Export

Peak Incident Management System

Call Reference	**PC0275893**	Call Logger	Jon Hulme -- Bus_Apps_Des
Release	Targeted At -- HNG-X 19.20	Top Ref	PC0277808
Call Type	Internal Development Incidents/Defects	Priority	D -- Non-Urgent
Contact	Jon Hulme	Call Status	Closed -- Build Fix Available to Call Logger
Target Date	30/12/2018	Effort (Man Days)	0
Summary	Concurrent processing of pouch delivery leads to doubling the Rem In		

All References	Type	Value
	Product Baseline	OSR_APP_V2_1920_V051
	Jira	CBB-3287
	Clone Call	PC0277793
	Product Baseline	OSR_APP_V2_1920_D051
	Jira	CBB-3367
	Clone Call	PC0277808
	Product Baseline	HNGA_PACKAGE_CBA_6920_D166
	Release PEAK	PC0277452
	DevIntRel-Director	Live Supp.Test
	Acceptance Incident	CBB-3367
	Target release	CTR_APP_X6920_V866

Impact Statement	User	Date
	Steven Porter	02-Jan-2019 10:40:20

This is unlikely to occur (hence D priority) - it only occurs when the same user logs on to two different Counters and Rems in the same pouch on both - but this should not technically be permitted.

Concurrent processing of pouch delivery leads to doubling the Rem In - i.e. the branch accounts will be in error, and thus should be fixed.

Progress Narrative

```
Date:20-Dec-2018 12:10:30 User:Jon Hulme
CALL PC0275893 opened
Details entered are:-
Summary:Concurrent processing of pouch delivery leads to doubling the Rem In
Call Type:I
Call Priority:C
Target Release:HNG-X 68.20
Routed to:Bus_Apps_Des - Jon Hulme
```

```
Date:20-Dec-2018 12:10:30 User:Jon Hulme
[Start of Response]
Consider the scenario:
1) Press Back Office, Rems & Transfers, Delivery.
2) Scan an incoming cash pouch id e.g. 301978824712.
3) Enter the cash amount e.g. £100
4) Go to counter 2 and log in as a different user.
5) Press Back Office, Rems & Transfers, Delivery.
6) Scan the same incoming cash pouch id e.g. 301978824712.
7) Enter the cash amount e.g. £100
8) Press Enter to proceed to the delivery receipt print/preview screen.
9) Print the delivery receipt (prints 2 receipts).
10) Press enter to print the Remittance In slip.
11) Go back to Counter 1.
12) Press Enter to proceed to the delivery receipt print/preview screen.
13) Print the delivery receipt (prints 2 receipts).
14) Press enter to print the Remittance In slip.

The same pouch has now been remmed in twice, so Horizon thinks the branch has gained £200 cash, but in reality it will have only
gained £100 cash.

This is very unlikely to happen, because the same physical pouch must be scanned twice, but it is important because it leads to
Horizon thinking the branch has a financial loss.

Two events do get recorded, but unfortnuately they don't contain the pouch id, so one cannot tell they are for the same pouch.
```

The SSC could look for this because you do get two records with the same pouch_id (but different delivery_ids and on different nodes) in BRDB_POUCH_DEL_DETAILS.
[End of Response]
Response code to call Internal Development Incidents/Defects(I) as Potential Problem Identified(38)

Date:**20-Dec-2018 12:18:03** User:**Jon Hulme**
The same bug applies to incoming ForEx pouches, and stock pouches (although stock pouches don't actually rem in value).

Date:**20-Dec-2018 13:35:20** User:**Jon Hulme**
On the BRSS, from John Simpkins:

```
select POUCH_ID, BRANCH_ACCOUNTING_CODE, count(*)
from BRDB_POUCH_DEL_DETAILS
group by POUCH_ID, BRANCH_ACCOUNTING_CODE
having count(*) > 1
```

return no matches
however BRDB_POUCH_DEL_DETAILS only keeps five days of data.

Date:**20-Dec-2018 15:12:46** User:**Jon Hulme**
Looking at the BAL code I see that it does protect against duplicate pouch delivery if the pouch details are in LFS_RDC_HEADER and LFS_RDC_DETAILS.

In development, and exceptionally in live, the pouch details are not in the LFS tables, and so this bug happens. So I don't think this is likely to happen in live, though it might as an extreme edge case.

So downgrading to D priority. The fix would be to SettlePouchDeliveryServiceSettlementProcessor to also check that the pouch barcode has not already been added to BRDB_POUCH_DEL_DETAILS.

