ICL Pathway		Ref:	CR/REP/012
	Known Problem Register at CSR	Version:	2.0
	(Completion of BIT Regression Level)	Date:	6/7/99

Document Title: Known Problem Register

Document Type: Report

Abstract: This document records those known problems which are not intended to be resolved by means of product change in Core System Release before the entry into Live Trial. This version relates to the level of system at the completion of BIT Regression in readiness for distribution of the 'LT2' (End of Live Trial) build to the Live Trial (and supplementary Live Trial) field population.

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0.1 CONTENT

0.1.1 DOCUMENT HISTORY

Version	Date	Reason
0.1	27/11/98	First issue, snapshot as at 27/11/98
0.2	14/12/98	Incorporates more items, factors in comments
0.3	21/12/98	Incorporates items originating up to 3/12
0.4	5/2/99	Incorporates comments on 0.3, items originating up to 5/2 and requested major presentational changes
0.5	18/3/99	Incorporates comments on 0.4 and updated to 18/3.
0.51	19/3/99	Incorporates changes arising from plenary review on 19/3
0.52	29/3/99	Incorporates changes arising from plenary reviews on 22 and 23/3 plus additions arising from POCL analysis of MOT, E2E and targeted testing
1.0	6/4/99	Baselined version at entry to Live Trial
1.1	25/6/99	Incorporates changes up to point of entry into LT2

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		BIT Regression for CSR
2.0	6/7/99	Incorporates changes arising from BIT Regression.

0.1.2   ASSOCIATED DOCUMENTS

Version	Date	Title	Source
0.1	6/7/99	BIT LT2 Regression Test Report	Pathway

0.1.3   ABBREVIATIONS

CSR   Core System Release

CSR+   Core Systems Release Plus (the next release after CSR)

KPR   Known Problem Register

PIAT   Pathway Impact Assessment Team

PinICL   Pathway's incident tracking database.

RCD   Release Contents Description

0.1.4   CHANGE HISTORY

The first issue was a snapshot of the position as at 27/11/98 comprising 46 entries.

Version 0.2 included a second table for entries where the review was complete: the first will hold items that are new or remain in review; the second will record items where the review is complete.

Version 0.3 populated the second table. It included items originating up to circa 3/12 and the categories of OPEN, where items are in course of evaluation, and NOFIX, where a conscious proposal is made not to fix a problem.

The tables included a column showing whether items constitute Acceptance Incidents for population during the Live Trial phase and a column to show when items are planned to be cleared.

Version 0.4 added a status column (OK?) and changed the function of the second table to hold those items which are removed from consideration typically because they are problems that have been solved or were judged not to be problems. Items where review is complete are to be noted in the Status column and entries that are

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unchanged from the previous version are to be shown using a shaded background. Because of the revised presentation all entries are left unshaded at Version 0.5. Several have been transferred to the second table usually because they have been judged as "no fault" by the Authorities or because Pathway has Closed them.

Some Problem Descriptions were changed to improve understanding. Where applicable these described the probability of occurrence and the workaround. The PinICL / Ref was expanded to show the version of the KPR in which an item first appeared.

A number of problems for which resolution was originally scheduled at BOLT were cleared by BMOT.

Version 0.5, corresponding to the end of MOT / start of Live Trial, was substantially prepared during 12-19 March as planned. Unchanged entries were distinguished by a shaded background. Changed entries are not otherwise marked. New entries are distinguished by the version field within the PinICL / Ref column.

The item for PinICL 17586 has been significantly revised following Colin Oudot's letter of 9 February 1999.

BOLT: 14664, 17583, 18560, 18581, 18604, 18808, 20315

EOLT: 20808

NR2+: 17805, 19936, 7266

The following Cleared Items were Closed:

12493, 12494, 13266, 13945, 15935, 17213, 19003

Version 0.51: At the plenary review on 19/3/99 the EPOSS, TIP and Reference Data categories were reviewed and dispositions made. These were recorded in Version 0.51, 19/3/99. Some descriptions were revised. These are character-highlighted (in yellow).

Moved to the Cleared Items Table:

20115, 21669

Deleted as of Pathway interest only:

12541

Removed as to be the subject of Targeted Testing:

22348, 22495, 18348

Version 0.52: At the plenary reviews on 22 and 23/3/99 the BPS, Audit, Reconciliation, Security, Infrastructure and APS categories were reviewed and further dispositions made.

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A number of additional candidate problems arising from POCL analysis of MOT, E2E were tabled on 19-23/3/99. All such candidate problems with Pathway for progressing have now been Closed or presented for Closure, or recorded on the KPR.

Descriptions, where revised, were character-highlighted (in yellow). Highlights made at Version 0.51 were also retained.

All entries were updated where possible to be current as at close of play 26/3/99.

PinICL references 15064 and 15658 have been removed from multi-entries as now Closed. A number of entries are now ready for transfer to the Cleared Items Table.

At Version 0.52 there were approximately **139** live entries, allowing for items awaiting transfer to the Cleared Items table.

Version 1.0 was a baselined version to document the position as at the entry to Live Trial. It takes account of comments received on Version 0.52, closures and late new or recidivist PinICLs from the run up to closing the Live Trial baseline, and documenting issues remaining after targeted test.

All highlights were removed.

The following PinICLs were Closed and transferred to the Cleared Items Table:

19503, 20665, 17398, 22202, 13284, 14986, 16998, 19336, 22779, 16645, 16235, 21030, 18961, 22337, 22566, 22370.

The following were added to document Targeted Testing incidents:

23530, 22677, 23631, 22171, 22224, 23716, 23717, 23718

The following were added to document current Work In Progress:

22733, 22461, 23190, 19610, 23560, 21676, 19068

The following PinICL was rescheduled:

17956

PinICL 22536 was renumbered as 23750.

At version 1.0 there were **146 live entries** allowing for items Closed within Pathway.

Version 1.1 records the position as at entry to BIT Regression of Release CSR (Core System Release) as designated by the revised contract following DSS withdrawal. All required EOLT-committed

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Closures were achieved. In addition several closures that were planned for NR2+ were brought forward to CSR. The Release for closure has been updated to CSR in the first table.

Version 2.0 records the position at completion of BIT Regression of Release CSR. Of the Closures recorded at Version 1.1 three were tested as unsuccessful. The affected entries contain updated descriptions and where necessary have been transferred to the Items Under Review table. The PinICLs are:

- 11259, impact remains None

- 27467 (was 16193), impact raised from None to Low

- 26049 (was 22799), impact unchanged at Low

Of these the first is a POCL Reference Data responsibility affecting Help Screen texts; the other two involve back office printer error message handling.

As before, this Version employs the following colour coding:

Yellow items are DSS specific items that have been closed. Green items are DSS-specific items that were not formally closed on 24/5/99, when the DSS withdrawal became known. These items were in course of Closure at the point the host rigs were turned off. Blue items are general or POCL-specific items closed. Red items are general or POCL-specific items awaiting closure.

0.1.5   CHANGES FORECAST

None, there will be no further versions issued.

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1. INTRODUCTION

1.1 PURPOSES OF THE KPR

This document, the Known Problem Register (KPR), records those known problems which are not intended to be resolved by means of product change in the target Release.

It provides visibility of such problems for evaluation of the business risk to DSS/POCL and/or Pathway of their presence in the target Release, for developing suitable risk containment measures and for tracking a problem's subsequent resolution.

It is anticipated that most problems of this kind will originate from PinICLs raised and reviewed during the later phases of systems testing. Such PinICLs are categorised by the Pathway PinICL Impact Assessment Team (PIAT) to distinguish whether a fix by way of product change is required in the target Release, or whether, in the light of the attendant business risks, it is reasonable to defer such fixes.

Fixes for certain problems of a minor or cosmetic nature will be listed in this KPR. This is for "supply side" reasons: as a generality it is advisable not to open up modules unnecessarily both to avoid the possibility of introducing instability and because resources should be concentrated on essential fixes as a release date approaches.

Some problems originate from the operation of DSS and POCL systems and procedures.

The PIAT membership is drawn from Customer Requirements with access to Quality, Security, Development and Test.

The KPR records the PinICL Call or other Reference; the problem, its effects and any possible circumventions at a level of description that is accessible to business analysis; and an assessment of the business impacts on the parties.

1.2 HOW TO INTERPRET THE TABLES

There are two tables: The KPR table is sorted into PinICL / Reference within clearance plan event. The Cleared items table is sorted within PinICL / Reference.

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1.2.1 KPR TABLE

The points in time at which items are scheduled for clearance are described using terms that will collate correctly and that are capable of being modified to take account of changes in Release plans:

- BMOT – NR2 Beginning of MOT
- BOLT – NR2 Beginning of Live Trial
- EOLT - NR2 End of Live Trial
- NOFIX – Not to be fixed for NR2
- NR2+ - At some point during the introduction of NR2+
- NR3 - At some point during the introduction of NR3
- OPEN – Under (probably lengthy) evaluation

- CSR+ - At some point during the introduction of CSR+

Where an item constitutes an Acceptance Incident it is categorised as High, Medium, Low or None (H, M L, N) corresponding to the expected deficiency severity level.

The status column, headed "OK?" uses a "*" to denote that Pathway and the Authorities have concluded review of the item and that the KPR entry is now unlikely to change while not cleared. This does not prejudice any issues the Authorities may have regarding the severity or date of fix for any Acceptance Incidents arising from these entries.

Drafting notes have Authorities' text in *italic* and Pathway text in Roman. Pathway does not necessarily agree with the statements contained within Authority DNs.

The Business Impact descriptions None, Low, Medium, High (N, L, M, H) are conventionally defined.

1.2.2 CLEARED ITEMS TABLE

The Reason Cleared description may in addition be:

- NOPRB - Not a problem.
- USEFUL – What was thought might be a problem is, on analysis, a useful feature.

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1.3   THE POSITION AT CSR

During the run up to National Rollout of CSR, problems will be identified that will require resolving during the run up to NRO or at the Rollout of an individual office.

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2 KNOWN PROBLEM REGISTER (KPR)

2.1 ITEMS UNDER REVIEW

To be Cleared	PinICL / Ref	AI ?	OK ?	Problem Description & Circumvention, if appropriate	Impacts		
					P O C L	D S S	P W Y

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CSR+	10376 (0.1)		*	EPOSS does not populate the employee identifier field for Time Out Temporary Lock transactions which are sent to TIP. This field is currently maintained by EPOSS only for active users. The desktop User Group Management now includes the identity of the user, who is now no longer present at the counter, and this can be added to the EPOSS messages at NR2+.	L	L	L
				DN: Clarification is needed as to what is meant by " …does not populate … field …" as there are a number of options (temp lock is a function not a transaction):			
				- *No event recorded*			
				- *Event recorded at outlet but not sent to TIP*			
				- *Event recorded at outlet and record sent to TIP but (mandatory user ID field not populated*			
				Business impact may be judged higher than low.			
				DN: Improved wording.			
				DN: The events being reported to TIP as 938 events are not in fact Time Out Temporary Locks, but are Time Out Forced Log-offs. It has now been agreed that the TIP AIS will be changed to define Manual and Time Out Forced Log-offs in place of the Manual and Time Out Temporary Locks.			
				Both 933s and the User Id within 938s will be introduced at NR2+.			
				DN: TIP AIS now changed to define 938 as Forced Log Out and 933 as Manager Forced Log Out. The AIS also records that 933s are not expected in CSR.			

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| CSR+ | 11259

(0.2) | | * | The EPOSS HLP texts of the form "Touch this button to sell <Product Long Name> are often difficult to understand because the values are not necessarily informative, e.g. "Nat Lot Instant Win Game" instead of, say, "Instants £1".

Either the long names need to be made informative within Reference Data or informative names have to be kept separately.

DN: The sponsors' position is that Ref Data long names should be used. If HCI issues arise during live proving then long names should be changed. No fault.

DN: The MiMan button help texts, Icons and captions now held in Reference Data, and the Scales Help Texts were improved under this PinICL.

