Fujitsu Services	S75 Release Note – Deferred Peaks List – LiNK Cutover (R1)	Ref:	CS/REN/029
		Version:	0.1
	COMMERCIAL IN CONFIDENCE	Date:	30-Nov-04

Document Title: S75 Release Note – Deferred Peaks List LiNK Cutover (R1)

Document Type: *Release Note*

Release: *S75*

Abstract: This document details those Peaks that are outstanding at S75

Document Status: DRAFT

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0.0 Document Control

0.1 Document History

Version No.	Date	Reason for Issue	Associated CP/PinICL
0.1	30/11/04	First Draft	

0.2 Review Details

Review Comments by :	*10/12/04*
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0.3 Associated Documents

Reference	Version	Date	Title	Source
CS/REN/023			S75 Release Note	PVCS
CS/STR/067			S75 Data Centre Migration Strategy	PVCS
CS/REN/026			S75 Release Note – Deferred Peak List	

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

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0.4   Abbreviations/Definitions

Abbreviation	Definition

0.5   Changes in this Version

Version	Changes

0.6   Changes Expected

Changes

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1.0 Introduction

This document is an addendum to the S75 Release Note – Deferred Peaks List (CS/REN/026) detailing those Peaks which remain outstanding once S75 LiNK Cutover (R1) has been implemented.

Section 2.0 contains Peaks which have been identified since CS/REN/026 was produced and the S75 Data Centre upgrade prior to undertaking the S75 LiNK Cutover. All Peaks identified during testing are listed within the appropriate test reports; this section gives an abbreviated description of Peaks which impact, or may impact, on business operation.

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2.0 Table of Peaks identified during S75 testing

Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
PC109777	B	The SSC should have access to the 'APPSUP' role, to allow SSC users view all files apart from those filtered out by the 'Scat' command. This applies to the Solaris Host, TES Application Server and NPS Server.	**Already fixed in the Live build. Needs documentation update for future builds.**	Low	S75R
PC111049	C	TES summary flags incorrect & missing C0 information. If the DRS C2 message is harvested before NPS messages then the status flags such as reversal_status in TES_RX_SUMMARY table are set incorrectly.	**For TESQA display consistency across different tabs and CSV file export, STAN should be NUMBER(6) on the TES_RX_REVERSAL_CO_MSG.** **The problem does not affect the functionality.**	Low	S75R
PC111191	B	The EACRR is unable to detect the Service State of the individual Instances of Atalla_Load_Balancer on RELMBONAL01, RELMBONAA01, RELMBONAC01 and RELMBONAC02.	**This is a support issue only.** **The current restriction in handling the Attala Load Balancer service is: if the service is operational then the Attala service monitors will show good status; if the service is down then the monitors for the inter-active Agents will show a BAD Alert**	Medium	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
			with the following error 'service config by server - Service State Unknown'. There will be a corresponding Warning: 'Expedited Events being generated from the NBX Authorisation Agent Servers' written to the Event Archives. The KEL raised explains that under these conditions the Atalla Load balancer service should be restarted manually		
PC111249	C	The EMC disk configuration file on the Host needs a 6th field to be added, to allow build scripts to use alternate functions to deal with the introduction of shared disk groups. For each disk that is in a shared disk group the value 'SHARED' is to be in the new field, otherwise it is to be blank.	**Found during performance testing. Already fixed in the Live build. Needs documentation update for future builds.**	Low	S80
PC111250	C	NPS backup configuration files need changing to allow for the design of the mount points. The mount points should not be included in the backup command, as this causes the jobs to Abend.	**Found during performance testing. Already fixed in the Live build. Needs documentation update for future builds.**	Low	
PC111263	B	Some NPS Journal messages (JOURNAL_TYPE E1, SUBTYPE E1_C0) are not being harvested correctly. In all 9	**This is a one-off occurrence in testing that is not reproducible.**	Low	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
		cases where an E1_C0 was generated (test date 18/11/04) the C0 message was created on TES, but in 5 of the 9 cases the E1 message was not created. In the same 5 cases the corresponding E2 journal message was not harvested from NPS to TES.	**It suggests that there may be some form of memory overflow / corruption that occurs while processing the E1 part of the E1/C0 message, due to which the program health-check & control indicators are being corrupted that results in the error going undetected and the logical batch being marked as processed.** **Code has been amended to 'shore up' memory structures wherever possible.**		
PC111315	B	In accessing the TES DB on the main host SSC users have a default profile pointing at the Oracle 8 environment. Access to Oracle 9 can only be made by manually changing the $PATH and $ORACLE_xxx variables.	**This is an inconvenience for SSC support users.**	Low	S75R
PC111335	B	Connections to the TESQA Web server using the URL:-http://IP address:7777/forms90/f90servlet timeouts and provides a blank screen. This occurs either from a SSC WS direct or if going through the SAS server.	**The JInitiator software needs to be installed locally with the terminal server in 'install' mode.** **The has been addressed in the Live build by adding a level 4 plan entry after each SAS server build, to log in as an administrator and the j-initiator will be updated**	Low	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
			automatically.		
PC111381	C	After detecting an error, TES attempts to create a log file, but does not have write permission to this directory.		Low	S75R
PC111420	C	When a REC file is delivered late the Reconciliation Date in the Reconciliation File Delivery Report is showing the date of delivery in the Reconciliation Date column rather than the Settlement Date. In addition, the COMPLETED_TIME on the REC1 for the 8/11 file has been set to the transfer start time from the 6/11 SLA file.	**This will only occur if the file is delivered late.**	Low	S75R
PC111455	B	DRS database is running slowly.	**This was experienced only when 2 volume operational days were run through in a single day.**	Medium	S75R
PC111457	C	TESC332 has been amended to remove 'bad' records rather than fail the run. When removing the record an operational exception is raised.	**If a record cannot be written to the REC file the entry is deleted from TES_REC_FI_TXNS table so the TES_RX_SUMMARY table status is not set to show that it went to the FI. In this case the transaction was a reversal and the system looks back 6 days (longer depending on the time of the transaction) and puts the**	Low	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
			message out to the exceptions table each day until we stop looking for late reversals. This does not happen if the record is a withdrawal. The Operations Manual has been amended to say that in the case of a reversal the operational exception will be created approx. 6 times. This is unlikely to occur in Live.		
PC111468	B	Failure found when attempting to generate S60/S701 inventory product lists during counter box swap tests.	Found in Migration testing. Investigations still in progress, but this does not affect FS ability to swap out a counter at S70.	Medium	S75R
PC111469	B	Samba hangs and causes some NPS Maestro jobs to fail Resolution to this is to stop/start the samba process and then rerun the failed Maestro jobs.	Found in Release test. On investigation, could find no reason for job failures – the Samba 'processes' were running but not actually communicating. It may be caused by Samba taking hold of all available semaphores, but this is not confirmed. Advice and Guidance has been given to Operations.	Medium	S75R
