PinICL Export   PC0012920

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By			Closed	Status		Product At Fault
PC0012920	Incorrect Password lifecycle on		07/07/1998 16:26:39	23/12/1998 14:31:40		General/Other/Misc
DeletedContact	R1C counters.		23/12/1998 14:31:39	C		

References

Name	Value
Customer reference	PDA98041601
Release PinICL	PC0012010

Products

Activities

Date	User	Comment
07/07/1998 15:26:39	[Martin Molloy]	CALL PC0012920 opened
07/07/1998 15:26:39	[Martin Molloy]	References entered are:-
07/07/1998 15:26:39	[Martin Molloy]	Customer reference : PDA98041601
07/07/1998 15:26:39	[Martin Molloy]	T Release PinICL : PC0012010
07/07/1998 15:26:39	[Martin Molloy]	Target Release entered: Unknown
07/07/1998 15:26:39	[Martin Molloy]	Incorrect Password lifecycle on R1C counters.
07/07/1998 15:26:39	[Martin Molloy]	A problem exists on all R1C counters whereby the expected lifecycle of a
07/07/1998 15:26:39	[Martin Molloy]	password expiring that should be set for 30 days does not exist. In other
07/07/1998 15:26:39	[Martin Molloy]	words post office staff will be able to use their existing passwords
07/07/1998 15:26:39	[Martin Molloy]	indefinately without the system promting for a change. A S/W fix was set up
07/07/1998 15:26:39	[Martin Molloy]	which would ensure that the counter system would prompt post office staff to
07/07/1998 15:26:39	[Martin Molloy]	change their password after 180 days i.e. 6 months but folloowing a
07/07/1998 15:26:39	[Martin Molloy]	conversation between ICL Pathway and POCL Security it was determined that the
07/07/1998 15:26:39	[Martin Molloy]	actual timeframe should be 30 days i.e. 1 month.
07/07/1998 15:26:39	[Martin Molloy]	
07/07/1998 15:26:39	[Martin Molloy]	The S/W fix was ammended appropriately but before it was sent down to the
07/07/1998 15:26:39	[Martin Molloy]	outlets it was discovered that there was a problem with this fix such that if
07/07/1998 15:26:39	[Martin Molloy]	a counter position were to force sign off an operator i.e. after 74

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DeletedContact		23/12/1998 14:31:39	C		

07/07/1998 15:26:39	[Martin Molloy]	consecuative minutes of unuse and at the same time the password expired then
07/07/1998 15:26:39	[Martin Molloy]	the postmaster would have to reboot the system before changing his password.
07/07/1998 15:26:39	[Martin Molloy]	This was deemed unacceptable to send out like this as although the chances of
07/07/1998 15:26:39	[Martin Molloy]	this scenario happening were very low it might happen and would cause
07/07/1998 15:26:39	[Martin Molloy]	inconvenience to the outlet involved.
07/07/1998 15:26:39	[Martin Molloy]	
07/07/1998 15:26:39	[Martin Molloy]	There is another PinICL open (i.e. pc0012010) which I have raised to A
07/07/1998 15:26:39	[Martin Molloy]	priority in order that it is given urgent attention by Escher to provide a
07/07/1998 15:26:39	[Martin Molloy]	fix.
07/07/1998 15:26:39	[Martin Molloy]	Awaiting update from Steve Warwick.
07/07/1998 15:26:41	[Martin Molloy]	CALL PC0012920:Priority B:CallType Z - Target 11/08/98 20:00:00
05/08/1998 10:30:23	[Martin Molloy]	F} Response :
05/08/1998 10:30:23	[Martin Molloy]	Latest update on "technical" call states that Tony Oppenheim will stress the
05/08/1998 10:30:23	[Martin Molloy]	importance of this issue being resolved with Mike Murphy in Escher in order
05/08/1998 10:30:23	[Martin Molloy]	that a fix can be produced. Awaiting his update.
05/08/1998 10:30:23	[Martin Molloy]	[END OF REFERENCE 5386883]
05/08/1998 10:30:23	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update
05/08/1998 10:30:24	[Martin Molloy]	The response was delivered on the system
23/10/1998 12:06:51	[Martin Molloy]	F} Response :
23/10/1998 12:06:51	[Martin Molloy]	Letters have now been sent out to the 4 pilot outlets and responses are
23/10/1998 12:06:51	[Martin Molloy]	expected from these by 30th october 1998. When received the patch will be
23/10/1998 12:06:51	[Martin Molloy]	downloaded to the 4 outlets and then these outlets will be monitored for a
23/10/1998 12:06:51	[Martin Molloy]	period of 1 MONTH. This period was decided on by POCL BSM who want to ensure
23/10/1998 12:06:51	[Martin Molloy]	that a) there are no adverse effects on the Horizon system from this patch,
23/10/1998 12:06:51	[Martin Molloy]	and b) that the system will prompt for the password to be changed after the
23/10/1998 12:06:51	[Martin Molloy]	stipulated time.