DN: BIT Regression reported fail. Clearance target reset to CSR+. There are differences between the text specified in *Horizon OPS Menu Hierarchy* and that displayed in Help Text messages, e.g. "Second Class Stamp", "Non Accounting Data", and the use of "Logout" for a teller session. Action (6/7) with POCL to revise Reference Data. | N | N | N |

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CSR+	11268 (0.1)		*	The clerk can abandon any EPOSS transaction which displays an input tablet (for price input or for example an account number) and proceed straight into a PLU transaction by pressing the PLU button. However the PLU tablet for the new transaction appears with a spurious default value of 8 displayed. This can be over-typed. *DN: this scenario can only be realised for an open priced product and via selection from the keyboard.* DN: It is noted that hitting PLU in other scenarios (e.g. in APS) could cause other issues. This is under investigation and separate PinICL(s) will be raised if appropriate. *DN: Please confirm that POCL help desk instructions will advise action to be taken.* DN: The 8 default has been removed. PLU impulses generated during APS, BES, EPOSS Administration are now ignored. Stray PLU impulses may interfere with APS receipt printing but these can be reprinted.	L	N	L
CSR+	12118 (0.5)		*	The error messages produced for remote FTMS disk full conditions should be reduced in number and made consistent between services.	N	N	N
CSR+	14880 (0.4)		*	SLAM access to Data Warehouse at NR2 is via workstation controls. File System Security is not implemented at NR2. *DN What level of controls are implemented at workstation?* DN: NT workstations have SecureId logon and firewall controls, see#18815.	N	N	L

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| CSR+ | 15478 (0.1) | | * | Postmaster Log On Registration by the Pathway Engineer will only function if the printer is connected.

Circumvention: The Engineer must connect the printer.

DN: This might not be considered a fault. Which printer(s) needs to be connected?

DN: The counter printer.

DN Is this only first log on or does it also apply following lost keys etc?

DN: It also applies when re-registering after a reboot.

DN: The connection of the printer is a requirement, as it is necessary to print the password for future reference. | L | N | L |

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CSR+	16996 (0.1)		*	When the Microsoft SQL Services MSQL and SQL Exec are started or stopped the user initiating the action is not written into the Application Log record.	L	L	L
				This is an underlying Microsoft SQL Server limitation.			
				The application using SQL Server is Auto Configuration Data Base.			
				DN: What would be the business effect of an unauthorised action?			
				DN: It is not possible to know from the audit record who started or stopped the Auto Configuration Database. It is necessary to rely on internal security and fundamental password controls. Users of this system are already privileged.			
				DN How many such privileged users are there.			
				What happens if functions are stopped prematurely, does it regress?			
				DN: There are 12 privileged users from ICL Outsourcing, all covered by SecurID. This stop condition referred to is a normal user-initiated one, not an error one. If ACDB stops prematurely the error is logged and the application restarted.			
CSR+	17534 (0.5)		*	More than one user can have simultaneous write access to Maestro. Although both log ons are audited the subsequent actions are not apportioned to the users. Only one user will have write access, others can get read access via gconman.	L	L	L

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CSR+	17801 (0.1) 17815 (0.1) 26049 (0.5)		*	If the cable connecting the back office printer from its PC (the gateway PC) is disconnected during printing initiated at a separate counter then no error message appears at the source counter, and the error messages at the gateway PC are incorrect, e.g. detects paper Low. Reconnecting can cause skip to top of form or garbled print. Circumvention: All back office printer connectors will have retaining screws and will not be just push-fit. [Note: this is an underlying Windows NT networked print problem.] DN: 17805 is Closed (duplicate). DN: BIT Regression reported fail of 22799. New PinICL 26049 opened. There are errors and inconsistencies in the handling and sequencing of error messages from the back office printer. There is a delay in the counter software responding to a printer error; the error messages do not distinguish correctly between 'out of paper' from 'printer offline, or 'unknown'); and an NT message box is briefly displayed. Business impact left at Low.	L	N	L
NR2+	18369			The "unable to lock work chunk messages" from agents were classed as errors not warnings. New agent deliveries post Jan 99 class them as warnings. All agents will be reissued at NR2+. Operations procedures are in course of revision.	N	N	N

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CSR+	18815 (0.3) 3843 (0.5) 21987 (0.5) 11949 (0.5) 12129 (0.5)		*	The NT Client for SLAM (a Pathway application) does not enforce the three-logon constraint or display last personal login (it displays last login to a Pathway Data Centre). Unsuccessful logons are harvested by Tivoli from the workstation Security Event Log, not the central Master PDC Security Event Log. [ ] Network authentication will not be required if firewalls are suitably configured. NT workstations have SecureId logon and other controls. *DN: What is SLAM, what functions does it perform and what does it access?* DN: Service Level Agreement Monitor – a Pathway Customer Service application to forecast Service Level outturns. It accesses the Pathway Data Warehouse. DN: 15064 (telnet) has now been Closed as telnet has been re-instated.	L / N	L / N	L / N
CSR+	18881 (0.2)		*	The egg timer is not displayed when a Stock Unit rollover is in progress. Ideally the system should provide an indication of this activity which can take of the order of six minutes.	L	N	N
CSR+	19808 (0.4)		*	The Parcel Traffic report shows the values entered for number of parcels and total cash correctly. In addition it shows a calculated unit price per transaction derived by dividing the cash figure by the number of parcels and rounding the result. This unit price is a theoretical figure only and should be disregarded. It will be omitted.	N	N	N

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CSR+	19949 (0.4)		*	If the flat screen monitor power cord is pulled out of a new specification system unit while the monitor is switched on and then replaced with the monitor now switched off, then it causes the equivalent of hitting F15. This can cause a sale to be added to the stack or a session to be finished with Fast Cash. The problem does not occur in the case of simple on/off of the monitor, pulling the power cord out of the monitor, or using old specification monitors or system units. *DN What is effect of F15 in which circumstances?* *How many new spec monitors or system units are expected to be used?* DN: All system units (except some non-operational training ones) will be new specification. Old specification monitors will be used only in Crown offices. The effect of F15 varies according to current context. This will be monitored during Live Trial to assess the likely frequency of occurrence.	L	N	L
CSR+	19983 (0.4)		*	When an OB Cheque to DPC encashment is made, the stock unit and office balances show the associated fee value of 5.00 as a negative figure in the Payments section. This is correct, but the volume figure for it is also shown as negative. It should be positive. However, the meaning of the negative volume figure on the office balance report is unambiguous, and there are no totals into which the figure adds.	L	N	N

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CSR+	20140 (0.4)		*	When transacting an APS reversal, only one reversal receipt is produced. However a Session receipt is produced. It is expected that two Reversal receipts would be produced, and that a message tablet would be displayed between the two receipts. DN: the following has been agreed with John Bruce: For NR2: Reversal transactions will only produce a single office receipt, as for recovery transactions. Normal transactions, both manual and automatic, will print receipts as directed by reference data, generally two receipts.	L	N	N
CSR+	20856 (0.5)		*	The EPOSS Event Log / User Events report is printed in time within node order, but the node Id is not printed. This can make the reports difficult to follow in a multi-node office with shared stock units. The node Id will be added to the listings.	L	N	N
CSR+	22550 (0.5) 23019 (0.5) 23560 (0.5)			At NR2+ Outsourcing (CFM) staff who access the Dynix hosts will be treated as externally identified users , should not have Data Base Administrator rights, should have a Security Manager Role and should have DBLINK_ENCRYPT_LOGIN=TRUE, as in HADDIS Section 15.	L	L	L

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| CSR+ | 23474 | | | This is a placeholder PinICL raised to document a number of residual issues discussed on 22 March relating to the TIP AIS. PinICLs 20944, 21499, and 22973, which covered some of these issues, were already Closed. Previously Open PinICLs 20894, 20736, 21952, 22001 have now been Closed with the issues transferred to this PinICL. PinICLs 10376 and 22598 were already the subject of established KPR entries and remain as separate entries. Other issues provided had not been registered via PinICL.

They are:

• Sub files for non-trading days

• Version number of item transaction mode

• BA reconciliation - liability totals

• BA reconciliation - total value of POCL exceptions

• Volumes for stock items

• Stamps with postal orders

• Sessions with mixed transaction modes

[Read to exclude DSS-related items.] | L | N | L |
| CSR+ | 27467

(0.2) | | * | PLACEHOLDER. This is to monitor expected fix for MOT. A test print button allows reconnection to a back office printer after equipment failure.

DN: Now Closed.

DN: New PinICL opened (was 16193). BIT Regression reported fail. On activating the test print normally a confirmatory message appears and remains until acknowledged. If the printer is offline or out of paper the same message appears rather than a warning message or replacement warning message.

Clearance target reset to CSR+. POCL business impact increased to Low. | L | N | N |

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2.2 ITEMS NOW CLEARED FROM THE KPR

This section holds items that are no longer in the KPR and are therefore no longer problems. Reasons, dates, impacts provide an audit trail and are not of any current significance.

Reason Cleared	PinICL / Ref	AI ?	OK ?	Problem Description & Circumvention, if appropriate	Impacts		
					POCL	DSS	PWY
EOLT	3773 (0.5)		*	The desktop performance was slow at end of day. This has now been speeded up and will be formally re-tested in the 20-counter test. DN: An entry will be made in the User Guide indicating how long this activity should take and advice not to defer running end of day unduly. Using maximal message stores (1 Gb) the daily counter reports typically take 30 seconds each, stock unit rollover about two minutes, rollover to next balance about 20 minutes. BES end of day is about 20 minutes. Note, however, that the several BES/PCDF impound reports are to be reworked and rationalised. See entry for PinICL 22072.	L	L	L
EOLT	4228 (0.5)		*	This PinICL is a placeholder for Authorities' agreement of Security Functional Specification (now) Version 3.3, 11 December 1998, particularly in respect of the change to section 5.1.2.5 (non-human access). DN: There were no comments on this section. Closed.	L	L	N

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NR2+	4648 (0.1)		*	When BES detects a digital signature verification failure it (correctly prevents payment and) writes a Security Error event to the message store. This is harvested overnight for Pathway Security attention. Arguably this should be notified sooner. *DN: Specify parameters of final sentence e.g. This should be notified immediately as an alert.* The event is logged immediately and is available for analysis the following day; the ability to report the specific condition (i.e. corrupt payment) should arguably be notified at the time of occurrence (e.g. to the counter clerk to allow telephone access to the PCHL to check correct payment status). *DN Please provide extract/quote from Pathway procedures to ensure that valid payments can be collected once alert received* DN: This is provided for in procedures as follows. Customer will be advised to go to the benefit office, taking with them their BES receipt, if they believe they are missing payments at the PO (*PPD: BES* e.g. 4.2.1.1 step 8). The benefit office will make a PAS enquiry via PCHL. If the benefit office finds that there is an uncollected payment, which should be available at the PO, but is not, the benefit office procedure is to report this to COLS. The benefit office may stop and re-issue the payment (urgent) to enable the customer to collect the payment without further delay. Alternatively, they may advise the customer to return to the post office and make a fallback encashment via the PCHL. COLS will alert Pathway SSC who will investigate. This problem has not occurred in practice. To be Closed.	L	L	L
EOLT	6837 (0.5)		*	The store allocated for digital signatures holds 16 items, 12 available to three agents. If an agent is killed its key storage is not released, so a new agent instance could fail with "out of memory", forcing a reboot. Layer7, Version 1.28, to be used at NR2+ allocates storage dynamically.	L	L	L

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NR2+	7266 (0.1)		*	Attempting to add a new user already known to EPOSS is not rejected until all fields are entered, although the user's name is the first field to be entered. DN: While it is disappointing that this is a 1c fault that has not been rectified it remains low impact unless live incidents are raised around the HCI. DN: Returned to Items under Review table	L	N	N
NR2+	9586 (0.1) 9588 (0.1)		*	The second level password entered by a help Desk advisor or member of BSU staff is not one-way encrypted. Section 5.1.3.7 of the *Security Functional Specification* states this is permitted if "the link is entirely within a physically protected area". In normal operation this is so, but in some contingency operations the link could be across the inter-campus links. Similarly the password can be changed to a recently used value which is not permitted by the *Access Control Policy*. The first level password at NT is conformant.	L	L	L
EOLT	10223 (0.2)			Logon via a Pathway Sequent to a VME ACC over the CAPS link under VT220 emulation entails using a cleartext password. Consideration is being given to using an encrypted side channel. *DN: What is the purpose of this link? How often is it used?* *Sponsors would prefer no link rather than an encrypted one if feasible.* DN: Use of one-shot passwords is being investigated. DN: Use of RSA through one (or two) encrypted links is proposed for implementation during Live Trial. CCN number not yet available. The Impact will be reviewed when the CCN is raised.	N	M	N

