

Export

Peak Incident Management System

Call Reference	PC0275532	Call Logger	_ Customer Call _ -- EDSC
Release	Proposed For -- Re-target	Top Ref	PC0275565
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	28/11/2018	Effort (Man Days)	0
Summary	INC1742274 : Horizon - Balancing Issue		
All References	Type	Value	
	TFSNow	INC1742274	
	Clone Call	PC0275565	
	SSCKEL	KEL kiangl1323R	
	SSCKEL	KEL dsed1747J	
	Call reference	PC0275625	
	Call reference	PC0275690	
	OTI	ATF:I12776459	
	SSCKEL	KEL dsed1747J	
Collections	Name	User	Date
	.SSCCBA	Chad Daborn	27-Nov-2018 10:13:44
Impact Statement	User	Date	
	David Seddon	27-Nov-2018 14:56:02	
	Discrepancies being incorrectly reported so high visibility especially given ongoing court cases. Just this one instance known about to date		

Progress Narrative

Date:27-Nov-2018 10:02:27 User:_ Customer Call _
 CALL PC0275532 opened
 Details entered are:-
 Summary:INC1742274 : Horizon - Balancing Issue
 Call Type:L
 Call Priority:C
 Target Release:HNG-X Rel. Ind.
 Routed to:EDSC - _Unassigned_

Date:27-Nov-2018 10:02:27 User:_ Customer Call _

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INCIDENT MANAGEMENT
 Date/Time Raised: Nov 26 2018 6:22PM
 Priority: C
 Contact Name: Kirkintilloch 236855
 Contact Phone: GRO
 Originator: XXXXXX@TFS01
 Originator's reference: ATF:I12776459
 Product Serial No:
 Product Site:

=====

User/Requester Name: Peth
 PATH CODE (for Supplier):
 Phone number: GRO
 FAD code: 2368552
 Branch Location / Address: Kirkintilloch

GRO

Total Branch Counter: 05

Affected Node: 03

Issue Description:

- User called reporting that they are having a 767 pounds discrepancy on the counter
- User said that the transactions are showing on the transaction logs but not on Balance report when they tried to declare a cash
- User said that they have phoned NBSC already and NBSC advised them that this is a software fault
- NBSC look at the report and the transactions are not showing
- NBSC reference no. 362925
- Raised to the software team

MDS:
Node id: 03
User Id: JWM[GRO]
Application on Node: n/a
1. CBA - HNGA_PACKAGE_CBA_1773
2. WSPOS - HNGA_PACKAGE_WSPOS_1773
3. JRE - HNGA_PACKAGE_JRE_1773
4. INGENICO_PINPADAGENT - HNGA_PACKAGE_INGENICO_PINPADAGENT_1773
5. INGENICO_TOOLS - HNGA_PACKAGE_INGENICO_TOOLS_1773
6. INGENICO_FIRMWARE - TEST NOT REQUIRED
7. CBA_TEST_TOOL - TEST NOT REQUIRED
8. CNIM - HNGA_PACKAGE_CNIM_1773
9. CAS_NETWORK_QOS - HNGA_PACKAGE_CAS_NETWORK_QOS_1773
10. CYGWIN - HNGA_PACKAGE_CYGWIN_1773
11. NETCOOL - HNGA_PACKAGE_NETCOOL_1773
12. NETCOOL_CONFIG - HNGA_PACKAGE_NETCOOL_CONFIG_1773
Exact date / time of error: 15/11/2018 14:33
Key strokes: n/a
Message number (MSG Number) , Message title and Full message text as seen by the PM: n/a
Where the error occurred (screen ID): n/a
Current TP / BP / Stock unit: TP: 08 BP: 04 Stock Unit: CC

KA used: POL-SD-Horizon-Minimum Dataset for Software Calls
Access Times

Affected Counter Position: 05

Branch Opening Hours:

MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1730SUN0000BNK0000

Caller's Contact Details:- Name:- 236855 Email:- Limited, WH Smith High Street Phone:-[GRO]
Reported by Contact Details:- Name:- Limited, WH Smith High Street Email:- Limited, WH Smith High Street Phone:-
[GRO]
Caller : Kirkintilloch 236855
Caller Contact : [GRO]
Configuration Item : PAT400C-HNGX
Location: 236855

Date:27-Nov-2018 10:13:34 User:Customer Call
27/11/2018 10:11:28 - Jacqueline Wilcock (Additional comments)
emailed PEAK the attachments & email trail

Date:27-Nov-2018 10:13:37 User:Chad Daborn
Product HNG-X Platforms -- HNG-X Counter App (CNT) (version unspecified) added.

