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## Witness Statement

*(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)
and 5B, MC Rules 1981, r 70)*

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| | |
|---|---|
| **Statement of** | **Andy Paul Dunks** |
| Age if under 18 | Over 18         (If over 18 insert 'over 18') |

This statement (consisting of –5– pages each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the   28<sup>th</sup>    day of    June       2006

Signature

I have been employed by Fujitsu Services, Post Office Account, formally ICL Pathway Ltd., since the 11<sup>th</sup> March 2002 as an IT Security Analyst where I am involved in IT Security for the Post Office Account I am authorised by Fujitsu Services to undertake extractions of audit data held on the Horizon system and to obtain information regarding system transaction information processed on the Horizon system.

I have been asked to provide details and information on the reports of monitor faults, polling failures, equipment failures and calls for advice and guidance logged by the Horizon System Helpdesk recorded during the period 1st February 2005 to the 22nd February 2006 for the **Bowburn Post Office** – FAD (Financial Accounting Division) Code 233313

I have reviewed the helpdesk calls pertaining to this office and during the period 1st February 2005 to the 22nd February 2006 there were 28 calls from **Boburn Post Office** – FAD Code 233313 to the Helpdesk. I am of the opinion that none of these calls relate to faults which would have had an effect on the integrity of the information held on the system.

Details and an overview of the calls are given in date order below:

<u>**Wed 16 February 2005 05:26**</u> **Call Reference E-0502160046** – A CRITICAL NT_Error at 03:52:12 on Feb 16 2005 was detected from host H23313000102. Sub_source= PINPadMan, Event_ID= 4, Msg='PIN Pad not initialised. Reason: PIN Pad not accessible.' **Resolution:** This error occurs when the PinPad looses connection with the counter (normally after a reboot). The PinPad was re-initialised with the counter and call closed.

*This is a known error which is automatically generated and a description of the symptoms,*

Signature                       Signature witnessed by

# Witness Statement

*(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)*

Continuation of statement of      Andrew Paul Dunks

*problem and solution are kept on the KEL (Known Error Log) database ref: KEL DSeddon2835L.*

**Tue 08 March 2005 11:55,** **Call Reference E-0503080421** – Keyboard - showing orange light after rebooting. **Resolution:** walked PM (Post Master) through reboot up to polo (Post Office Login) - services started up at 2nd attempt.

**Wed 09 March 2005 10:45,** **Call Reference E-0503090220** – pm states that cp (Counter Printer) is overprinting. **Resolution:** cp dirty, advised cleaning, now fine.

**Wed 06 April 2005 10:29,** **Call Reference E-0504060256** – PM states that there is a problem with the node (Counter) 2. **Resolution:** Advised PM to contact the NBSC (Network Business Support Centre).

**Wed 13 April 2005 09:02,** **Call Reference E-0504130119** – pm states has off line indicator and online services unavailable. **Resolution:** advised to reboot, pm has rebooted and is back online. pm is happy to close call.

**Fri 22 April 2005 12:35,** **Call Reference E-0504220333** – PM reports that the node 2 base unit keeps switching off. **Resolution:** Engineer plugged power cable into counter and tested ok.

**Fri 22 April 2005 13:42,** **Call Reference E-0504220374** – engineer is logging a call for a KB (keyboard) swap. **Resolution:** swapped keyboard due to card swipe card.

**Mon 25 April 2005 13:07,** **Call Reference E-0504250623** – The pin pad is not accepting any numbers. **Resolution:** Reinstalled pinpad tested ok.

**Mon 25 April 2005 13:26,** **Call Reference E-0504250654** – pm has a user locked out of the system. **Resolution:** Referred pm to NBSC (Network Business Support Centre).

**Mon 25 April 2005 13:56,** **Call Reference E-0504250691** – PM reports he has AP (Automated Payment) recovery message. **Resolution:** Referred pm to NBSC.

**Wed 04 May 2005 05:58,** **Call Reference E-0505040046** – A critical _NT error received 2005/05/04 @ 03:56:37 Host H23331300102 "ICLLiftKB firmware version 00:00 not approved for use" **Resolution:** Keyboard replaced as its firmware version was detected to be incorrect.

Signature                  Signature witnessed by

CS011A                                             Version 3.0  11/02

# Witness Statement

*(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a) and 5B, MC Rules 1981, r 70)*

Continuation of statement of     Andrew Paul Dunks

*This is a known error which is automatically generated and a description of the symptoms, problem and solution are kept on the KEL (Known Error Log) database ref: KEL SSur4418L*

**Mon 16 May 2005 10:34,** **Call Reference E-0505160366** - PM states CP is only printing half label and receipt. **Resolution:** PM states his CP stops printing half way, went through normal checks, and printing ok.