NOFIX	10327 (0.4)		*	If the printer paper jams when printing a multi-page slip receipt then the printer has to be switched off and on and the Release button pressed to allow the receipt printing to be continued. This information will be included in the *PPD:Operating Environment.* The PinICL is Closed and no change is envisaged.	L	N	L
NR2+	10337 (0.1)		*	If an encashment is performed for two or more beneficiaries using manual input of the card details then the manual operation count is incremented for every beneficiary. This could lead to an unnecessary card renewal. Encashment following swiped input is not so affected. At NR2+ the manual counts are capped at one per day and this problem no longer occurs. *DN: BA to provide volumetrics of Permanent Agents and Appointees with more than one beneficiary. Pathway to provide details of 1c failure rates.* DN: The current operation is not in direct conflict with the Requirements (R715); the effect is that where a card cannot be read, the Cardholder is provided with a replacement earlier than would otherwise be the case. The cardholder can continue to collect payments. Experience at Pathway Release 1C is that transactions where the card details are keyed are running at about 0.6%, but this will decrease markedly at NR2 with the introduction of high coercivity tape. Note also that Release 1C does not automatically prompt the counter clerk that a new card is available, with the result that the cardholder will tend to continue to use a failing card longer than is necessary. Failures of the magnetic stripe reader itself, which will also lead to cards having to be keyed, is significantly less than projected, with only 17 failures being experienced in 10 months across 334 installed counters.	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NR2+	10818 (0.4)		*	Access to CAPS Link Cryptographic Keys – Separate cryptographic keys maintained within EDS ACCs for CAS batch and on-line service keys. Each ACC has, in effect, two VME "Key Custodian Usernames" with full access to its key (i.e. more than just read and modify access), whereas the design implies only one.	N	L	L
NR2+	10895 (0.1)		*	The automated Maestro workload scheduler carries the Fraud Case Data Base username and password as cleartext file parameters and without role differentiation, thus allowing Administrator rights. However, the Maestro Schedule files are in turn protected by COS Manager such that only the (human) Security Manager can see the Maestro files.	L	L	L
EOLT	11866 (0.5)		*	The CAS On-Line message traffic is to be encrypted but is normally run with encryption suppressed during test by setting two switches, one at the VME end and one at the Sequent end, in a co-ordinated manner. As built the Sequent the default is set to suppressed and should be set to active.	L	L	L
NR2+	12038 (0.1)		*	The screen which displays the details from which manual receipts are transcribed, used when the counter printer is offline, contains some minor misalignments. *DN: Need to see a copy, if after viewing the sponsors are content for this to remain on the KPR its will be caveated to the effect that if it actually causes receipts to be incorrectly transcribed then the impact will be revisited as will the required fix date.* DN: This is a minor left offset to customer name & NINO. A print of the screen has been provided.	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NR2+	12333 (0.2)		*	When a manual BES encashment receipt is required to be voided at the customer's request the system correctly prompts the clerk to void the receipt manually, but then requests that it be re-inserted in the printer as for a printed receipt. The clerk has to wait ~30 seconds for the printer error to display then hit cancel, meanwhile manually voiding the receipt. *DN: Amendments required to PPDs.* DN: The *PPD:BES* has been updated.	L	L	N
NR2+	12409 (0.3)		*	Local EPOSS "Counter Weekly Infrequent Transactions Report" (aka "Unsummarised Transactions") was not defined. *DN: Are Pathway saying that this report cannot be produced because it was not defined early enough?* Yes. As at 24/1/99 it was not defined. *DN: The information will be available on other generic reports but not in as convenient a form.* DN: Pathway has raised CP 1810 to add two new reports to the Counter Daily Reports sub-menu (TV Licences at F13 and Council Tax at F12) to mitigate the effect of the report being undefined. A change to *Reports & Receipts* for implementation at NR2+ is required either to substantiate these reports or to define one for Unsummarised Transactions and/or remove these two. DN: An analysis of what transactions are not elsewhere reported will be undertaken by POCL and Pathway. Depending on the result, an entry may be made in the User Guide. User Guide now amended.	L / N	N	N

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	12424 (0.1)		*	The volume and value columns within the UKPA (Pensions & Allowances) report are slightly misaligned (but are numerically correct). *DN: Need to see a copy.* DN: Now Closed. DN: Now Fixed	N	N	N
NOFIX	12493 (0.4)		*	If the Tally Roll paper tears such that the roll is present but paper does not feed through, printing continues. Software cannot detect torn tally roll. Nearly all receipts can be reprinted. A PPD entry is required to emphasise the manual procedure. DN: Closed.	L	N	L
NOFIX	12494 (0.4)		*	If the ribbon cartridge is removed from the Tally Roll printer the printer continues to function. Software cannot detect no ribbon. Nearly all receipts can be reprinted. A PPD entry is required to emphasise the manual procedure. DN: Closed	L	N	L
NOPRB	13007 (0.3)		*	The required precedence for EVP questions for NFA cases has now been clarified as: First name Second name (if available) Address first line (DSS correspondence address) (but not used if a PUN operation) Day of birth Month of birth Last digit of year of birth (if only two other data items are present) As implemented the address is only used if three other pieces of data are not available. As Date of birth is mandatory it will never be used. *DN: No fault.*	N	N	N

COMMERCIAL-IN-CONFIDENCE

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref:　　CR/REP/012

Version:　2.0

Date:　　6/7/99

NR2+	13110 (0.1)		*	If a PUN that has been replaced is presented then the counter software displays the message: "The CAN number does not match the required value. Please enter the correct value." This allows the current PUN to be bar-coded in, and the old PUN to impounded. The equivalent Help Desk message advises to ask only if the PUN should be impounded. Circumvention: PCHL staff to be notified to ask if the current PUN is available. *DN: Include reference to revised procedure.* DN: Requires amendment to the *PPD:PCHL*, section 5.2, call P02B, to ask the clerk if the customer has the new PUN available.	L	L	L
NR2+	13121 (0.2)			When a revaluation is due within three days the system prompts that fact. Hitting ✓ provides a report. However, if the session is transferred to another counter hitting ✓ moves the screen back to Desktop rather than the screen the user was in when the session was transferred, thus losing the opportunity to print the report *at that log-on*. The report can be printed at anytime on the same day when logging on the same or any other user. *DN: What is the effect of this action? For example, has the opportunity to produce the report been lost?* DN: Remains under investigation. DN: The opportunity to print it will be offered to any other user logging on, or the original user if he logs out and on again. There is no operational value in providing for the report to be printed in mid session as the report is a reminder report only. Pathway does not regard this as a fault. This to be Closed.	L	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

BOLT	13266 (0.4)		*	Simultaneous reversal of the same transaction by two users cannot be prevented. The reversal will occur twice and accounted for as twice reversed. A PPD entry is required to emphasise that transaction reversal tasks should not generally be given out to more than one user at a time. DN: Closed	L	L	L
NR2+	13284			This entry was not populated at Version 0.5. This PinICL referred to the Pathway Auto Configuration Data Base auditing. It has been fixed and Closed.			
EOLT	13525 (0.5) 13526 (0.5) 14290 (0.5) 18578 (0.5) 18851 (0.5)		*	This PinICL is a placeholder for Authorities' agreement of *Access Control Policy*, Version 3.0, 18 December 1998. Details of the communications network configurations. Security controls contained within routers and NT domains. Introduction of VPN. Roles and access controls for Firewall Enterprise Centre. Documenting which external organisation need not have firewalled access. [ ] Version 2.0 is the version corresponding to NR2. DN: 15658 (definition of migration users) is now Closed based upon ACP update.	L	L	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR   Version: 2.0

(Completion of BIT Regression Level)   Date: 6/7/99

EOLT	13852 (0.4)		*	BES – certain training scenarios will not be possible to run on a slave counter. This affects card activation and foreign encashment transactions which require connection to the component which supports the above training mode scenarios. In particular training mode does not simulate foreign encashments. This facility is not needed by the training course as it does not distinguish such cases. Foreign encashments could only be simulated by a local pretence that the would-be remote payment(s) can (or cannot) be reached. Two entries merged.	L	N	N
NOPRB	13945 (0.4)		*	It is possible to log on as the same user at two counters without switching the session. This is unusual but harmless. The system handles two instances of the same user correctly. *DN further explanation required.* DN: Closed. This can only occur when near-simultaneous log on is attempted requiring a user to divulge his password for use at the second counter position during the second log on. DN: This is considered not to be a fault.	N	N	N

ICL Pathway

| | | Ref: | CR/REP/012 |

Known Problem Register at CSR — Version: 2.0

(Completion of BIT Regression Level) — Date: 6/7/99

| NR2+ | 14376 (0.1) | | * | If during card batch reconciliation the counter is swapped or suspended then when the clerk resumes the batch reconciliation the visible count will have been reset to zero. The cards actioned prior to swap/suspension will have been correctly recorded but the clerk will not be aware from the screen how many cards have already been actioned. If the clerk re-swipes a card previously reconciled then he is informed of this. Once all cards not actioned prior to the swap suspension have been actioned then the clerk is informed that the batch is reconciled.

Card Batch Reconciliation is proposed to be optional at NR2+.

DN: Help Desk procedures will contain details of this fault enabling Help Desk staff to answer queries from clerks.

DN: The PPD:PCDF and PPD:PCHL have been updated.

DN: Please note that under current proposals individual card reconciliation will still be required in certain circumstances so fix will still be required. | L | L | L |
| BOLT | 14664 (0.2) | | * | During log on at a multi-counter office it is possible to cause the counter to freeze by hitting F1 followed by any F-key before the button display is complete.

Circumvention: reboot the counter or log in elsewhere which will unfreeze the counter.

DN: Will guidance be included in the counter PPDs or will reliance be on Horizon Systems Help Desk instructions?

DN: Feedback is that John Plowman believes guidance should be included in both.

DN: This PinICL is Closed. | L | N | N |

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	14733 (0.5)		*	(Revised) Multi-payment encashments were being incorrectly processed within the Data Warehouse, leading to incorrect total encashment values on certain reports (BPSMIS Fallback Manually entered, FRM Monthly Trends Foreign Encashments by Payee Role). DN: An investigation is in progress to establish if there are any charging implications.	M	M	M
NR2+	14750 (0.1)		*	If a Help Desk encashment is failed during the Extended Verification Process a null BES Transaction message is not produced. Consequently the corresponding BES/EPOSS Transaction message is not produced. A Card Event is produced (event code 69 –"Card impounded due to EVP failure"). These transactions are not chargeable but the Card Events are recorded on CMS. *DN: Enhance last sentence of first para to explain how the card event message ensures that an audit trail still exists.* DN: Done above. These events are date and time stamped, and displayed following enquiries on Help Desk screen HLPF202 (and will be available via CMS on-line enquiries). Thus an audit trail is maintained.	L	L	L
NR2+	14865 (0.1)		*	Card Impound and Nil Payment Receipts carry Transaction Ids which imply the Clerk Id. In fallback, the Transaction Id cannot imply the Clerk Id. The Clerk Id is contained within the message store and can be referenced through the Transaction Id. Circumvention: The *PPD: BES* will make it clear that the manual receipt should not carry the Clerk Id.*(insert PPD ref)*	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR Version: 2.0

(Completion of BIT Regression Level) Date: 6/7/99

NR2+	14931 (0.1)		*	Very long surnames may be truncated on the clerk's screen, although are printed in full on BES receipts. The actual limit varies, as the font used is variable-width. DN: A maximum of 19/21 characters can be displayed.	L	L	L
NR2+	14986 (0.1)		*	The accidental use of the RECPT key during benefit or card management transactions is treated as ESC, returning the clerk to the Serve Customer screen and cancelling the current transaction. The session is not lost, and the transaction can be re-keyed. At NR2+ events from this key need to be checked for validity within the current context and, if invalid, disregarded. *DN: Require clarity of exactly when the use of this key has this effect.* *e.g. Which products/services? Which modes? Always transactions that are impacted never sessions? Are functions excluded?* *Business impact may be judged higher than low.* DN: As stated, this can occur within BES and PCDF. If in an EPOSS transaction a message is displayed saying that a receipt may be printed only if the session is finished, then OK-ing the message returns you into the transaction. Pressing the key at session level but before finishing the session displays the same message, and leaves you in the session. This has been addressed in the most recent baseline and this KPR entry will be re-visited when the re-test is complete. *DN Business impacts have been uprated to reflect the concern over potential for incomplete transactions.* DN: This has been retested successfully and is Closed.	L *M* L	N *L* L	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	15328 (0.1)		*	The Help Desk screen (HLPF202) will accept an impounded PUN to activate a card in fallback. The counter will not. The Help Desk cannot distinguish between the several PUNs that may be issued for the same card as it does not have the CANs in the PUN impound messages.	L	L	L
				Circumvention: The Help Desk procedures will be enhanced to give additional scrutiny to such cases.			
				DN: Include reference and extract from PPD.			
				DN: On further analysis the existing Help Desk procedures do not need to be enhanced. The PPD:BES, Section 8.8 requires the clerk is to write "Impounded" on a PUN when that PUN is impounded. Section 8.8.2 also states: "Impounding a PUN involves the clerk retaining the PUN, recording the impound on the system (with the exception of a PUN whose number cannot be read (see Section 8.8.2.3 Clerk-initiated PUN impound: manual procedure), and issuing a receipt to the customer (unless they have left the office). At the end of the current cash account period, the retained PUNs are checked against reports: PUNs where fraud or counterfeiting is suspected are forwarded for subsequent investigation otherwise they are destroyed."			
				There is additional protection against fraudulent use of an impounded PUN to collect an activated card via a Help Desk call in that EVP is always invoked (ref. PPD:PCDF, section 9.3).			