Date:27-Nov-2018 10:14:25 User:Chad Daborn
Reference Added: SSCKEL kiangl1323R

Date:27-Nov-2018 10:14:42 User:Chad Daborn
[Start of Response]

PRESCAN
Comments:
KEL Reference:kiangl1323R
Assigned User:Dave S

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:27-Nov-2018 10:14:47 User:Chad Daborn
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Consumer

Date:27-Nov-2018 10:15:01 User:Chad Daborn
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Consumer

Date:27-Nov-2018 10:15:03 User:Mail Manager
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : "MA[GRO] <MA[GRO]>
Sent Date : Tue Nov 27 10:11:12 GMT 2018
Subject : Incident INC1742274 / ATF:112776459

Added evidence item 'Session_Data Kirkintilloch 236855.xls' from Email attachment

Added evidence item 'Decs for Kirkintilloch - 2368552.xls' from Email attachment

Date:27-Nov-2018 10:33:15 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [01] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-15.zip evidence/236855/01_postofficecounter.log.2018-11-15.zip

Date:27-Nov-2018 10:33:17 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [01] SSN [GRO] User [dse[GRO]] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-15.zip evidence/236855/01_postofficecounter.log.2018-11-15.zip

Date:27-Nov-2018 10:37:32 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [02] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-15.zip evidence/236855/02_postofficecounter.log.2018-11-15.zip

Date:27-Nov-2018 10:37:43 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [02] SSN [GRO] User [dse[GRO]] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-15.zip evidence/236855/02_postofficecounter.log.2018-11-15.zip

Date:27-Nov-2018 11:21:28 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [01] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-14.zip evidence/236855/01_postofficecounter.log.2018-11-14.zip

Date:27-Nov-2018 11:21:30 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [01] SSN [GRO] User [dse[GRO]] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-14.zip evidence/236855/01_postofficecounter.log.2018-11-14.zip

Date:27-Nov-2018 11:21:46 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [02] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-14.zip evidence/236855/02_postofficecounter.log.2018-11-14.zip

Date:27-Nov-2018 11:21:55 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [02] SSN [GRO] User [dse[GRO]] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-14.zip evidence/236855/02_postofficecounter.log.2018-11-14.zip

Date:27-Nov-2018 11:22:49 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [03] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-14.zip evidence/236855/03_postofficecounter.log.2018-11-14.zip

Date:27-Nov-2018 11:22:58 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [03] SSN [GRO] User [dse[GRO]] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/postofficecounter.log.2018-11-14.zip evidence/236855/03_postofficecounter.log.2018-11-14.zip

Date:27-Nov-2018 11:30:22 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [01] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/message.log.2018-11-14.zip evidence/236855/01_message.log.2018-11-14.zip

Date:27-Nov-2018 11:30:23 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [01] SSN [GRO] User [dse[GRO]] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/message.log.2018-11-14.zip evidence/236855/01_message.log.2018-11-14.zip

Date:27-Nov-2018 11:30:39 User:RCAClient Live

PEAK [PC0275532] Branch ID [236855] Node ID [03] SSN [GRO] User [dse[GRO]] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/message.log.2018-11-14.zip evidence/236855/03_message.log.2018-11-14.zip

