:Garrett Simpson  
[Start of Response]  
The session noted earlier has three currencies sold with <Mode:SC> but no corresponding settlement line. I proposed adding cash to the summaries incomplete table to make it sum to zero.  
Cheryl said it is easier to sort out the aftereffects if I adjust the three currencies instead. She is investigating further.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:20-Feb-2009 15:17:55 User:Garrett Simpson  
[Start of Response]  
ProductNo:5132 maps to Article\_ID='CAD'. This article has six rows in summaries incomplete: three have Mode=RISP with values -36.51, -72.27 and -8.40. Two have Mode=ROSP and values 72.27 and 72.27. The final one has Mode:SC and value £0.00.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:20-Feb-2009 16:02:57 User:Garrett Simpson  
[Start of Response]  
After discussion with Cheryl and David I think the situation was this:-  
1) The session at 11:52 had four Mode:SC transactions for different currencies. Each one of these messages was missing mandatory fields so the harvester rejected them. These messages added up to £989.96.  
2) The harvester rejections caused the whole day's transactions to go to the incomplete summaries table - without the four messages rejected by the harvester.  
3) The session at 11:52 was missing its settlement message. Its value would have been £-989.96.  
4) The result so far is that the summaries incomplete table is short of five messages but its value totals zero.  
5) Catherine used the TRT to repair four messages.  
6) These four messages were sent to POLMIS in file W\_049800.  
7) The same four messages were now added to the summaries incomplete table so that now has a sum of £989.96. This will now not go to POLFS.  
Looking at the summaries incomplete table I see 40 rows inserted on 18-Feb and 4 rows inserted on 19-Feb.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Hours spent since call received: 3 hours

Date:20-Feb-2009 16:04:45 User:Garrett Simpson  
The Call record has been assigned to the Team Member: Catherine Obeng

Date:23-Feb-2009 11:42:23 User:Garrett Simpson  
[Start of Response]  
Further comment:  
As I reported at 11:42 on 20-Feb, the Canada Dollar transaction of £8.40 was reversed later in the day. Therefore my point (4) of 16:02 on 20-Feb was wrong. The total values in the incomplete summaries table was £8.40.  
See evidence file Summ\_Incomp.txt  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Hours spent since call received: 0.5 hours

Date:23-Feb-2009 11:43:05 User:Garrett Simpson  
Evidence Added - Summary of Incomplete Summaries table

Date:23-Feb-2009 12:20:37 User:Anne Chambers  
[Start of Response]  
I tried to contact the PM (who has raised 2 calls but been sent to the NBSC) to say it was a system problem. Not available until tomorrow. The branch has a loss of just under £1000.  
  
This is even more complicated than described above. The set of SC transactions was almost certainly written when a second pouch reversal (RISP) was initiated (via a barcode scan) before the first was complete. Instead of writing the set of RISP messages, settled to the 'currency in pouches', it wrote a set of badly formed SC messages with no settlement at all.  
  
These had the sign on the PQty attribute opposite to the sign on the SaleValue (so the stock quantity was reduced but the stock value increased). When they balanced on 19th Feb, the quantity was corrected via a DDN (and converted to a cash loss) and there was a large revaluation up. This data has already been fed into POLFS.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:02-Mar-2009 10:12:22 User:Anne Chambers  
Evidence Added - Email trail including go-ahead from POL

Date:02-Mar-2009 17:33:04 User:Catherine Obeng  
OCR 21847 actioned

Date:03-Mar-2009 09:49:51 User:Anne Chambers  
Evidence Added - Messages prepared for insertion and after insertion

Date:03-Mar-2009 16:58:31 User:Catherine Obeng  
[Start of Response]  
The four txns were sent to POLFS in file IF20090302065.BLE. POLMIS file ref is W\_049800.TP.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:06-Mar-2009 10:25:29 User:Anne Chambers  
Reference Added: Call reference PC0176680

Date:06-Mar-2009 10:26:24 User:Anne Chambers  
[Start of Response]  
The correction caused a further set of harvester exceptions and incomplete summary lines, which have been dealt with under PC0176680.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:06-Mar-2009 10:30:40 User:Anne Chambers  
[Start of Response]  
The branch rolled over on 4th March, with the expected R&P mismatch but not the gain they should have had. Further investigation found that the clerk had declared currency to match the system figures and not actually the currency on hand. POL contacted the manager and on 5th March they did another balance with the correct declarations. They currently have a net gain of £10.85.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:06-Mar-2009 10:32:29 User:Anne Chambers  
Reference Added: QCP 21918

Date:13-Mar-2009 14:43:39 User:Catherine Obeng  
[Start of Response]  
POL agreed to SSC taking corrective measures by inserting messages which caused an equal but opposite effect. Office produced a BT statement on 11-03-2009 which confirm all is right again i.e. no R&Ps mismatch. There should be no further problems resulting from these corrective actions. Please see the attached emails for the contacts in POL who agreed to this work to be carried out.  
  
Routing back to MSU for final closure.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:13-Mar-2009 14:43:51 User:Catherine Obeng  
The Call record has been transferred to the team: MSU-Indt Mgt

Date:20-Mar-2009 11:41:18 User:Claire Drake  
[Start of Response]  
Thank you.

I have issued a BIMS to POL for audit purposes.

Closing call.  
[End of Response]  
Response code to call type L as Category 67 -- Final -- Solicited Known Error  
Routing to Call Logger following Final Progress update.

Date:20-Mar-2009 11:41:22 User:Claire Drake  
CALL PC0175821 closed: Category 67 Type L

Root Cause	Development - Code
Logger	Deleted User -- MSU-Indt Mgt
Subject Product	EPOSS & DeskTop -- Balancing (version unspecified)
Assignee	Deleted User -- MSU-Indt Mgt
Last Progress	20-Mar-2009 11:41 -- Claire Drake