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

| BOLT | 15864 (0.4) | | * | If a customer has had his card impounded and then his card is swiped at his Nominated Post Office the system responds "No payments available", instead of to impound the card.

The loader needs to pass the Impound flag back to the counter.

DN: This may be considered a problem if not fixed for Live Trial because of the potential to leave counterfeit cards in circulation.

DN: Fix has been successfully tested and PINICL was closed 02/02/99. [Note that such counterfeit cards are not, in any event, usable for encashment, so the fix is to tidy the solution to remove such cards from circulation.] | N | N | N |
|------|-------------|---|---|---|---|---|---|
| NOFIX | 15935 (0.4) | | * | In training mode (not live) on P166 counters there is a delay in setting the "already paid" flag on a payment that is collectable by two cardholders such that the payment can be simulated as collected again. On PII counters the delay will be smaller.

DN: Closed. | N | N | N |
| NR2+ | 16059 (0.4) | | * | The table space is not large enough to contain all indexes from all Temporary Tokens for NR2+ anticipated peak volumes.

Not relevant to NR2.

Table space to be increased for NR2+, based upon projected usage volumes | N | N | N |

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR   Version: 2.0

(Completion of BIT Regression Level)   Date: 6/7/99

NR2+	16109 (0.1)		*	If the Help Desk activates the only card in a card batch, or all few cards in a batch, it does not send out a Batch Complete message. Circumvention: The clerk writes down the Batch Id as prompted by the End of Day reconciliation process and uses this to complete the Card Batch reconciliation. This is specified in the *PPD: PCDF*. Card Batch Reconciliation is proposed to be optional at NR2+. *DN we are unaware of any PCDF end of day process. Please give ppd ref.* DN: The User Guide has been updated.	L	N	L
NR2+	16235 (0.1)		*	If a BA office which is unable to work through CAPS asks the Help Desk to issue a Temporary Token and the NINO in question does not exist then the call cannot be cleanly "wrapped" (closed off). The Help Desk has to answer "No" to "Save Changes?" and cannot then keep a record of the wrong NINO. *DN: TT allocation is not permitted by telephone call. HD procedures should make this plain.* DN: Please see SADD 3.1.1.9.10. *DN: We are aware that the functionality exists within your solution but BA will not invoke it. It would therefore be sensible for the functionality to be suppressed, preferably by the system but if not through procedures.* DN: Please indicate at what release the facility will be invoked. *DN: BA are considering whether or not this facility will ever be invoked.* DN: Please refer to Janet Brooks, who required Pathway to develop this facility. DN: Pathway has Closed this within the KPR.	N	N	N

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	16450 (0.5)		*	The Authorities have indicated that they wish to interpret Solution 711 as providing for the display of cardholder title by BES during card / person verification. BES currently does not provide this functionality since the requirement was confirmed too late for inclusion in NR2.	L		L	N
NR2+	16583 (0.3)		*	When a PAN is manually entered, passes the check digit test but cannot be matched to a local or foreign NINO the system correctly prompts the clerk to impound it and offers a receipt. The receipt contains the putative <NINO> rather than "<NINO>" or N/A. *DN: Can we see the PinICL please?* DN: The PinICL has been supplied. DSS is to consider leaving the NINO field as currently rendered. *DN: NINO field to be left as rendered.* DN: If this is therefore not Closed unchanged, Pathway will render the field as "<NINO>".	N L	L N	L N	N
NOPRB	16645 (0.2)		*	A customer collecting several encashments changes his mind thus requiring receipt voiding. The clerk OK's in error before the last void is complete. The last payment cannot now be voided and has to be paid to maintain the balance. [ ] DN: This is correct and is Closed	L		L	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	16732 (0.2)		*	If a Temporary Token is impounded with reason Token & Screen mismatch, the Help Desk sees is as "Token not known to system" which may not be strictly the case.	N	N	L
				The Help Desk procedures will clarify that such a message really means that the customer name did not match locally.			
				DN Please supply extract/quote from HD procedures.			
				DN: The procedures state: "Following a TT impound at the counter due to 'Token & Screen mismatch', you may receive a call from the COLS desk who are investigating the impound. PAS/CMS will display the reason for impound as 'Token not known to system'. In this instance you will not be able to differentiate between the two reasons, and need to inform the COLS desk that the reason for impound was because either: 'There was a mismatch between the Token and the Screen OR that the Token was not known to the system' ".			
EOLT	16922 (0.5) 16923 (0.5)		*	Riposte archiving is unnecessarily performed by running autonomously at start-up and is unnecessarily extended by rewriting all message runs rather than those that contain expired messages, thus extending archive times.	N	N	L
				The fix is incorporated and awaiting test.			

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

BOLT	16963 (0.2)		*	If a gateway PC is turned off or fails before the End of Day cut-off is written, but restarts midway through the next day, then EOD cut-off is written for the previous day but after transactions for the current day on other counters. All PCs should write the EOD markers which the gateway will then recognise and order. TIP will receive a subfile for the first day on the succeeding day. *DN: Fix definitely required BOLT.* DN: This has been fixed and is now Closed.	N	N	N
NR2+	16998 (0.4)			The addition or removal of SQL privileges to SQL groups/users is not audited as per requirement SFS 7.3.1.1. Implementation will establish satisfactory manual controls over access and modification to the DB structure for NR2. The requirements will be included in document IA/REQ/001 which will be issued in the near future and when impacted will provide a basis for implementation (post NR2). AI/REQ/001 is now issued. Closed.	L	L	L
NR2+	17043 (0.1)		*	The Royal Mail site is not recorded on the overdue batches screen from the Track & Trace batch event. Circumvention: Help Desk to call the RML Help Line. *DN: We presume the RML will have access to the information.* DN: Yes.	L	L	M

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR Version: 2.0

(Completion of BIT Regression Level) Date: 6/7/99

NR2+	17134 (0.1)		*	If a payment is sent but the beneficiary is specified as not able to encash then the payment is not made available to an Alternative Payee. This is in accordance with the agreed business rule that the only case where a beneficiary may not encash is where there is an Appointee.	L	M	L
				However, a change in the business rule is now sought by DSS for implementation at NR2+. This is to allow the original Alternative Payee to collect in this role until any claim can be processed to enable him to become the beneficiary.			
				The situation being addressed is that of the husband whose wife has died.			
				DN: We are currently investigating the risk of occurrence but it is almost certain that we will require an earlier fix date, i.e. prior to the end of live trial.			
				DN: Pathway will (correctly) reject payments that have no payees currently of interest, or where the beneficiary is unable to collect and there is no Appointee payee.			
				DN: As intimated above the sponsors are not prepared to accept this on the basis of clearance at NR2+ and request fix BOLT.			
				DN: At EOLT Pathway will allow these cases from the batch interface (the on-line interface, it is understood, is not used).			
				The change in the business rule is contained within the CR to introduce Split Payment Payees to be introduced at NR2+. Assuming that CR is agreed then at that time all such cases (of beneficiary can collect=N and Role=Alternative Payee) will be allowed.			
				PinICLs 16431, 16445 and 18684 were duplicates and closed, rolled up in 17134.			
NOPRB	17144 (0.1)		*	DSS are considering whether a Help Desk encashment call for an NSI customer should be transferred to the Help Desk supervisor for action, as this could cause the Post Office clerk to perceive the customer differently.	N	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

EOLT	17155 (0.1) 19735 (0.5)		*	A receipt for 11 payments at a Welsh post office causes the declaration to be overwritten with the Welsh version of Expected Date of Next Encashment. *DN: This should not occur during NR2 as it is only possible to have a maximum of six Child Benefit payments and three fortnightly JSAs before payments expire.* *DN: Is 10 payments OK or is there a lower cut off? Are ATPs affected?* Six foreign encashments also cause the next foreign date statement to overwrite the Welsh pre-printed area. Moved to EOLT. No Welsh offices in Live Trial. DN: The print lines per encashment vary according to whether the encashment is foreign or not, English or Welsh, and whether there are milk tokens. There is room on the most recent version of receipt for 10 foreign encashments (English, no milk tokens), and on an the AtP for 8 foreign encashments (English, no milk tokens). From BOLT (sic), the printing of receipts and AtPs now calculates the space available for the print lines, and throws to a continuation receipt/AtP before overwriting the declaration. These are now fixed and are to be Closed.	N	N	N
CSR+	17210		*	If the primary PC in remote FTMS installation goes down the backup takes over as specified. If the reintroduced primary cannot be contacted by the backup because a second order fault, say LAN failure, then the backup cannot be promoted to primary. DN: A workaround is in test.	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NR2+	17213 (0.1)		*	CboS report SUPR101 will not report a post office as not polled until it has written its first end-of-day marker. It will treat it as not yet automated. The post office will become eligible for subsequent non-polled reports typically the next day, its second, when it will have written its first end of day marker. *DN: Circumvention: Service Management Centre will intervene if an end of day marker has not been received for two days.* DN: Post offices must leave the system unit running at all times. BSU report SUPR101 has now been modified to return a "non-polled" fail if a BES transaction is attributed to that office. Therefore the PinICL is to be Closed. DN: It is Closed.	N	N	N
NR2+	17248 (0.1)		*	The "Horizon" button takes the Help Desk user directly to the SUPF134 screen for emergency and temporary post office closures. This has no caller verification procedure implemented (specification awaited). Calls are over direct Horizon PCHL connections. Pathway has implemented a password system process to identify Horizon calls. This will be documented in: • Payment Card Help Line Processes and Procedures (CS/PRO/047) • Horizon System Help Desk Processes and Procedures (CS/PRO/048) *DN: These procedures will need to be incorporated in Horizon and Pathway Service Management Guides.* DN: This has been done.	L	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

BMOT	17250 (0.1)			An ordinary foreign encashment at a post office which just happens to be acting as temporary alternative for a closed post office does not maintain the foreign encashment counts.	N	N	N
				DN: The business effect is that customers who use such a post office will be able to make third and subsequent foreign encashments despite the previous receipt telling them the could not.			
				DN: Now Closed and fixed during MOT.			
BOLT	17280 (0.2)		*	If an unactivated card is presented at the NPO it elicits the message "No payments due ..." instead of "Card not activated – use PUN ...". If a similar card is presented at a foreign post office it elicits the message "This card has not been activated ..." instead of "Impound card ...".	L	L	L
				The messages should be changed.			
				DN: Fix definitely required BOLT.			
				DN: (Revised) The messages have been changed. At the NPO the message is: "This card has not been activated. Please retain and invalidate this card." At the foreign office the message is: "This card has been impounded. Please retain and invalidate this card." Closed.			
				At NR2+ the clerk will be offered a choice either to activate the card or put it back into secure storage. (Presentation at a foreign office will continue to lead to impound.)			
NR2+	17290 (0.3)		*	The system prevents a customer who has been notified as 'End of Interest' as being enrolled again as a Temporary Customer. (He can be thoroughly resurrected as a Permanent Customer). The meaning of such usage is problematic but changes could be made to allow it.	N	N	N
				DN: BA confirms that it has no requirement for such a facility. No fault.			

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	17350 (0.5)		*	The users who log on through the Patrol Client will be treated as externally identified users, this to be documented in "HADDIS" Section 15.	L	L	L
BOLT	17368 (0.2)		*	The prompt to notify the customer of his next foreign encashment date when he has consumed his current allowance is not differentiated from the prompt for the first foreign case. The clerk is required to advise the customer of the former case, but not the latter. Some means of highlighting the last allowable foreign case is needed which does not extend the counter time. DN: The first foreign and second foreign prompts are now differentiated. Closed	N	N	N
NR2+	17391 (0.1)		*	PAS does not create an exception for a second or subsequent duplicate payment when populating the PAS Adjustment Tables. Although duplicates are theoretically possible, triplicates etc are not. Any such additional duplicates would be detected by PAS (and CAPS) in the normal way and rectified by the Pathway BSU.	L	N	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	17408 (0.1)		*	If a card with an invalid PAN is swiped during post office Card Batch Reconciliation then PCDF prompts "Invalid Mode". When input manually the prompt is "Invalid PAN". Such cards must be impounded via manual impoundment procedures. Circumvention: The *PPD: PCDF* will contain an instruction to impound using manual procedures following either prompt. An entry will be made in the User Guide. Card Batch Reconciliation is proposed to be optional at NR2+. *DN Insert PPD ref.* DN: The *PPD: PCDF* has been amended at section 5.2.1.	L	N	L
USEFUL	17499 (0.1)		*	The Help Desk screen (HLPF402) notifies that a Temporary Customer has an invalid format address when it is DLO but does not populate the field with "DLO" as it does for such permanent customers.	N	N	N
BOLT	17583 (0.2)		*	A Temporary Token by a Temporary Agent at the Specified Post Office, which is not the NPO of the beneficiary, is accounted as a foreign. The rule whereby a proxy "ruffs" a foreign for a beneficiary is true for a card but not for a Temporary Token and should be implemented as such. *DN: What is meant by "accounted"? We assume there is no effect on charging as all TTs are charged at the same rate. Please confirm.* DN: Is "counted" as a foreign. DN: This PinICL has been fixed and is Closed.	N	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

| EOLT | 17586 (0.1) | | * | (Revised for BOLT changes) An agent or alternative payee at an office which is not the NPO of the beneficiary does not collect a payment available to a beneficiary, either because he declines it, or cannot collect it because he would cause the beneficiary's foreign encashment quota to be exceeded, or is not equipped with the requisite AtP. That payment is then not available for 20 minutes at the beneficiary's NPO. This is a side effect of payment locks needed to prevent near simultaneous dual encashments.