<p>Date:27-Nov-2018 11:30:44 User:RCAClient Live PEAK [PC0275532] Branch ID [236855] Node ID [03] SSN [GRO] User [dseGRO] Command execution completed successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/message.log.2018-11-14.zip evidence/236855/03_message.log.2018-11-14.zip</p>
<p>Date:27-Nov-2018 13:56:58 User:David Seddon Evidence Added - 236855_01_PostOfficeCounter.log.2018-11-14 - File will be Obfuscated and made available to download soon.</p>
<p>Date:27-Nov-2018 13:57:19 User:David Seddon Evidence Added - 236855_03_PostOfficeCounter.log.2018-11-14 - File will be Obfuscated and made available to download soon.</p>
<p>Date:27-Nov-2018 13:57:45 User:David Seddon Evidence Added - 236855_01_message.log.2018-11-14 - File will be Obfuscated and made available to download soon.</p>
<p>Date:27-Nov-2018 13:58:08 User:David Seddon Evidence Obfuscated File (CTRPOC) Added - 236855_01_postofficecounter.log.2018-11-14.</p>
<p>Date:27-Nov-2018 13:58:07 User:David Seddon Evidence Added - 236855_03_message.log.2018-11-14 - File will be Obfuscated and made available to download soon.</p>
<p>Date:27-Nov-2018 13:58:37 User:David Seddon Evidence Obfuscated File (CTRPOC) Added - 236855_03_PostOfficeCounter.log.2018-11-14.</p>
<p>Date:27-Nov-2018 13:58:39 User:David Seddon Evidence Obfuscated File (CTRMSG) Added - 236855_01_message.log.2018-11-14.</p>
<p>Date:27-Nov-2018 13:58:43 User:David Seddon Evidence Obfuscated File (CTRMSG) Added - 236855_03_message.log.2018-11-14.</p>
<p>Date:27-Nov-2018 13:59:57 User:David Seddon Evidence Added - 236855_rep_session_data_extract_20181107_onwards</p>
<p>Date:27-Nov-2018 14:01:21 User:David Seddon Evidence Added - 236855_rep_events_data_extract_20181107_onwards</p>
<p>Date:27-Nov-2018 14:02:25 User:David Seddon Evidence Added - 236855_Button_press_timeline_counters_1_and_3</p>
<p>Date:27-Nov-2018 14:13:50 User:David Seddon [Start of Response] The description of the problem is very unclear and is lacking detail. That said, having looked at the evidence supplied, I have been able to figure out what they may be talking about. The spreadsheet showing the cash declarations lists a £3712.41 cash declaration at 17:13 on 14/11/2018 with a £0.40 discrepancy. However, a cash declaration made for the same amount the next day at 14:33 results in a -£166.46 discrepancy. This is despite there having been no cash effecting transactions entered on the system between these two declarations. [End of Response] Response code to call type L as Category 40 -- Pending -- Incident Under Investigation Response was delivered to Consumer</p>
<p>Date:27-Nov-2018 14:53:54 User:David Seddon [Start of Response] Having investigated further it would appear that a user has been able to transact transactions within stock unit CC in TP8 BP2 despite that stock unit having already been rolled into TP8 BP3 (see attached button press timeline, rep events and session data). As a result, although the transactions have been recorded in the session data table on the branch database they are not being picked up by the rollover process as the balance period in which they have been transacted has already been dealt with. As a result discrepancies are being reported in cash and stock. Routing to development for urgent investigation/fix and guidance on reconciliation required. [End of Response] Response code to call type L as Category 40 -- Pending -- Incident Under Investigation Response was delivered to Consumer</p>
<p>Date:27-Nov-2018 14:53:59 User:David Seddon The call Priority has been changed from C The call Priority is now A</p>
<p>Date:27-Nov-2018 14:56:02 User:David Seddon A new Business Impact has been added: Discrepancies being incorrectly reported so high visibility especially given ongoing court cases. Just this one instance known about to date</p>
<p>Date:27-Nov-2018 14:56:24 User:David Seddon</p>