Date:**20-Dec-2018 15:13:11** User:**Jon Hulme**
The call Priority has been changed from C
The call Priority is now D

Date:**20-Dec-2018 15:19:28** User:**Jon Hulme**
The Call record has been transferred to the team: xCtr_GDC

Date:**21-Dec-2018 06:38:20** User:**Ramesh Kalavakolla**
The Call record has been assigned to the Team Member: Shweta Patil

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Date:**21-Dec-2018 13:10:00** User:**Venu Anamalla**
The call Target Release has been moved to Targeted At -- HNG-X 69.10

Date:**02-Jan-2019 08:35:17** User:**Steven Porter**
The fix is a BAL fix, so the target release is wrong - R69.10 is Counter - proposing for re-target.

Date:**02-Jan-2019 08:35:26** User:**Steven Porter**
The call Target Release has been moved to Proposed For -- Re-target

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Date:**02-Jan-2019 10:40:20** User:**Steven Porter**
A new Business Impact has been added:
This is unlikely to occur (hence D priority) - it only occurs when the same user logs on to two different Counters and Rems in the same pouch on both - but this should not technically be permitted.

Concurrent processing of pouch delivery leads to doubling the Rem In - i.e. the branch accounts will be in error, and thus should be fixed.

Date:**07-Jan-2019 07:28:09** User:**Shweta Patil**
I'm able to reproduce this issue by following the steps provided by Jon.
Two events are being recorded in BRDB.

Date:**07-Jan-2019 14:30:44** User:**Ramesh Kalavakolla**
[Start of Response]

[End of Response]
Response code to call type I as Category 41 -- Pending -- Product Error Diagnosed

```
Date:14-Feb-2019 12:04:31 User:Gimcy johnbasco
Reference Added: Jira CBB-3287
```

```
Date:22-Feb-2019 17:49:48 User:Steven Porter
The call Target Release has been moved to Proposed For -- HNG-X 19.20
```

```
Date:22-Feb-2019 18:20:51 User:Adam Sobot
Action placed on Team:BIF
```

```
Date:25-Feb-2019 11:32:52 User:Shweta Patil
Problem Statement (Underlying cause of problem): When the user logs on two different counters & Rems in same pouch on both
counters. This leads to doubling the Rem i.e the branch accounts will be in error.
Risk of not fixing: if it is not fixed then this will add two entries with same pouch which should not be permitted and will lead
to error in Branch account.
Benefit of fixing: This fix will not allow two different counters to add Rems in same pouch.
ASM Utilization Capacity: 3Days.
```

```
Date:28-Feb-2019 10:50:24 User:Raj Bains
As per PTF meeting on 28/2/2019 this has been targeted at R19.20
```

```
Date:28-Feb-2019 10:50:37 User:Raj Bains
The call Target Release has been moved to Targeted At -- HNG-X 19.20
```

```
Date:28-Feb-2019 10:50:41 User:Raj Bains
Action has been removed from the call
```

```
Date:01-Mar-2019 07:57:56 User:Shweta Patil
[Start of Response]
Code patch added to JIRA CBB-3287
[End of Response]
Response code to call type I as Category 46 -- Pending -- Product Error Fixed
```

```
Date:01-Mar-2019 08:37:12 User:Shweta Patil
HNGX CODE FIX
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FIX DESCRIPTION
Is the detailed design already described and still correct? If so state Described Above, otherwise add a description.
Described Above

PROPOSED BRANCH
State the name of the feature or hot fix branch that the code will be committed to once successfully reviewed.
CP2368

COUNTER JAVA FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.
None

COUNTER PDL FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.
None

COUNTER REFDATA FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.

SHARED CODE FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.
None

BAL JAVA CODE FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.
SettlePouchDeliveryServiceSettlementProcessor, ISettlementProcessor, SettleRemOutAutoDespatchProcessor,
SettleRemOutProcessor, SettleTransferOutProcessor, SettlementProcessor.

SQL FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.
add_GetSettlePouchCountCheck_patch.sql added.

OTHER FILES CHANGED
List changed files indicting if each file was added, updated or deleted. If no files changed, state None.
None

APPROPRIATE CODE COMMENTS
Have you entered appropriate comments in the code with the PEAK number? State Yes or explain why not.
Yes

DEPENDENCIES
State any dependencies on other PEAKs, or files (e.g. POL reference data), or state None.
```

None

RELATED PROBLEMS
Were related problems found that were not covered by this fix? If so, state the problems and confirm that new defects were
raised. Otherwise, state None.
None

UNIT TESTING EVIDENCE
Briefly describe what manual unit tests have been performed, and add any appropriate evidence e.g. screenshots.
1) Press Back Office, Rems & Transfers, Delivery.
2) Scan an incoming cash pouch id e.g. 301978824712.
3) Enter the cash amount e.g. £100
4) Go to counter 2 and log in as a different user.
5) Press Back Office, Rems & Transfers, Delivery.
6) Scan the same incoming cash pouch id e.g. 301978824712.
7) Enter the cash amount e.g. £100
8) Press Enter to proceed to the delivery receipt print/preview screen.
9) Print the delivery receipt (prints 2 receipts).
10) Press enter to print the Remittance In slip.
11) Go back to Counter 1.
12) Press Enter to proceed to the delivery receipt print/preview screen.
13) Print the delivery receipt (prints 2 receipts).
14) Press enter to print the Remittance In slip.
Database should not contain two entries with same pouch ids.