Where the agent or alternative payee then changes his mind and desires encashment at the same foreign office no delay will be encountered. The agent or alternative payee may withdraw these payments from their NPO (or that of the beneficiary, if acting as an agent), but will be subject to the 20 minute payment lock if still in force when they arrive there.

At EOLT the customer will be advised that another customer is currently accessing the payments. The message is to be agreed with Karen Rogers and the Live Trial PPD and User Guide updated to reflect that message.

The probability of occurrence is extremely small indeed.

(Note that any payments which are hung over from 1c will continue to experience this delay in these circumstances, as will payments which have been the subject of a recall and reissue under 1c.)

At NR2+ the design of the locking system will be enhanced, although it should be noted that the minimum feasible lock holding time equates to approximately the duration of the customer EPOSS session.

DN: If during the session a stop is received at the payee's home office the payment status is reported as Changed and payment denied. | L | L | L |

ICL Pathway   Ref: CR/REP/012

Known Problem Register at CSR   Version: 2.0

(Completion of BIT Regression Level)   Date: 6/7/99

BOLT	17598 (0.3)		*	Under 100% Correspondence Server CPU utilisation the Fiber Channel Controller driver does not service the EMC I/O traffic. This is caused by the controller not supporting unbuffered transfers. A suitable replacement board is being tested by EMC. Current configurations use SCSI controllers. *DN: fault is not understood. If fix not implemented before onset of live trial then explanation of business effect will be required.* DN: The effect is disk traffic would not be handled under heavy load. The replacement Fiber channel board is not of acceptable quality and the configurations have been redefined to use dual channel SCSI. Closed.	N	N	N
USEFUL	17671 (0.1)		*	An alternative payee receipt contains a "Re: <beneficiary NINO>" line which is arguably not formally necessary. This will be determined when the *BA/POCL Reports & Receipts* is agreed. This will not be changed within NR2.	N	N	N
NR2+	17672 (0.1)		*	The Help Desk screen ( ) displays the first name and surname for receipt checking the identity, not initials and surname as on the card/receipt.	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR Version: 2.0

(Completion of BIT Regression Level) Date: 6/7/99

NR2+	17699 (0.1)		*	A carded casual agent receipt does not have the "name and abbreviated NINO (if available) of person collecting payment(s), e.g. …Casual Agent (if appropriate);" [R764]. It does already carry the name as approved by the beneficiary and Pathway considers that adding the collector's partial NINO serves no obvious purpose and is therefore not appropriate. This will be finally resolved when the version of *BA/POCL Reports and Receipts* relating to NR2 is approved. *DN please confirm that the NINO is captured in the transaction log.* DN: Confirmed. Awaiting R&R approval for Clsoure.	L	L	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

| NOFIX | 17832
(0.3)
17654
(0.4)
21870
(0.5)
22186
(0.5) | | * | Payment authorisations hung over from 1c.

A 1c payment encashed as a foreign under NR2 will not tally as a foreign. The tightened logic for NR2 uses data not generated at 1c.

DN: Is the encashment performed as a foreign, e.g. EVP invoked? Is this a full description of the impact as I believe there is also a problem relating to the carrying forward of accrued foreigns at migration.

We would require confirmation that this is not a generic fault that is going to be presented on KPRs at subsequent releases.

DN: Yes, it is performed as a foreign. See #17250 (now Closed). This problem is specific to tightening the EVP rules at NR2.

Changes in handling of Roles between 1c and NR2 makes a payment hung over from 1c invisible to a Carded Casual Agent. The Clerk will be directed to call the PCHL.

Circumvention: The payment may be encashed via the Help Desk.

All these instances will not endure into Live running as the payment authorisations will expire (if not collected or stopped).

DN: 1 Is EVP invoked? 2 How is the transaction charged for? 3 How will clerks be advised to contact help desk in these circumstances? 4 Please make positive confirmation as per second para of previous DN.

DN: 17832 and 17654 are Closed.

DN: This is concerned with casual agent migration, which is irrelevant – there are no Carded Casual Agents at Rel. 1C. | L | L | L |
| NOPRB | 17883
(0.1) | | * | When recovering a BES transaction within EPOSS the NINO is not format-checked. The strict requirement is for the NINO to be entered as it appears on the receipt, even if this is, in fact, wrong.

Format-checking the NINO could possibly be used to warn that the manual receipt had been incorrectly written.

Unmatched payments will be matched by the Pathway BSU in any event. | N | N | N |

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

| NR2+ | 17886 (0.1) | | * | A Carded Casual Agent transaction being conducted via the Help Desk displays a payment which the beneficiary can collect as Alternative Payee. (Under current business rules such payments may not be collected by a Carded Casual Agent.) The Help Desk is notified that the encashment is not permitted when attempting to effect the encashment, but not before.

Circumvention: The Help Desk procedure will be ordered so that effecting the encashment is attempted before notifying the payments to the post office.

DN Please supply extract/quote from HD procedures.

DN: The Help Desk encashment screen enforces the rule that a casual agent cannot collect payments for an Alternative Payee. The sequence of the PCHL procedure will be examined to avoid notifying the payments to the post office where it is known the payment will be prohibited. The PCHL encashment call (PPD: PCHL section 5.3 call ref. PO 3B has been changed to make this point. | L | N *L* | L |
| EOLT | 17904 (0.3) | | * | The counter reports it cannot start the D104 Avery scales during ~3 a.m. reboot although the scales operate correctly. Live trial office procedures will warn users.

DN: What is the 3 a.m. reboot, does it occur every morning? What will user be required to do and when?

DN: It is the automatic reload of the desktop at that time of day. Users are unaffected, the warning will be to disregard the report. | L | N *L* | L |

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NOPRB	17954 (0.1)		*	The system (correctly) prompts the clerk to return a PUN that is for a card whose collect-by date has expired. The *PPD: PCDF* is also correct. This is presented for visibility as this could be seen as counter-intuitive. DN: This PinICL is Closed within Pathway. *DN: No fault.* DN: Duplicate item removed	N	N	N
EOLT	17956 (0.2)		*	(Further reworked description) A Permanent Agent collects payment at his own NPO for a beneficiary who has a different NPO. The message does not distinguish this is a foreign encashment. This should be in form: • Permanent Agent doing first foreign: Prompt shown as Next Foreign Date: N/A • Permanent Agent doing 2nd foreign: Prompt shown as Next Foreign Date: DD-MMM-YYYY The fix was not satisfactory and this item is now rescheduled to EOLT.	L	L	L
BOLT	18100 (0.3)		*	PCDF selects the wrong Cash Account Week for its reports if a previous year's Reference Data is not loaded. DN: There had to be a prior year value to select the current year. DN: Now Closed.	N	N	N
BOLT	18303 (0.4)		*	The "Datapost 24" icon graphic should be "Datapost Inland". *DN: The icon graphic should be whatever is agreed in the menu hierarchy document for which is there is a formal review process.* DN: Closed, fix has been fast-tracked.	N	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR Version: 2.0

(Completion of BIT Regression Level) Date: 6/7/99

NR2+	18412 (0.4)		*	No prompt is displayed to impound a card that had been previously impounded (at a foreign office following EVP failure). No payments are available for collection, but the card should be removed from circulation. (Similar to 15864, which is now Closed.) Requires a card stop condition to be returned to the NPO.	L	L	N
NR2+	18414 (0.3)		*	If the Help Desk is called upon to activate a card the system assumes that an immediately succeeding encashment would be Help Desk executed. Pending payments which become active when the card is activated are not sent as priority messages. The counter if immediately operational will not receive them for a number of minutes. If a counter payment is then attempted the payment will probably not have reached the counter and will be handled as not available. Design will be reconsidered for NR2+. *DN: What duration is "a number of minutes"? If agreed then PPD and user guides will need to be annotated.* DN: On average 15 minutes. The Help Desk can view all payments and can immediately authorise any payments due for encashment against the new card. Under normal circumstances the post office clerk would be expected to request encashment of any outstanding payments in this way. The *PPD:PCDF* will have a note added at the end of section 9.3: "If benefit encashment using the activated card is required proceed as directed in the *PPD:BES* section 9.5.2." *DN: Do not believe there are any circumstances where this scenario can occur;* *PC failure – encashment will have to be made via HD.* *ISDN failure – likewise as card activation message cannot reach counter.* *Card read failure – manual input of details, HD not involved.* DN: It is where the PC or line is returned to service at the very moment that the customer completes the Help Desk card activation, makes to move off, then changes his mind starts a new session seeking encashment. Not likely to occur by in real life. An entry will be made in the User Guide	L	L	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	18425 (0.2)		*	PAS does not warn CAPS that it has presented a payment with a payee with a role that has been deleted if the payment is legitimately encashable by another customer.	N	L	N
NR2+	18515 (0.1)		*	The APS Bulk Harvester harvests an office only when it has today's end-of-day marker. If necessary it will also harvest any unharvested transactions from previous days. The end-of-day marker is written at around 7 p.m. at NR2.	L	N	L
				Pathway is concerned that post offices may switch off the system units thus preventing end-of-day markers being written and preventing harvesting.			
				Circumvention: Monitoring of Live Trial and NR2 live operation that instructions to keep system units running are being observed.			
				DN: R Holleran to discuss with R Jackson to assess impact.			
				DN: This PinICL is now Closed within Pathway.			
NR2+	18517 (0.3)		*	The system (correctly) constrains card swiping at the Serve Customer level of screen. Swiping above this level yields the message "Invalid mode ...." Which requires two Oks to acknowledge away. Cosmetic.	L	N	N
				DN: What is the full message? Accept this occurring above Serve Customer but not below.			
				DN: The system enters a tab headed "Invalid Mode" and displays the message "The current mode is not allowed for this event". The usage occurs when cards are swiped at the top level counter screen or at the 'Transactions' screen (i.e. above the 'Serve Customer' screen, not at or below it). A fix to remove the need for 2 x Oks has been produced and is included in Live Trial.			

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

			Ref:	CR/REP/012
			Version:	2.0
			Date:	6/7/99

NR2+	18537 (0.3)		*	Reversal of a (non-reversible) Occasional Game Licence is correctly denied, but the system nevertheless asks the clerk to "check for reversals complete" and forces use of PREV to get to the Desktop. Cosmetic. *DN: Is this the only non-reversible transaction that this occurs on? If agreed then PPDs and User Guides will need to be annotated.* DN: This will occur for any item set in Reference Data as non-reversible. These items are very rare – Pathway had to invent the above example to have one to test.	L	N	N
NR2+	18550 (0.1)		*	The Help Desk screen (HLPF202) normally offers a card reorder for lost/stolen/etc reports. However, for DSS requests to terminate cards it does not. If a DSS request to terminate a card is accompanied by a card reorder, then the Help Desk advisor has to work through a New Event to achieve it. Pathway designs expect DSS requests for card terminations to be followed by offline investigations before an associated card reorder is requested. Circumvention: Monitoring of Live Trial and NR2 live operation.	N	L / N	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR   Version: 2.0

(Completion of BIT Regression Level)   Date: 6/7/99

| NR2+ | 18552 (0.3) | | * | The Help Desk (HLPF202) cannot log card events (e.g. lost/found) against a card that has been previously stopped by the DSS via the Help Desk. A manual "wrap" is required. (The system correctly blocks the reorder.)

 DN: What is a manual "wrap"?

 DN: A "wrap" where the Help Desk Advisor does not have the "wrap" code determined by the system. In these circumstances the system presents a table of call types (each with its own wrap code) from which the Help Desk operator selects the most appropriate when terminating the call.

 DN: Is "event" recorded manually eg freetext?

 What is wrap option selected?