**Mon 16 May 2005 11:25,** **Call Reference E-0505160438** – pm states cp is having problems printing. **Resolution:** Site visit by engineer and fixed fault.

**Tue 17 May 2005 10:49,** **Call Reference E-0505170341** – PM states that he keeps getting rejected MLPs (Mail Label Printing) printed. **Resolution:** PM rebooted counter and no further errors occurred.

**Tue 17 May 2005 14:24,** **Call Reference E-0505170554** – PM states that he has AP recovery message. **Resolution:** Referred pm to nbsc.

**Tue 17 May 2005 14:48,** **Call Reference E-0505170583** – PM states that CP (Counter Printer) is rejecting labels. **Resolution:** Engineer was refused access.

**Tue 17 May 2005 17:28.** **Call Reference E-0505170715** PM states that CP (Counter Printer) is rejecting labels.

**Resolution:** Swapped printer tested ok.

**Mon 06 June 2005 13:35,** **Call Reference E-0506060674** – Pm complained his system is losing him money after he paid out a Capo payment - the customer then returned and stated the money had not been taken from his account. **Resolution:** After the issue was investigated it was ascertained the customer paid out on a declined payment. Customer has receipt to prove it. Complaint was closed.

**Sat 18 June 2005 11:14,** **Call Reference E-0506180179** – PM states that system has frozen. **Resolution:** Advised PM to reboot.

**Mon 03 October 2005 14:01,** **Call Reference E- 0510030693** – PM states that when he is in smrtpost the CP is printing the receipt but not the MLP. PM states that the screen skips past the

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Continuation of statement of        Andrew Paul Dunks

screen to select print MLP. **Resolution:** PM advised to reboot and recalibrate the printer.

**Wed 26 October 2005 16:32,** **Call Reference E-0510260958** – PM states that when carrying out office weekly's the system becomes very slow. **Resolution:** PM was advised that the issue is being looked into.

**Thu 03 November 2005 09:35,** **Call Reference E-0511030253** – pm states that come to point to declare cash and in balance reports and had power failure at this point, rebooted and has cash loss. **Resolution:** Referred to NBSC.

**Mon 07 November 2005 10:43,** **Call Reference E- 0511070506** - PM states that CP is not accepting Labels. **Resolution:** Advised PM to perform factory reset. Caller hung up.

**Mon 07 November 2005 10:53,** **Call Reference E-0511070522** – PM calling to say cp rejects labels. **Resolution:** Engineer cleaned printer, tested ok.

**Wed 07 December 2005 09:03,** **Call Reference E-0512070115** – CC states that there has power cut and she is rebooting. **Resolution:** advised caller to reboot and to wait until GW (Gateway Counter) is running and if she has any problems then to call back.

**Tue 20 December 2005 09:04,** **Call Reference E-0512200109** – Online services unavailable. **Resolution:** Advised reboot gateway@09:07:02 - pm confirms reboot successful.

**Mon 09 January 2006 10:40,** **Call Reference E-0601090417** – PM states that there appears to be something stuck inside the PIN pad - stopping cards from properly being inserted - Cannot get to what is stuck inside. **Resolution:** Engineer SWAPPED PinPad DUE TO SOMETHING JAMMED IN PINPAD.

**Thu 02 February 2006 09:08,** **Call Reference E-0602020156** – PM states his online services unavailable. **Resolution:** Advised to reboot, PM states that online services are now ok.

The calls **E-0502160046, E-0505040046,** referrer to a "critical event". The term critical is the comparative level of attention required to generate remedial action. It refers to the level of attention required on a grading system for example critical high level of attention or warning would be medium level of attention. These critical events occurred outside the Post Office opening times and for call **E-0502160046** a standard action of a reboot of the system, which

Signature                                    Signature witnessed by

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Continuation of statement of          Andrew Paul Dunks

would also highlight any further issues, was undertaken and repaired the problem and confirmed stability of the system. I should add that this area is not my particular area of expertise. I have a general knowledge of these procedures and have made the comments above to aid the court.

At various times on the 28th June 2006 hardcopy printouts of the 28 calls detailing the information recorded on the helpdesk database for the required date period were produced. I now produce the hardcopy printouts as Exhibit APD/01.

Any records to which I refer in my statement form part of the records relating to the business of Fujitsu Services. These were compiled during the ordinary course of business from information supplied by persons who have or may reasonably be supposed to have personal knowledge of the matter dealt with in the information supplied, but are unlikely to have any recollection of the information or cannot be traced. As part of my normal duties, I have access to these records.

Signature                                    Signature witnessed by