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DeletedContact	R1C counters.	23/12/1998 14:31:39	C		

23/10/1998 12:06:51	[Martin Molloy]	I will update the call when the patch has been downloaded.
23/10/1998 12:06:51	[Martin Molloy]	[END OF REFERENCE 7054909]
23/10/1998 12:06:52	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update
23/10/1998 12:06:52	[Martin Molloy]	The response was delivered on the system
16/11/1998 17:40:47	[Martin Molloy]	F} Response :
16/11/1998 17:40:47	[Martin Molloy]	The S/W patch was successfully downloaded to the 4 pilot outlets on 3rd
16/11/1998 17:40:47	[Martin Molloy]	november mwithout any ontoward happenings in any of these outlets. POCL have
16/11/1998 17:40:47	[Martin Molloy]	requested that we now wait 30 days before downl;oading this patch to the
16/11/1998 17:40:47	[Martin Molloy]	other 200 outlets. This is to ensure that the system does prompt the users to
16/11/1998 17:40:47	[Martin Molloy]	change their passwords at the 4 pilot sites.
16/11/1998 17:40:47	[Martin Molloy]	However, before downloading the patch to the other outlets we also want to
16/11/1998 17:40:47	[Martin Molloy]	force change a baseunit in one of the pilot sites to ensure that this can be
16/11/1998 17:40:47	[Martin Molloy]	done successfully without any problems arising with passwords. POCL BSM have
16/11/1998 17:40:47	[Martin Molloy]	agreed to this and will inform of the cjosen outlets in order that I can
16/11/1998 17:40:47	[Martin Molloy]	organise a swapout. I will update this call with the results.
16/11/1998 17:40:47	[Martin Molloy]	[END OF REFERENCE 7681557]
16/11/1998 17:40:47	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update
16/11/1998 17:40:47	[Martin Molloy]	The response was delivered on the system
26/11/1998 14:54:29	[Martin Molloy]	F} Response :
26/11/1998 14:54:29	[Martin Molloy]	The forced swapout of the baseunit was 100% successful which gives confidence
26/11/1998 14:54:29	[Martin Molloy]	that all will be ok when the patch is downloaded to the other 200 outlets.
26/11/1998 14:54:29	[Martin Molloy]	The next stage in the plan is to wait until the four pilot outlets are forced
26/11/1998 14:54:29	[Martin Molloy]	by the system to change their password which will confirm that the patch has
26/11/1998 14:54:29	[Martin Molloy]	been successful. This should happen within the next 7-10 days. Once this has
26/11/1998 14:54:29	[Martin Molloy]	occurred letters will be sent to the remaining 200 outlets advicing them to
26/11/1998 14:54:29	[Martin Molloy]	change all user passwords and return the confirmation slip when done. Once

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DeletedContact		23/12/1998 14:31:39	C		

26/11/1998 14:54:29	[Martin Molloy]	all (or nearly all) confirmation slips have been received then the patch can
26/11/1998 14:54:29	[Martin Molloy]	be downloaded to all outlets. This may be just before Xmas but if not the
26/11/1998 14:54:29	[Martin Molloy]	early in the new year will be acceptable. I have agreed this with POCL BSM
26/11/1998 14:54:29	[Martin Molloy]	(Jonathan Rogers).
26/11/1998 14:54:29	[Martin Molloy]	I will update this call accordingly.
26/11/1998 14:54:29	[Martin Molloy]	[END OF REFERENCE 7885345]
26/11/1998 14:54:30	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update
26/11/1998 14:54:30	[Martin Molloy]	The response was delivered on the system
02/12/1998 12:59:20	[Martin Molloy]	F} Response :
02/12/1998 12:59:20	[Martin Molloy]	POCL BSM confirmed this morning, 2/12/98, that users in all 4 pilot outlets
02/12/1998 12:59:20	[Martin Molloy]	successfully received a system prompt to change their passwords. This was
02/12/1998 12:59:20	[Martin Molloy]	done with no problems arising.
02/12/1998 12:59:20	[Martin Molloy]	
02/12/1998 12:59:20	[Martin Molloy]	Letters will now be sent to the remaining 200 outlets advising ALL users to
02/12/1998 12:59:20	[Martin Molloy]	change their password asap and return the confirmation slip to POCL BSM when
02/12/1998 12:59:20	[Martin Molloy]	this is done.
02/12/1998 12:59:20	[Martin Molloy]	
02/12/1998 12:59:20	[Martin Molloy]	Once all slips have been received (or a vast majority, figure yet to be
02/12/1998 12:59:20	[Martin Molloy]	agreed with BSM but suspect it will be somewhere between 80%-90%) then I will
02/12/1998 12:59:20	[Martin Molloy]	voice prompt Release Management asking for the patch to be downloaded to the
02/12/1998 12:59:20	[Martin Molloy]	200 outlets. Being optimistic this will be done before Xmas but realistically
02/12/1998 12:59:20	[Martin Molloy]	I suspect that it will be done early in the New Year.
02/12/1998 12:59:20	[Martin Molloy]	
02/12/1998 12:59:20	[Martin Molloy]	I will update this call accordingly.
02/12/1998 12:59:20	[Martin Molloy]	[END OF REFERENCE 7980777]
02/12/1998 12:59:21	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update