 DN: No. The wrap option which is most eligible, e.g. lost for a lost card, found for a found card. | N | N | L |

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

BOLT	18560 (0.2)			When card details are entered manually the expiry date entered is checked against data within any payment authorisations (there being no expiry date available from the magnetics). An impound message is displayed if the expiry date is incorrect.	L	L	L
				Either the expiry date input and check should be removed or the sequencing allow for retype of the expiry date before committing to an impound.			
				DN: Currently the subject of tripartite discussions to determine best way forward.			
				DN: This PinICL has been Closed following a test of a fix on 31/1/99. The fix was to validate the keyed details against a card object and, in the event of a mismatch, for a display to be given that the "details do not match, please re-enter". Note that PinICL 15942 needs fixing to allow the system to accept the re-entered details.			
				DN: Will 15942 be appearing on KPR or is it fixed?			
				DN: No it will not appear, and yes it is fixed.			
NR2+	18568 (0.1)		*	Schedule (D)E01 para. 6.1.7 (b) [Acceptance Criterion 700/4] states, in effect, that if a customer moves between England & Wales and Northern Ireland then a new card is not automatically produced at that point unless the name also changes. In fact CMS produces a new card. The costs of such new cards are to Pathway's account.	N	N	L
EOLT	18580 (0.5)		*	Some few residual lower privilege Dynix users are accessible from higher privilege, but disassociated users. User maintenance forms need revising	L	L	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012
Version: 2.0
Date: 6/7/99

BOLT	18581 (0.2)		*	A Temporary Agent is equipped with a Temporary Token to pick up another customer's payments. Under circumstances which are not currently wholly clear but which could entail the beneficiary also being a Temporary Customer (that is, with no cardholder details) the beneficiary details are NULLed out and the payment authorisation will not enrich. Further investigation is in progress. *DN: We await the results of your investigations.* DN: This has been fixed and is Closed.	L	L	L
BMOT	18592 (0.3)		*	PLACEHOLDER. This is to monitor expected fix for MOT. A network disconnection should be staticised and displayed only when the Desktop is displayed and an application is not running locally. DN: Now Closed	N	N	N
BOLT	18604 (0.3)		*	PAS (SUPC313n) produces empty unwanted .tmp files for tables it cannot exclusively lock. *DN: If not fixed then we would wish to have documented the housekeeping rules for the removal of these files.* DN: Closed.	N	N	N

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	18607 (0.1)		*	A card is reordered if the customer name is changed even if the initials and surname on the card do not need changing: e.g. William J Clinton becomes William Jefferson Clinton.	N	L	L
				Pathway is strictly compliant in that it produces a new card even though the name on the card appears unchanged.			
				Experience with Income Support customer details load has shown an excessive level of repopulating of incomplete names and a significant nugatory expense to Pathway.			
				If this pattern continues then a change will be sought, possibly from NR2.			
				DN: Authorities believed that this change was being implemented for NR2.			
				DN: The Income Support and JSA take on has been completed. Migration of Pensions starts in March 1999 with monthly bulk loads up to April 2000. Pathway believes the problem of the nugatory issue of cards will be small in view of the protracted timescales for national roll-out and for Pensions migration, and the relatively low overlap between Cardholders eligible for Child Benefit and Pensions.			
				This problem is to be fixed at Pathway NR2+.			
OPEN	18647 (0.3)		*	Payments were recalled on expiry date because of a Temporary Token issue but were not reissued (for the remainder of that day) possibly because the SPO was already closed. Investigation.	-	-	-
				DN: We await outcome of your investigations.			
				DN: The evidence is exhausted and inconclusive. Await reoccurrence.			
				No reoccurrence. PinICL Closed.			
				DN: This problem should now be Closed.			

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref:	CR/REP/012
Version:	2.0
Date:	6/7/99

NR2+	18670 (0.4)		*	The Invalid Mode prompt is displayed within the Card Renewal Screen when a card is swiped. Believed to be a Riposte peripheral server problem. There is no impact until normal card expiries/renewals occur circa September 2001. *DN: Please note, this will be considered a medium severity AI.* DN: Noted, but not necessarily agreed.	N	N	N
NR2+	18708 (0.1)		*	When a card impound is performed manually following a printer failure during printing of the automated version of the impound receipt, the system registers a separate second impound record with separate Transaction Id. The strict requirement is to produce an impound record for every receipt produced, and since two receipts were produced two records are required. This may not be provided for within Authorities' systems and procedures. *DN: Unsure of the business impact here. What will FRMS, Card Impound report show?* DN: There will be no impact on the FRMS Impounded Cards report. The first impound event for a card is used to construct the report total by reason code. Subsequent impound events for that card on that day are ignored.	L	L	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NR2+	18714 (0.1)		*	The messages to the clerk for manual voiding do not have exactly the same result as automated voiding. The messages do not request "Void Receipt" to be written across the centre of the receipt and asks for "Void" not "Void Receipt" to be written top and bottom.	L	L	L
				BES will be revised to ensure that the automated procedure corresponds to the manual procedure.			
				The *BA/POCL Reports & Receipts* also needs to be aligned.			
				DN: We await confirmation that a common design exists within R&R and that PPDs have been amended accordingly.			
				DN: The resolution above has been changed, BES itself will be modified. The reason that "Void" was defined for manual receipts was to save the clerk time.			
BOLT	18808 (0.2)		*	An Appointee is equipped with a Temporary Token via the on-line interface having reported the loss of his card. He then encashes the beneficiary's payment at the SPO which is, in fact, the same as his NPO. The payment is accounted as a foreign.	L	L	L
				This is to be fixed.			
				DN: What is meant by accounted?			
				DN: Counted.			
				DN: This has been fixed and is Closed.			

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

BOLT	18855 (0.4)		*	Help Desk SUPF135 requires the operator to select a manual wrap action but the appropriate action is not included in the list of manual wrap functions. The screen is used to allocate a TT supply profile to a benefit office. For NR2 an additional manual wrap item will be added to the list. At NR2+ the item will be considered for amending to autowrap. *DN: If the manual wrap is provided at NR2 this will not be considered an acceptance incident.* DN: A manual wrap has been added to the NR2 table.	N	N	N
BOLT	18912 (0.2)		*	The quantity on the cash account for Co-op Cheques is blank although a value is present. To be cleared. DN: This PinICL is Closed within Pathway.	N	N	N
NOPRB	18961 (0.4)		*	When a customer presents a Temporary Token that has expired the system (correctly) makes no payments available but does not tell the clerk that the Temporary Token has expired, if possible, so that the clerk can tell the customer. The clerk is required to check the issuing officer's stamp and date, so it will be obvious that the Temporary Token has expired. At NR2, BES will also check its records, while they remain in being, and notify the clerk.	N	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NOPRB	18982 (0.3)		*	The delay for an ill-advised collection using a PUN and card when the PUN holder has a live Temporary Token is greater than the 15 minute average. Under investigation. *DN: We await the outcome of your investigation.* DN: The Maestro cycle time has been defined at 9 minutes (max 20) with a 15 minute ISDN cycle time which yields an average of 12 to 17.5 minutes, which is close enough. This PinICL is now Closed.	N	N	N
EOLT	19003 (0.3)		*	If EVP is failed by a Carded Casual Agent both cards are (correctly) impounded. But Pathway is concerned that the rules require two-card impounding if only one is stopped or miskeyed on manual input. For discussion. *DN: As it is the customer who is being EVP'd and not the card this is considered correct. No fault.* DN: It has been fixed anyway and is Closed	N	N	N
BOLT	19007 (0.4)			If a Sequent fails while a file is being written to it from a local gateway PC then the physical file level reports the failure correctly. However, the real file level Post Process does not detect the loss of destination and does not restart the interrupted file transfer. It has to be manually restarted by reboot or switch off/on. Note: This is a problem in the underlying Hummingbird File Transfer utility. DN: It can now be rebooted remotely. Closed.	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

NR2+	19012 (0.3) 22072 (0.5)		*	BES and PCDF card impound receipts' layouts differ and neither precisely conforms to the *Reports & Receipts* layout at draft Version 2.5. Likely resolution is to standardise on the BES layout. All receipts carry all required data. Cosmetic. *DN: We await confirmation that a common design exists within R&R and that PPDs have been amended accordingly.* DN: [ ] Pathway will await approval of R&R before implementing further changes. At that point any consequential changes will be agreed.	L	L	L
EOLT	19068 (0.5) 19043 (0.5)			BES impound functions do not consistently produce receipts automatically or provide previews in fallback. These will be changed to match PCDF behaviour.	L	L	L
NOPRB	19069 (0.3)		*	When the clerk indicates he wants to impound a PUN but then proceeds to swipe a card (or other similar token handling non-sequitur) the response "Invalid Mode" is displayed and when OK'd leaves the right hand tab displayed until Desktop is selected. *DN: Please confirm the actions the clerk will be required to take and whether help text will be available.* DN: Under investigation.	L	N	L

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	19120 (0.5)		*	A busy clerk may not spot that the system is prompting him to impound the second card on a two-card casual agent encashment as the only change in the card tab estate for the second card is the PAN. The tab contents will be more visually differentiated or resequenced. DN: POCL state that they will accept this only if Pathway is liable for the consequences of the clerk not spotting the change. DN: That's OK provided that POCL re-assumes liability when a change is introduced.	N	L	L
EOLT	19179 (0.5)		*	The message to the clerk following an attempted third foreign encashment indicates correctly that no payments are due but does not indicate that payments may be collectable at the NPO, although the clerk will be aware that this is a foreign encashment attempt. A better message will be substituted.	L	N	N
NR2+	19221 (0.3)		*	A foreign Social Fund collection by a cardholder who has used up his foreigns quota is correctly exceptionally allowed but counted as a foreign in the cardholder's tally. (It is correctly charged as a foreign). Social Fund benefit payments are not rolled out at New Release 2. DN: See also 22488.	N	N	N

EOLT	19228 (0.5)		*	At present the reporting of counter events is handled either by EPOSS "Event Log" or by Riposte "User Events" / "User History". The contents of these reports or their labels should be made more logical. An entry will be made in the User Guide to explain how the EPOSS / other events are treated in the menu hierarchy. DN: It has been agreed that the Horizon System User Guide / Reports / Office Reports / Subsection 18 satisfies this requirement.	L	N	N
EOLT	19280 (0.3)		*	A duplicate reversal receipt is not overprinted "REVERSAL". *DN: CAs agree impact assessment.* DN: Now Closed, a CR is required.	L	N	L
OPEN	19378 (0.5)		*	One of the "Void" messages on a voided AtP overprints the declaration. The position of these messages will be reviewed to assess whether an improved layout is feasible.	N	N	N
NR2+	19439 (0.4)		*	A Carded Casual Agent's card details are not displayed to the clerk. This prevents the clerk matching the system and magnetically held details with the embossed details. However, all these transactions undergo EVP, which is more rigorous than the CVM check. If required the CCA's details *(sufficient to perform whatever checks are agreed)* will be displayed.	L	L	L

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

CSR+	19541 (0.5)		*	When harvesting end of day from non-automated offices local time is used rather than UT1. If harvesting occurs between 00:00 and 00:59 it will generate a date one day different from other harvested data sent to TIP. The harvesting is scheduled to complete well before 00:00, running at around 20:00. Most such offices will be automated early in rollout. Proposals are being considered to use local time for such operations.	L	N	N
EOLT	19474 (0.5)		*	The CAPS address is not printed on the pmsr 112 and 113 reports (emergency payments, cash and ditto milk-type tokens). These addresses will be added when the addresses, including Pathway's, are finalised for rollout.	N	L	N
BOLT	19503 (0.4)		*	An encashment by an Appointee for a beneficiary who has never been a cardholder is counted as a foreign. DN: DSS state this would be H. DN: Fixed and Closed.	L	L M	L
EOLT	19610 (0.5)			If the tally roll printer is physically disconnected then after reconnection a reboot is required to pick it up. The printer cable is securely fastened at both ends.	L	N	L
NR2+	19872 (0.4)		*	When a replacement card has been left uncollected beyond the collect-by date no renewal card is ordered. The presumption is the customer is housebound. However, the replacement card might be "optional", for example if the replacement card was issued for a minor name change and the current card is still active and in use. The order of a renewal card should be suppressed when the customer does not collect a replacement card only if there is no current active card. There is no impact until normal card expiries/renewals occur circa September 2001.	N	N	N