PC111523	B	A CAPO Withdraw Balance transaction was performed by manual entry. The Request was authorised and an A3 returned to the counter before the clerk declined the transaction at the Card Checks screen. The subsequent C0 caused an E1 Reversal (34 Suspected Fraud)	This is a late reversal scenario. As the reversal was done after the 20:10 settlement date cutover but before the evenings C4/D run, the reversal is being included in the C4/D derivation which results in the D(04). However the REC file does not reflect this as it	Medium	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
		to be initiated and the E2 Reversal Response was approved Ok. DRS has received a discrepancy record for £200.06 and a zero C12 which has caused an E26 - D amt <> C12 exception in NB102 Section 2. The discrepancy record is a D4 - internal error.	contains only the WDL record for the authorised amount because of the 8:10PM cut-off for including reversals within a banking settlement day. Therefore it is necessary to qualify the C4/D processing such that it uses the same criteria as the REC file generation. In this situation, on day A a value C4 would be generated (which aligns with the REC file WDL record) and then the following day a D(03) would be generated because the authorisation and reversal are on different banking days.		
PC111558	B	VirusScan version 4.03 and earlier is no longer supported. This affects a number of platforms that are still running on Windows NT. Windows 2000 platforms are running v 4.5, that is supported.	Referred to TDA for plan how to move to a later version	Low	S80
PC111568	C	NPS backup - Guaranteed Reversal Agent failing use of Oracle 32-bit library	This has been resolved in the Live build. Potential for future improvement	Low	Future
PC111609	C	TES job failure during overnight schedule running	The failure was due to trying to insert a null value for service name in the aggregation table. The field mostly likely to be affected is PAN in the summary table. TES requires PAN to be numeric. However, if the PAN were to be come corrupted (i.e. alphanumeric)	Low	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
			between message parts for the same transaction and, depending on the order of processing the messages, an inconsistent transaction state in the summary could occur. The likelihood of this happening is very small.		
PC111634	C	A transaction with Response Code '80 - Failed by Counter: ICC Card decl trans' is considered to be a Failure and should be included in the Failed Count by the transaction monitoring process. It is not listed in System Parameters - Parameter Name - 'C12 DAILY SUMMARY RESPONSE CODE' for NWB' so does not increment the Failure Count.	Confirmed with Design that a response code of 80 should not be considered to be a failure. The HLD will be changed to reflect this	Low – document only	S75R
PC111666	B	Reported from Live. During Live proving of NBX to LiNK a higher percentage (15) of transactions than expected were timing out at the counter. The routing Agents tried to write the transactions to the Authorisation Agents but then a socket connection reset was detected by the Routing Agent on reading the socket, that caused the transaction to be lost. The firewalls will reset any connection that has been idle for an hour, any such reset being	The TCP/IP parameters on the both the Authorisation and the Routing Agent are to be changed, that will result in connection failures within 34 seconds. A change will also be made to the firewall configuration to give a 2.5 hour idle connection timeout (as opposed to the default 1 hour). This change will be implemented before the CAPO cut-	Medium	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
		detected when the next transaction is sent. Because the testing was done in batches with gaps of more than an hour, it is not unreasonable that this could have resulted in the number of incidents observed, but the firewall logs are not available to confirm this.	over.		
PC111667	B	The NBX Authorisation agent logs that an Agent hash limit is reached when processing C0s from the NPS database. The agent appears to have a problem as it has exceeded its general queue concurrency limit	**The Auth Agent has failed to protect itself from an unnatural scenario, when there are thousands of C0 Reversals in the C0 Reversals table that require some sort of action being taken. The Agent needs to apply a throttle when reading the C0 Reversals table, such that it only releases a certain number at a time to the rest of the system.** This will only occur under high volume – it will be fixed before CAPO is cutover.	Medium	S75R
PC111763	C	Error in manual instructions for cygwin setup. Call Type:S. The newly created passwd.local and group.local are not in tmp, they are created in /cygdrive/c/support/config, which is the directory which the user is in when	**This is a support usability issue only.**	Low	S75R

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Peak		Description	Analysis and Proposal	Severity	Proposed Target Release
		running the pway-ssh-mkpasswd-local command and it is these files which should be copied to /etc/passwd and /etc/group. On most platforms however, older versions of these file will exist in the tmp directory.			
PC111767	B	Call raised in Live Test of the NPS failover. During the failover there was an issue found with the TES copy harvesters.	**Results in missing 'Service Name' from data written to the TES.** **Worked round by stopping the Maestro schedule – the data has been subsequently run into the aggregate process and can be retrieved in the TES. Still investigating the root cause.** **We have SQL lodged with support / KEL on how to rerun the jobs should this recur in Live.**	Medium	S75R
Tba		No alert produced if the LREC file is not received	**Although the system is designed to carry on with the overnight processing if an LREC file is not received from LiNK – it is advisable that an alert be produced.**	Low	S75R
Tba		Removal of CDA terminal capability for banking	**To replace this capability will require Pin Pad re-accreditation**	Low	S90

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Tba		ICC Transactions coming in from POL to LINK contain incorrect data in Field 61		Low	Tbc

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