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DeletedContact	R1C counters.	23/12/1998 14:31:39	C		

02/12/1998 12:59:22	[Martin Molloy]	The response was delivered on the system
03/12/1998 16:30:38	[Martin Molloy]	F} Response :
03/12/1998 16:30:39	[Martin Molloy]	POCL BSM contacted me today to say that the 200 outlets are being contacted
03/12/1998 16:30:39	[Martin Molloy]	via an "Update Special" informing them to change all passwords. This Special
03/12/1998 16:30:39	[Martin Molloy]	was sent out today, 3/12/98, and has a cut-off at the bottom which should be
03/12/1998 16:30:39	[Martin Molloy]	returned to POCL when all changes have been made. POCL are expecting to have
03/12/1998 16:30:39	[Martin Molloy]	all replies by Monday 14/12/98 which, if correct, means that I will be able
03/12/1998 16:30:39	[Martin Molloy]	to get the patch downloaded well in advance of Xmas.
03/12/1998 16:30:39	[Martin Molloy]	
03/12/1998 16:30:39	[Martin Molloy]	I will update call accordingly.
03/12/1998 16:30:39	[Martin Molloy]	[END OF REFERENCE 8039112]
03/12/1998 16:30:40	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update
03/12/1998 16:30:41	[Martin Molloy]	The response was delivered on the system
10/12/1998 16:58:44	Janet Reynolds	F} Response :
10/12/1998 16:58:45	Janet Reynolds	Next Action:Awaiting update from POCL when all the confirmation slips are
10/12/1998 16:58:45	Janet Reynolds	returned. Pending till 14/12/98
10/12/1998 16:58:45	Janet Reynolds	[END OF REFERENCE 8207286]
10/12/1998 16:58:45	Janet Reynolds	Responded to call type Z as Category 2 -Progress update
10/12/1998 16:58:45	Janet Reynolds	The response was delivered on the system
17/12/1998 11:31:16	[Martin Molloy]	F} Response :
17/12/1998 11:31:16	[Martin Molloy]	To date 144 outlets have responded to say that they have changed all the
17/12/1998 11:31:16	[Martin Molloy]	user's passwords. Jonathan Rogers (POCL BSM) has contacted both Regions i.e.
17/12/1998 11:31:16	[Martin Molloy]	SW & NE and advised them of the outlets that haven't yet replied. He has
17/12/1998 11:31:16	[Martin Molloy]	informed the regions that they must get in contact with these outlets and
17/12/1998 11:31:16	[Martin Molloy]	ensure that by Monday 21/12/98 all passwords must be changed. He will then
17/12/1998 11:31:16	[Martin Molloy]	contact me and I will try to get the password fix downloaded on Tuesday

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DeletedContact	R1C counters.	23/12/1998 14:31:39	C		

17/12/1998 11:31:16	[Martin Molloy]	22/12/98.
17/12/1998 11:31:16	[Martin Molloy]	
17/12/1998 11:31:16	[Martin Molloy]	I will update this call accordingly.
17/12/1998 11:31:16	[Martin Molloy]	[END OF REFERENCE 8326250]
17/12/1998 11:31:17	[Martin Molloy]	Responded to call type Z as Category 2 -Progress update
17/12/1998 11:31:17	[Martin Molloy]	The response was delivered on the system
23/12/1998 13:31:03	Janet Reynolds	F} Response :
23/12/1998 13:31:03	Janet Reynolds	Update from Martin Molloy - The Software patch went out to all outlets last
23/12/1998 13:31:03	Janet Reynolds	night 22/12/98 sucessfully. The call can now be closed.
23/12/1998 13:31:03	Janet Reynolds	[END OF REFERENCE 8445725]
23/12/1998 13:31:03	Janet Reynolds	Responded to call type Z as Category 15 -Completed
23/12/1998 13:31:04	Janet Reynolds	Hours spent since call received: 010.0 hours
23/12/1998 13:31:04	Janet Reynolds	The response was delivered on the system
23/12/1998 13:31:39	Janet Reynolds	CALL PC0012920 closed: Category 15, Type Z
23/12/1998 13:31:40	Janet Reynolds	Hours spent since call received: 010.0 hours