ICL Pathway

Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

NR2+	19935 (0.4)		*	When activating a renewal card the clerk is prompted to "Swipe Card or Press Continue for Manual Entry". The prompt should indicate that it is the currently active card that needs to be swiped not the renewal card. There is no impact until normal card expiries/renewals occur circa September 2001.	N	N	N
NR2+	19936 (0.4)		*	The card renewal orders are required to be generated 42 days prior to card expiry, but because the Card Order request program runs after the Card Order scheduling program the renewal cards will be ordered from DLR on the next day. By then the lead time is only 41 days. The lead time variable will be set to 43 days unless the Maestro Schedules are changed. DN: Closed following amendment to the Oracle lead time variable.	N	N	N
EOLT	19944 (0.5)		*	A card that is time-expired is not indicated as such at the Help Desk. This cannot occur until circa September 2001, but will be counted as an Acceptance Incident.	L	L	L
NR2+	19944 (0.4)		*	Cards which have expired are not shown as expired at the Help Desk and thus could be used incorrectly to effect a Help Desk encashment. There is no impact until normal card expiries/renewals occur circa September 2000.	N	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

BOLT	20115 (0.4)			MiMan – Post-migrated Girobank summaries (both deposits and withdrawals) show a volume of +1 to the data entered during the manual migration process. This is carried on to the SU Balance, Office Balance and Cash Account. Discussions to be concluded as to procedural amendments and/or software modification. DN: This has now been fixed and Closed.	N	N	N
EOLT	20162 (0.5)		*	The Security Event Management information gathered for Audit from Sun Solaris platforms is difficult to interpret without being formatted by an editor.	L	L	L
EOLT	20192 (0.5)		*	If the APS host is despatched after midnight it diagnoses that it is being run a day late, and halts requiring manual restart with explicit confirmation of dates. The job should be scheduled much earlier in the day and the manual restart scenario factored into operating instructions. DN: This entry will be closed on confirmation that the operating procedure is in place.	N	N	L
NR2+	20258 (0.4)		*	The office weekly BES receipts voucher report button is currently inactive. (This is intended to print a Batch Control Voucher to be sent with the BES Payment Card Receipts to Lisahally.) The requirement for the report was introduced late in the development of the counter system and it was agreed with POCL that the production of this 'report' would be deferred until after NR2. *DN Manual workaround is included in PPDs.*	L	L	L

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(Completion of BIT Regression Level)

Ref:	CR/REP/012
Version:	2.0
Date:	6/7/99

BOLT	20315 (0.4)		*	When a user logs in after their password has been reset by the post master – for example after having forgotten it – the user is not forced to change it immediately. DN: This has been fixed and is Closed	L	L	L
EOLT	20507		*	The Audit Server needs to be set up with "Passive RIP" to allow LAN and LAN card failover.	N	N	L
EOLT	20654 (0.5)			(22897) MiECCO does not migrate various products but correctly matches them to contingency products because they were not represented in reference data. Normally this would Closed. This has now been Closed. However, (20654) 22897 masks the migration of a Giro Transcash without fee as one with zero fee for which evidence cannot currently be recreated. It is most likely that the user migrated volumes and values from the Receipts table. [ ] This is to be Closed.	N	N	N
BOLT	20665 (0.4)		*	Invalid field in Business Object results in absence of NINO field when required in "Attempted encashment infringements" and "Attempted change of NPO infringements" reports. DN: Fixed and Closed.	N	L	N
OPEN	20716 (0.4)		*	EPOSS - Discount causing Cash Account misbalance; Receipts and Payments total mismatch by 0.01 because of the difference in approach to rounding of the discount amount. Note: POCL are raising a CR to remove the discount option from the menu hierarchy.	N	N	N

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(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	20808 (0.4)		*	Handling the entry of restricted passwords –usability improvements recommended to identify restricted passwords on entry and to improve the sequence of use of "re-entered password" dialogue box. (No security implications, usability improvement). DN: Closed	L	N	N
NR2+	21030 (0.5)		*	During card batch reconciliation where a card fails to swipe the system does not automatically prompt for a reswipe or manual entry. This may result in unnecessary card impounds during reconciliation operations. Card Batch Reconciliation is proposed to be optional at NR2+. DN: Card batch reconciliation is designed such that all cards are swiped in succession, and then the system reconciles those cards read against those expected within the batch. At the end of the reconciliation, the system automatically prompts for any cards that have <u>not</u> been entered but which are expected within the batch. This covers cards that have not been swiped, <u>those that failed the swipe</u>, and missing cards. This is Closed.	N	N	N
NR2+	21036 (0.4)		*	Improvement to clerk message at end of unsuccessful Change NPO transaction; currently displays "Select Continue to exit function" *DN: correct message should read "not available at this Post Office".*	L	N	N
EOLT	21366 (0.5)		*	There are three Help Desk screens, HLPF 302, 304 and 404, that show different statuses when a Temporary post office closure is notified, according to how far in the future the temporary closure is scheduled. The screens will be changed to show both Current Status and Closure Date.	L	L	L

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(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	21566 (0.5)			Not all cases of invoked EVP are transferred to the data Warehouse and are therefore not included in EVP reports. In addition when a card is swiped and EVP fails, intended encashment cannot be distinguished from intended change of NPO. This area is subject to (outstanding) CCN 243 which is being part-implemented for BOLT and EOLT. DN: At present, EVP data is written to the Warehouse for scorecard charging purposes. From EOLT, the Warehouse will be sent all EVP transactions, including PCHL EVP failures, for EVP trend analysis. The type of these transactions will be identified. Note that EVP trend analysis will include PCHL Card Activation EVP failures. This will be reviewed at NR2+.	N	L	L
EOLT	21626 (0.5)		*	If a customer changes his mind and declines a payment already made the receipt is voided correctly and the EPOSS stack correctly marks the voided transaction. However, if the customer now changes his mind again the clerk can reprint the receipt but the stack is not updated. The reprinted receipt should not be offerable for a voided transaction. The probability of occurrence is very low. The PPD and User Guide will be updated to make it clear that if a customer wishes to encash payments that have been voided then the card must be reswiped.	M	M	L
EOLT	21631 (0.5)		*	If a multi-page BES receipt or AtP transaction is voided after the first page is printed but before the second page is printed the clerk is not prompted to overprint the first page. A second page is not used until there are more than 10 payments (receipts) or 8 payments (AtPs).	L	L	L

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Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

EOLT	21662 (0.5)		*	The EPOSS error message for user name input should be changed from "… at least 6 characters" to "… 6 characters" now that usernames have been standardised to 6 characters.	L	N	L
BOLT	21669 (0.5)			A number of menu button names were too long, e.g. "Tokens Counterfeit". These were amended in SD/SPE/016 and on the Desktop. Entry retained for visibility. Now Closed.	N	N	N
EOLT	21676 (0.5)			It is possible to enter invalidly formatted passwords during EPOSS Modify User after a stoplisted password has been correctly once rejected.	L	N	L
EOLT	21786 (0.5)		*	The print preview facility EPOSS Products List requires tidying up. A tablet display to indicate that the report is in course of preparation or display is required; the device error tablet needs replacing with the standard version; the Complete selection should sequence to the Office Weekly Reports, instead of to the Reports menu; and the Susp button should be no-entried and freed correctly. An entry in the User Guide will be made.	L	N	L
EOLT	21955 (0.5)		*	The procedure for a non-automated office performing a Help Desk encashment included being asked for the NINO. (It is the PAN). This is understood to have been changed. Retained for visibility. This has now been Closed.	N	N	N
EOLT	22023 (0.5)		*	The By User pick list would be better in alphanumeric order. It currently entails re-selecting the user when printing all reports.	L	N	N
NR2+	22026 (0.5)		*	Late changes in the counter receipt pre-printed text need to be carried over into the manual receipt display background: "… above sum" and "…reverse of this form".	N	N	N

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Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

EOLT	22113 (0.5) 22126 (0.5		*	The Welsh Nil Receipt contains two capital "I" characters where the Reports & Receipts specification, Version 3.0, shows lower case "i". The circumflex accent in the "â" character is not clear. The date is in DD-MMM-YYYY format although the specification (which is probably wrong) shows DD-MM-YY format. The Welsh Nil Receipt, Card & Temporary Token and PUN Impound receipts spell the word for receipt "Debynneb" whereas "Derbynneb" is (believed to be) correct. If so the specification is incorrect in respect of the Nil Receipt.	N	N	N
EOLT	22114 (0.5)		*	When an APS transaction is reversed the volume sense is not reversed, thus rendering two transactions netting to zero value rather than the net zero volume of transactions netting to zero value as preferred by POCL. Only the Office Balance and Office Balance Snapshot reports are affected.	L	N	N
EOLT	22144 (0.5)		*	The "fast" product icons for cash and cheque need to be better differentiated from the corresponding "part" icons, say by use of the word "Fast". The entry will be made in the User Guide. A check will be made if a change is to be made to Reference Data.	L	N	L

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(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22165 (0.5)		*	The transfers from CAS to CAPS time out if EDS's Xpert messaging program is not running as required. The CAPS traffic cannot automatically restart if Xpert later is started because CAS validation has by then reset its checksums. A manual restart is necessary. Matching manual procedures need to be established in DSS/EDS Pathway and exercised. DN: Tony Hayward and Mick Clarke are actioned to ensure these matching procedures are in place. DN: The procedure within ICL Pathway to take the CAS Timer Task down, and to manually restart the CAS Timer Task is set out in the CAS(VME) Operational Procedures. A similar procedure is to be documented with regards to Xpert within DSS/EDS. (DSS is taking this forward).	N	L	L
EOLT	22171 (0.5)			The event log incorrectly reports a rollover abandon. This will be retested during Live Trial.	L	N	L
EOLT	22174 (0.5) 20205 (0.5)		*	Some AP report lines wrap around because the Customer Reference Numbers are longer than specified in *Reports & Receipts* Version 3.0. The Change Proposal within Pathway is approved awaiting the CCN. Some counter reports print a zero summary line when empty, some are blank. Pathway has made changes to BES and APS reports. A note has been added *R&R* Version 3.1. This specification is being revised and will eventually be the subject of a CCN.	L	L	L
EOLT	22202 (0.5)		*	The HLPF304 (Batch Monitoring) screen does not offer the ability not to save changes without exiting. A Yes/No/Cancel Exit prompt should be considered. DN: This has been fixed and Closed.	N	N	L

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Ref: CR/REP/012

Known Problem Register at CSR   Version: 2.0

(Completion of BIT Regression Level)   Date: 6/7/99

EOLT	22224 (0.5)			Helpdesk NULLs reported to the BSU as BES Orphans should not produce BAD records at the TIP interface.	L	N	L
EOLT	22250 (0.5)		*	TIP expects a zero rather than NULL value to be present for PCHL Voided and Null Transactions and for the Voided transactions to carry the NINO.	L	N	L
EOLT	22274 (0.5)		*	During MOT transactions referenced Reference Data version 11 when the version in force was apparently 12. It may be explained by the actual delivery of versions in the order 11, 13, 12, with the last two being delivered three days after the observation. Under investigation. For visibility. Assume no fault. DN: Failure of previous night's extract suspected and a fix applied. The PinICL is now Closed. Impact should be revisited.	L	N	N
EOLT	22279 (0.5)		*	Exceptionally the Agent may not connect to Riposte probably because of an underlying problem in Microsoft Remote Procedure Call set up. This problem cannot be reproduced. Left Open awaiting repeat. DN: No reoccurrence.	N	N	L
EOLT	22300 (0.5)		*	The desktop application failed after unsuccessfully invoking A4 test printer and attempting "Prev". This problem cannot be reproduced. Left Open awaiting repeat. DN: Has been Closed no reoccurrence.	L	N	L

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(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22317 (0.5)		*	The date mask used for the time element on certain outgoing PAS/CMS files is in 12-hour format (HH rather than HH24) so that a file created at 20:15 appears to have been created at 08:15. Similarly in certain PAS/CMS notifications to TMS the date is loaded in HH format although registered by PAS/CMS in HH24 format. These time representations are misleading but otherwise benign. All masks will be set to HH24. DN: Pathway uses the times recorded in the ICL and OCL control files for all SLA calculations, not the times indicated above. DN: Enhancement required. Now Closed.	N	N	L
EOLT	22337 (0.5)			If there is a revaluation due and the clerk forgot to do the cash declaration on the previous day, then the system only momentarily displays the ONCH warning and goes to the Desktop menu, so the (optional) ONCH declaration is not forced. DN: This has been fixed (against PinICL 20611) and is Closed.	L	N	N
EOLT	22370 (0.5)		*	The audit rebuild tool fails on encountering an out of sequence message store. The message store problem was cleared BOLT in WP 3655, Riposte update #13, and a Rebuild Tool fix will be added. DN: This has now been fixed and Closed.	N	N	N