<p>The Call record has been transferred to the team: xCtr_GDC User:David Seddon Confirmed that this Incident may be passed to the external company with the attached evidence. Progress was delivered to Consumer</p>
<p>Date:27-Nov-2018 14:58:58 User:David Seddon [Start of Response] Note that a check is currently being undertaken on the branch support database to identify if this issue of transactions being transacted in an already rolled over TP/BP has occurred elsewhere in the last 6 months. [End of Response] Response code to call type L as Category 40 -- Pending -- Incident Under Investigation Response was delivered to Consumer</p>
<p>Date:27-Nov-2018 15:19:49 User:Ramesh Kalavakolla The Call record has been assigned to the Team Member: Shweta Patil Progress was delivered to Consumer</p>
<p>Date:28-Nov-2018 07:01:59 User:Shweta Patil Trying to reproduce the peak.</p>
<p>Date:28-Nov-2018 09:20:13 User:David Seddon Product HNG-X Platforms -- HNG-A Counter (HNGA) (version unspecified) added.</p>
<p>Date:28-Nov-2018 09:20:20 User:David Seddon Product HNG-X Platforms -- HNG-X Counter App (CNT) deleted. Product HNG-X Platforms -- HNG-A Counter (HNGA) updated to Subject.</p>
<p>Date:28-Nov-2018 09:55:31 User:Kevin McKeown Taking a clone to track the wider estate checks that SSC have been doing since yesterday.</p>
<p>Date:28-Nov-2018 09:55:37 User:Kevin McKeown Call has been cloned to Call:PC0275565 by User:Kevin McKeown</p>
<p>Date:28-Nov-2018 10:47:52 User:John Simpkins KEL dsed1747J authorised</p>
<p>Date:28-Nov-2018 11:02:38 User: Customer Call 28/11/2018 11:01:16 - Webmethods Integration User (Additional comments) 2018/11/28 11:00:54 GMT Log Comment Hypercare - Mark User/Requester Name: Peth PATH CODE (for Supplier): Phone number: GRO FAD code: 2368552 Branch Location / Address: Kirkintilloch Total Branch Counter: Affected Node: Issue Description: -user called about I12730593 -notes indicated that new call was raised via ATF:I12776459 -call currently still under investigation -user acknowledged</p>
<p>Date:28-Nov-2018 11:30:50 User:David Seddon Evidence Added - 152542 Rep Events data extract (example for another branch)</p>
<p>Date:28-Nov-2018 11:35:54 User:David Seddon Find attached an example of another branch that has been able to do transactions in a stock unit TP/BP that had already been rolled over. Again you can see that user temporarily locked their user session on one counter, did the rollover on another counter, then returned back to the original counter and unlocked their old user session. Transactions on this counter now in old TP/BP rather than new one until they logged off.</p>
<p>Date:28-Nov-2018 12:36:09 User: Customer Call 28/11/2018 12:34:02 - Simon Cutmore (Additional comments) Dave Seddon @ PEAK (software team) advised the below:- "Having looked into this matter I've identified that a number of transactions carried out on the afternoon of 14th November have been incorrectly allocated to TP8 BP2 rather than TP8 BP3. We're currently investigating exactly how this happened and are looking into how we can correct the branch accounts. Somebody will be in touch as soon as we know more."</p>
<p>Date:28-Nov-2018 13:13:59 User: Customer Call 28/11/2018 13:11:51 - Simon Cutmore (Additional comments)</p>

called [GRO] - advised Beth of the situation and we will update her further once we hear more

Date: 28-Nov-2018 15:04:07 User: Gimcy johnbasco

[Start of Response]

We are able to reproduce the issue in development with HUID user(POID linked). The issue is highlighted as below:

1. A HUID user logs in one counter(i.e. say counter 1) and locks the current counter.
2. The user then login with same HUID user in another counter(i.e. say counter 2) and rollover to TP/BP or attaches to other SU and cleanly logs out.
3. Now once he logs in back to the first counter his user session is not updated (i.e TP/BP/SU/etc.) as it is in a locked state and his current session is restored without any update the user made in an earlier counter.
4. From this state if he performs any transaction it affects the state of SU/the user session.

The above issue has been discussed with Jon, Andy T and Gareth. Design solution is in progress for this issue.

[End of Response]

Response code to call type L as Category 41 -- Pending -- Product Error Diagnosed

Response was delivered to Consumer

Date: 28-Nov-2018 15:57:34 User: Jon Hulme

From: Hulme, Jon

Sent: Wednesday, November 28, 2018 3:53 PM

To: Bansal, Steve (BRA01) <Steve.Bansal@GRO>; SSC Duty Manager <sscdm@GRO>; Porter, Steven <Steven.Porter@GRO>; POA Duty Manager <PostOfficeAccountDutyManager@GRO>;
Cc: McKeown, Kevin <Kevin.McKeown@GRO>; Seddon, Dave (BRA01) <David.Seddon@GRO>; Thomas, Andrew <Andy.Thomas@GRO>; Seemungal, Gareth <Gareth.Seemungal@GRO>
Subject: RE: Discrepancies being reported as a result of transactions being transacted in a TP/BP that has already been rolled over (PC0275532)

I've just been in a call with Andy T, Gareth S and Gimcy (and please feel free to comment on this email if you need to correct anything I say).