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Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22371 (0.5)		*	BES/PCDF reports contain entries relating to the preceding seven days regardless of the current Cash Account Period. The change to organise BES and PCDF reports by Cash Account and Balance Period was introduced too late for inclusion by BOLT. DN: Pathway will await approval of R&R before implementing further changes. At that point any consequential changes will be agreed. User Guides now advise the clerk of actions to take.	L	N	N
EOLT	22378		*	The impound of an unactivated card at a foreign office is not reported to the NPO. No payments are available to that card and a new card message will be received at the NPO.	L	N	N
EOLT	22411 (0.5)		*	The Revaluation Up reminder slip does not show the volume of products to be revalued. DN: This will be cleared by definition of a reminder slip report within the Reports & Receipts specification Version 3.1. This will show that the volume is not necessarily required and will have three columns, volume, value and total.	L	N	N
EOLT	22412 (0.5)		*	On output the customer receipt does not suppress the leading zero in the session number, whereas the transaction log does. The system accepts either format on input. The customer receipt will be changed to suppress the leading zero.	L	N	N

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(Completion of BIT Regression Level)

				Ref:	CR/REP/012
Version:	2.0
Date:	6/7/99

EOLT	22457 (0.5)		*	During MOT a number, but not all, of Help Desk encashments were timed by the system at a substantially different time from that provided manually by the Help Desk. Under investigation. For visibility. Assume some problem. DN: Investigation in progress. DN: Authorities would regard this as an Acceptance Incident if a real problem. So would Pathway.	M	M	M
EOLT	22461 (0.5)			The desktop exits and reloads when Previewing. Build difference presumed as only on one rig.	N	N	N
NOPRB	22470 (0.5)		*	The screen SUPF501, Maintain Contingency Payments, contains a list box for specifying the benefit types that is unsequenced and on which the search facility operates as if with permanent wild cards. Usability.	N	N	N
EOLT	22485		*	The RDMC configuration build requires re-implementation. It does not implement least privilege for RDMC User or RDMC Admin, has default access control list, has full Oracle tool set access allows Admin task under user rdmc and has non-conforming initial password. It is in course of re-implementation.	L	L	L
NR2+	22488 (0.5)		*	When Social Fund Payment types are collected at a foreign office without other types also collected it is incorrectly treated as a foreign for 2 in 26 rule purposes. Under investigation. For visibility. Assume some problem. Social Fund payments are not expected before NR2+. DN: This is likely to be a Low Acceptance issue.	L	L	L

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Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22490 (0.5)		*	It takes about 75 seconds to read through the high water marks for all post offices in the Replication Dummy Post Office when there are no new Reference Data objects to replicate. These high water marks will be moved to another dummy post office. The current method would begin to cause a performance and scheduling issue above ~2000 post offices. DN: In progress.	N	N	L
EOLT	22548 (0.5)		*	If an On Line Enquiry is in progress for a payment when the Help Desk stops it PAS returns a BES confirmed stop rather than a stop applied at PAS. Recent, under investigation. DN: It is immaterial whether the stop was confirmed by BES or PAS. DN: This has been further investigated. The confirmation has correctly come back from BES. This is now Closed within Pathway.	N	L	N
EOLT	22552 (0.5)		*	The passwords used by Outsourcing (CFM) staff on RDDS and RDMC must be subject to *Pathway Code of Practice* at NR2.	L	L	L
NOPRB	22566 (0.5)			The training manual may not correspond with the User Guide and system in the matter of using a correction Stock Unit. This is under investigation. DN: The differences between the training manual and the User Guide are agreed not to be significant and the system is correct. This is now Closed.	N	N	N

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Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22598 (0.5)		*	The end of day marker for a non-automated office was not written so transactions were correctly not harvested until the next day. However, an empty sub-file was also created on the next day. This is benign. (Note: PinICL 22697 was Closed and this is the substantive PinICL.) The next version of the TIP AIS will provide for this in the short term. The root cause of this is that where there are only infringement messages these are removed leaving an empty sub-file. Infringement messages are defined not to be sent to TIP. At NR2+ the empty sub-file will be suppressed.	L	N	L
EOLT	22621 (0.5)		*	A Temporary Token allocated using the HLPF02 screen but expiring in the next millenium is given a 1900 expiry. In addition if the Help Desk and counter are running in different millenia the token is given a life of either −100 or +100 years. Temporary Tokens are not to be used until after NRO and the artificial test conditions of the second part are most unlikely to be encountered in practice. DN: Fix is due for EOLT. However, DSS has ruled out the allocation of TT via Help Desk until NR2+ at the earliest.	L	L	L
EOLT	22633		*	Following a "suspicious circumstances" impound the system prompts for the card to be cut in half rather than retained whole for Pathway fraud investigation. DN: Karen Rogers and Graham King to ensure PPD and User Guide are OK for Live Trial. DN: During Live Trial all impounded cards will be destroyed.	L	L	L

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Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22671 (0.5)		*	The MIS Contingency Payment report adds in the value of non-contingency payments taken in the same transaction but correctly calculates the number thereof.	N	L	L
NOFIX	22677 (0.5)			The font size on the Counter Daily Giro Deposit was changed at POCL request from 8 to 15 point under PinICL 21865 and does not now fit in the pre-printed box. A change to the form will be required. DN: This is Closed within Pathway.	L	N	N
EOLT	22679 (0.5)		*	When voiding a Temporary Token encashment there is a mixture of "token" and "card" references in the messages whereas the intention might be to refer where possible to card even for tokens as the token is labelled Temporary Payment Card. DN: Temporary Tokens should be referred to as such throughout.	L	L	L
EOLT	22681 (0.5)			A payment failed reconciliation validation because the milk token element did not match although the cash element was correct. It was correctly reported on pmsr105 and 111. The payment was then confirmed without change and was reported on pmsr103 with a zero amount and on pmsr100 with the amount being unmatched. In addition it was due to expire during its period of suspension and was reported expired. These are all arguably per specification. Presented for discussion. DN: The payment should have been reported on pmsr 103 with the value and an exception code denoting payment over expiry. DN: This has now been fixed and Closed.	M	L	M

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Known Problem Register at CSR

(Completion of BIT Regression Level)

Ref: CR/REP/012

Version: 2.0

Date: 6/7/99

EOLT	22701 (0.5)		*	(Revised) This PinICL has been further investigated and the root cause of the denial of an APS reversal was that a system logon had been performed and APS not started. Opportunities for not restarting APS have now been removed and are in retest. Pathway may decide to apply some of these changes via Tivoli to the Live Trial system.	L	N	L
EOLT	22733 (0.5)			The parameter r_ld_all should be RD_LD_ALL. This prevents status update and reference data extract.	N	N	L
EOLT	22779 (0.5)		*	EPOSS formats an ONCH declaration incorrectly in both the declaration and print event messages, although the ONCH report is correctly printed. (ONCH messages are not used in balancing.) This is another manifestation of that reported on Closed PinICL 21861 - use of the Edit button on the screen to enter values was resulting in truncation of values greater than 999.99. The problem is now fixed for Live Trial and cannot be reproduced using the current software. Left open pending confirmation of previous use of Edit. DN: MO personnel say they think that this was not done using the on-line edit screen. Further investigation. DN: This is diagnosed as consistent with PInICL 21861, already Closed, and is now Closed.	N	N	N

ICL Pathway

Ref: CR/REP/012

Known Problem Register at CSR

Version: 2.0

(Completion of BIT Regression Level)

Date: 6/7/99

EOLT	22783 (0.5)		*	If a customer moves post office while a replacement card is in preparation and moves back to the original post office in time to collect it PCDF demands a card to effect renewal rather than the PUN. In fact renewals will also be prevented. The card should be stopped and reordered by PCDF when it detects that the customer no longer has that office as his NPO. DN: This is where a customer, who has a card on order, changes his NPO to another PO and then promptly changes back again. *PPD: PCDF* section 6.2.1 states in these circumstances the customer is advised to return when he receives a new PUN for a new replacement card which is automatically ordered. The same condition arises where a card is stopped before it can be collected. The local NINO check can be added during batch reconciliation.	L	L	L
EOLT	22795 (0.5)		*	A payment stop from the Help Desk or Batch stream for a payment that is suspended following a PAS Reconciliation Exception is accepted even though it has actually been paid. DN: This cannot be reproduced and has been Closed.	L	L	L
EOLT	22807 (0.5)			The Reference Data replicator will produce an unwanted copy of objects if the agent is rerun after failure. These are benign until more than about 5000 outlets are in service.	N	N	N
EOLT	22870		*	It is possible to transfer a session when producing a Suspense Account report. The Susp button needs to be effectively locked when producing Suspense Account report.	L	N	L

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EOLT	22887			A card batch reconciliation clerk dialogue is needed to prompt the clerk that the bar-code is to be scanned (or entered manually). The function works OK. User Guide already advises correct action to be taken, regardless of the prompt.	L	L	N
EOLT	22898 (0.5)		*	The Help Desk calls archive was exceptionally a duplicate of the previous day's. Under investigation This cannot be reproduced. Some issue is assumed.	L	L	L
EOLT	22901 (0.5)		*	The Default Stock Unit should be removed from the Event Log / Stock Unit pick list. An entry will be made in the User Guide.	L	N	L
EOLT	22908 (0.5)			(Revised following diagnosis): PAS/CMS waits until all TMS table entries have been actioned before archiving the table. This will mean that some tables will be archived on later days. It is intended to change the archiving strategy to strip out actioned rows immediately, leaving unactioned rows until actioned.	L	L	L
EOLT	22947 (0.5)		*	In MOT training mode could not produce Card Batch Receipt report. These function correctly. Under investigation. For visibility. Assume no fault. Appears to be a pre-existing printer error. DN: MO personnel say there was not a pre-existing condition. Further investigation.	L	L	L
EOLT	22949			If the counter printer is not working many transactions automatically switch to preview. For some the Home button is no-entried after the preview is complete and the desktop has to be restarted.	L	N	L
EOLT	22979		*	The RDMC Workstation error message provided when a file cannot be deleted should be made meaningful	N	N	L

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EOLT	23013 (0.5)		*	BES does not force commit a Temporary Token encashment after enforced lockout. Under investigation. For visibility. Assume some problem. DN: Temporary Tokens functionality is not used until NR2 Multi-Benefit. The Authorities say that it would be rated higher for acceptance. DN: Cannot be reproduced and will be Closed as a build error. DN: A further attempt to reproduce it has been ordered.	L	L	L
EOLT	23021 (0.5)			When synchronising a 20-counter * 38Mb message store Riposte (in the gateway counter) actually reaches the point of (one) discard because of replication overload. This is as designed, it just gets sent the discarded messages again. Under investigation to assess if this is within design parameters. Assumed OK. DN: The test used LAN connection thus inducing sustained transfer rates well in excess of specification. Further stress tests being done.	N	N	N
EOLT	23117		*	TIP files are archived as .TP_ but are zipped and should therefore have a .pz extension. Circumvention: The internal auditor has to rename the files .pz to unzip them.	N	N	L
EOLT	23147 (0.5)		*	An encashment following emergency post office closure appears to be reported as a foreign encashment. Recent, under investigation. Some problem assumed. DN: In fact the system is operating correctly: it should be reported as a foreign encashment but does not count towards the foreign encashment entitlement. To be Closed.	N	N	N

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EOLT	23190 (0.5)			The message output when the scales are physically disconnected after obtaining the weight has been changed to "The weight has changed for this scales transaction. Do you wish to continue the transaction using the original weight specified – Continue/Abandon". This message is under review.	N	N	N
NOFIX	23530 (0.5)			EPOSS transactions are timed in GMT and migration transactions in local time, so transaction logs and TIP files could show migrations occurring after EPOSS transactions in the same outlet. Normally migration is performed a day earlier than any EPOSS transactions. Proposals are being considered to use local time for such operations.	L	L	L
EOLT	23631 (0.5)			Using PREV after keyboard intervention navigates to the previous screen not the previous in hierarchy.	L	N	L
NOFIX	23716 (0.5)			The Stock Unit snapshot does not display a 'Philatelic Items' total if only one item is migrated, however, the Office, Trial and Final balance do.	L	N	L
EOLT	23717 (0.5)			Targeted Testing Reference TIP 777. The 'Total Value of POCL Exceptions' field is to be calculated as SUM (ABS (encashed – authorised)). [The current specification, TIPAIS 3.4.2, is ABS (SUM (encashed – authorised))].	M	N	L
EOLT	23718 (0.5)			Targeted Testing Reference TIP 778. BAD records more than 10 days old are sent. The TIP AIS section 3.5.4.4 specifies that such records should not be sent if more than five (10 required) days old. It is not defined what should happen to records older than five (10) days. Pragma required.	M	N	L
EOLT	23750 (0.5)			A 1c payment was issued apparently after the same payment in NR2 form, was then stopped and the nominated post office changed. EVP was invoked although the testers say that it was not. The question is did the encashment at the new post office find the 1c payment. A test should be carefully repeated after having determined what the intent of the test might be. Assume no problem if the test is sound. DN: PinICL reference now changed, was	N	N	N

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