This is an interim note, since further design thinking is needed regarding the solution.

This problem is related to counter A being locked, and then counter B changing some state in the database that is cached locally in counter A's memory (e.g. information relating to the user or the stock unit in use on A). When counter A resumes it then has invalid state in memory.

Pre-EUM this was avoided by various user and stock unit operations checking whether another user was logged in or attached to the same shared stock unit, and if so preventing the operation. However these checks generally do not consider the possibility of the same user being logged in at another counter, as that was previously not possible without invalidating the original user session.

Post EUM, and EUM user (i.e. one associated with a POID) wrongly passes these checks and can perform the operation (e.g. rolling over the stock unit).

We cannot make the unlock operation update all the local state from the BRDB because the clerk may be mid-transaction, and the requirement is to continue exactly where he left off. Therefore the only solution is to prevent the operations that may impact the local state from happening when the user is logged in to another counter with the same Horizon user id.

There are two possible ways to do this:

- 1) Enhance all the existing checks to check for the same Horizon user logged in elsewhere. The problem with this is identifying all these checks, and determining if new ones are needed.
- 2) Prevent access to the buttons that perform these dangerous operations if the same user is logged in but locked elsewhere (e.g. by disabling the Back Office button, or perhaps lower level Back Office buttons).

Further design thinking and analysis is needed.

Date: 03-Dec-2018 07:23:21 User: Ramesh Kalavakolla

Gimcy and Jon H are working on identify possible solutions.

Date: 04-Dec-2018 08:17:05 User: Maciej Frontczak

Action placed on Team: BIF

Date: 04-Dec-2018 09:30:08 User: Customer Call

04/12/2018 09:27:32 - Jack Steptoe (Additional comments)

From: Post Office Service Desk [mailto:PostOfficeServiceDesk@GRO]

Sent: 04 December 2018 09:25

To: MAC <MAC@GRO>

Subject: RE: INC1723770 I12730593 - Incident Rejected | INC1742274 / ATF:I12776459

Hi Team,

Good Morning.

We write in relation to reference ATF:I12776459 - INC1742274 with regards to the balancing issue.

May we have an update regarding this please? User called chasing up for an update.

Your response is highly appreciated.

Date: 04-Dec-2018 09:32:39 User: Customer Call

04/12/2018 09:28:28 - Jack Steptoe (Additional comments)

From: MAC
Sent: 04 December 2018 09:28
To: Post Office Service Desk <PostOfficeServiceDesk@postoffice.co.uk> **GRO** MAC <MAC@postoffice.co.uk> **GRO**
Subject: RE: INC1723770 I12730593 - Incident Rejected | INC1742274 / ATF:I12776459

Hi,

This is still in progress with our support teams, we will contact the branch when there is an update.

Kind Regards,
Jack

Date: **04-Dec-2018 09:33:40** User: **Customer Call**
04/12/2018 09:29:13 - Webmethods Integration User (Additional comments)
2018/12/04 09:27:57 GMT Log Comment ***Hypercare - Migs***
User/Requester Name: Peth
Phone number: **GRO**
FAD code: 2368552
Branch Location / Address: Kirkintilloch

GRO

- User called asking for an update
- User stated that she was advised by the software team that they will contact her today
- Advised user that it's still too early and they might call later to relay any updates
- Advised user that i'll be sending an email chase to the relevant team
- Sent email chase to MAC
- See attached

Date: **04-Dec-2018 09:51:51** User: **Customer Call**
04/12/2018 09:50:42 - Webmethods Integration User (Additional comments)
----Attachement RE INC1723770 I12730593 - Incident Rejected INC1742274 ATF I12776459 .msg ---
Email to MAC

Date: **04-Dec-2018 10:19:43** User: **Julia Betteley**
The call Target Release has been moved to Targeted At -- HNG-X 18.43

Date: **04-Dec-2018 10:24:20** User: **Ramesh Kalavakolla**
Action has been removed from the call

Date: **04-Dec-2018 11:12:08** User: **Customer Call**
04/12/2018 11:10:52 - Webmethods Integration User (Additional comments)
----Attachement RE INC1723770 I12730593 - Incident Rejected INC1742274 ATF I12776459 .msg ---
email from MAC

Date: **05-Dec-2018 11:34:09** User: **Customer Call**
05/12/2018 11:33:11 - Webmethods Integration User (Additional comments)
2018/12/05 11:32:48 GMT Log Comment ***Hypercare - Migs***
User/Requester Name: Beth
Phone number: **GRO**
FAD code: 2368552
Branch Location / Address: Kirkintilloch

GRO

- User called asking for an update
- Advised user that this is still in progress with the support team of MAC
- Advised user that MAC will contact her once an update is available
- User acknowledged

Date: **06-Dec-2018 10:08:12** User: **Kevin McKeown**
Reference Added: Call reference PC0275690

Date: **07-Dec-2018 10:47:46** User: **John Simpkins**
Steve Bansal is requesting that this Peak be returned to MAC for passing the incident to NBSC (to be discussed with Julie Thomas).

The affected transactions have been passed to the Post Office FSC for standard operational procedures.

The three calls for this issue are:
PC0275532 - Original from branch 236855. To be used to resolve issues at that branch.
PC0275565 - Clone for SSC monitoring.
PC0275690 - Clone for on-going Development investigations.

Date:10-Dec-2018 10:19:54 User:Kevin McKeown
Reference Added: Call reference PC0275625

Date:10-Dec-2018 10:20:49 User:Kevin McKeown
fyi, PC0275625 is a follow-up from SecOps.

GDC - please see 07-Dec update and action.

Date:11-Dec-2018 07:33:55 User:Ramesh Kalavakolla
As suggested above, Please route this peak to MAC team (I am not sure about MAC team stack in peak).

Date:11-Dec-2018 07:34:11 User:Ramesh Kalavakolla
The Call record has been transferred to the team: EDSC
User:Ramesh Kalavakolla Confirmed that this Incident may be passed to the external company with the attached evidence.
Progress was delivered to Consumer

Date:11-Dec-2018 10:51:54 User:Chad Daborn
[Start of Response]
Steve Bansal is requesting that this Peak be returned to MAC for passing the incident to NBSC (to be discussed with Julie Thomas).

The affected transactions have been passed to the Post Office FSC for standard operational procedures. "
Returning call as requested
[End of Response]
Response code to call type L as Category 94 -- Final -- Advice and guidance given
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:11-Dec-2018 10:51:54 User:Chad Daborn
CALL PC0275532 closed: Category 94 Type L

Date:11-Dec-2018 10:51:54 User:Chad Daborn
Defect cause updated to 41 -- General - in Procedure

Date:19-Dec-2018 08:07:07 User: Customer Call
CALL PC0275532 reopened by Customer Call

Date:19-Dec-2018 08:07:07 User: Customer Call
Service: Counter Application Platform: HNG-A Counter Server - Server: N/A

User/Requester Name: Beth
PATH CODE (for Supplier):
Phone number: GRO
FAD code: 2368552
Branch Location: / Address: Kirkintilloch

GRO

Total Branch Counter: 05
Affected Node: 03
Issue Description:
- User called reporting that they are having a 767 pounds discrepancy on the counter
- User said that the transactions are showing on the transaction logs but not on Balance report when they tried to declare a cash
- User said that they have phoned NBSC already and NBSC advised them that this is a software fault
- NBSC look at the report and the transactions are not showing
- NBSC reference no. 362925
- Raised to the software team

MDS:
Node id: 03
User Id: JWME01
Application on Node: n/a
1. CBA - HNGA PACKAGE CBA 1773
2. WSPOS - HNGA PACKAGE WSPOS 1773
3. JRE - HNGA PACKAGE JRE 1773
4. INGENICO_PINPADAGENT - HNGA PACKAGE INGENICO_PINPADAGENT 1773
5. INGENICO_TOOLS - HNGA PACKAGE INGENICO_TOOLS 1773
6. INGENICO_FIRMWARE - TEST NOT REQUIRED
7. CBA_TEST_TOOL - TEST NOT REQUIRED
8. CNIM - HNGA PACKAGE CNIM 1773
9. CAS_NETWORK_QOS - HNGA PACKAGE CAS_NETWORK_QOS 1773
10. CYGWIN - HNGA PACKAGE CYGWIN 1773
11. NETCOOL - HNGA PACKAGE NETCOOL 1773
12. NETCOOL_CONFIG - HNGA PACKAGE NETCOOL_CONFIG 1773

Exact date / time of error: 15/11/2018 14:33

Key strokes: n/a

Message number (MSG Number) , Message title and Full message text as seen by the PM: n/a

Where the error occurred (screen ID): n/a

Current TP / BP / Stock unit: TP: 08 BP: 04 Stock Unit: CC

KA used: POL-SD-Horizon-Minimum Dataset for Software Calls
Access Times

Affected Counter Position: 05

Branch Opening Hours:

MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1730SUN0000BNK0000

Caller's Contact Details:- Name:- 236855 Email:- Limited, WH Smith High Street Phone:- **GRO**
Reported by Contact Details:- Name:- Limited, WH Smith High Street Email:- Limited, WH Smith High Street Phone:-
GRO

Caller : Kirkintilloch 236855
Caller Contact : **GRO**
Configuration Item : PAT400C-HNGX
Location: 236855

Date:19-Dec-2018 08:11:39 User:Jack Steptoe

Update from TFS..

Email from Atos - Do we still have access to the keystrokes?

From: Shirley Hailstones <shirley.hailstones**GRO**>
Sent: Tuesday, December 18, 2018 5:52 PM
To: Post Office Service Desk <PostOfficeServiceDesk**GRO**>
Cc: Mathew Waller <Mathew.Waller**GRO**>
Subject: FW: RE: ref 362925 / INC1742274 / I12776459 - Balancing Issue CRM:0039000733

Hi Owen

Do you know if key strokes have been analysed for this issue?

If so, what was the outcome? If not, is it too late to request this?

We're particularly interested in a transfer as noted below:

Accepted into SU CC at 12:43 on 14th November on Node 3. The user was JW**GRO**
The transfer in question is noted below & totals £1682.

? 10 x SA 2nd Class x 100
? 50 x 12 x 2nd Class SA books
? 100 x Christmas 2nd Class x 12 books
? 100 x 2nd Class Stamps

After accepting the Transfer into SU CC the stock levels did not increase accordingly, but they did on the outgoing stock unit (MS).

If you need any further detail, please let me know.

Thanks
Shirley

Date:19-Dec-2018 09:04:23 User:Taylor Eyles

The Call record has been assigned to the Team Member: Taylor Eyles

Date:19-Dec-2018 09:07:07 User:Taylor Eyles

[Start of Response]

PRESCAN
Comments: Routing for progression.
KEL Reference:
Assigned User: Dave Seddon

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:19-Dec-2018 09:07:14 User:Taylor Eyles

The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Consumer

Date:19-Dec-2018 09:32:16 User:Steven Porter

The call Target Release has been moved to Proposed For -- Re-target

Date:19-Dec-2018 09:32:53 User:Steven Porter

I understand that POL have declined to deliver this fix, certainly not for R18.43 - thus to ensure this is not marked incorrectly as targeted at R18.43, and I have proposed re-targeting.

Date:19-Dec-2018 09:43:59 User:John Simpkins

[Start of Response]

I have discussed directly with Shirley.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:04-Jan-2019 14:58:19 User:David Seddon

[Start of Response]

Response from Shirley Hailstones at Post Office...

"This can be closed down now as it?s part of a wider known issue."

Therefore returning call for closure.

[End of Response]

Response code to call type L as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:04-Jan-2019 14:58:19 User:David Seddon

CALL PC0275532 closed: Category 68 Type L

Root Cause	General - in Procedure
Logger	_ Customer Call_ -- EDSC
Subject Product	HNG-X Platforms -- HNG-A Counter (HNGA) (version unspecified)
Assignee	_ Customer Call_ -- EDSC
Last Progress	04-Jan-2019 14:58 -- David Seddon