REGRESSION TEST CLASS
State the regression test class filename and what it tests, or explain why none is needed.
None

BACKWARDS COMPATIBILITY
State how backwards compatibility has been addressed.

DEVELOPMENT DOCUMENTATION
List the references and title of development documents that should be changed as a result of this fix (HLD, LLD, Ref Data,
Counter-BAL messages, Support Guide etc), and also a summary of change required, or state None.

REQUIREMENTS DOCUMENTATION
List the references and title of requirements documents that should be changed as a result of this fix (i.e. Use Case, Menu
Hierarchy, Reports, Receipts, AP-ADC Reference Manual etc), and the QA reference number or the name of the Fujitsu designer/SME
who has approved the change, or state None.
None

HELP
List the ISID, and use-case step id for all new user screen interactions, or state None.

Date:**04-Mar-2019 09:38:27** User:**Shweta Patil**
The Call record has been assigned to the Team Member: Pavan Vejendla

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Date:**05-Mar-2019 07:17:03** User:**Ramesh Kalavakolla**
[Start of Response]

[End of Response]
Response code to call type I as Category 76 -- Pending -- Fix Targeted awaiting Release

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Date:**12-Mar-2019 09:19:19** User:**Ramesh Kalavakolla**
The Call record has been transferred to the team: xCtr_REL_GDC
The Call record has been assigned to the Team Member: Pavan Vejendla

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Date:**15-Mar-2019 10:58:39** User:**Praveen Challa**
1) Logged into counter, navigated to Back Office, Rems & Transfers, Delivery.
2) Scanned an incoming cash pouch id e.g. 301978824712.
3) Entered the cash amount e.g. £100
4) On counter 2 logged in as a different user.
5) Back Office, Rems & Transfers, Delivery.
6) Scanned the same incoming cash pouch id e.g. 301978824712.
7) Entered the cash amount £100
8) Press Enter to proceed to the delivery receipt print/preview screen.
9) Print the delivery receipt (prints 2 receipts).
10) Press enter to print the Remittance In slip.
11) Go back to Counter 1.
12) Press Enter to proceed to the delivery receipt print/preview screen.
13) Print the delivery receipt (prints 2 receipts).
14) Press enter to print the Remittance In slip.
Settlement error Message displayed for Non POID user and POID user. Able to see the single pouch entry in the
BRDB_POUCH_DEL_DETAILS (BRDB) table.
Working as expected.

Attached the evidences.

Date:**15-Mar-2019 11:00:27** User:**Praveen Challa**
Evidence **Added** - cit evidence

Date:**26-Mar-2019 14:20:01** User:**Dimensions Automated User**
Reference Added: Product Baseline OSR_APP_V2_1920_V051

Date:**26-Mar-2019 15:33:19** User:**Praveen Challa**
Defect cause updated to 14: Development - Code

Date:**26-Mar-2019 15:33:32** User:**Praveen Challa**
The Call record has been transferred to the team: Dev-Int-Rel
User:Praveen Challa Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:**27-Mar-2019 08:49:36** User:**Geoff Inglis**
The Call record has been assigned to the Team Member: PIT Automated User

Date:**27-Mar-2019 10:00:01** User:**Dimensions Automated User**
Reference Added: Product Baseline OSR_APP_V2_1920_D051

Date:**27-Mar-2019 11:43:16** User:**Raj Bains**
Reference Added: Release PEAK PC0277452

Date:**27-Mar-2019 12:00:57** User:**PIT Automated User**
[Start of Response]
Peak 0275893 handled by integration auto handler

The following baselines attached to this peak have the targeting flags set:
OSR_APP_V2_1920_D051 FOR (LIVE:YES TEST:YES RDT:YES) Integrator: Prashant Purohit

These baselines have completed integration testing, moving to holding stack awaiting peak ejection.
[End of Response]
Response code to call type I as Category 47 (Fix Processed by PIT)
The incident has been transferred to the Team: Int-Rel
The incident has been assigned to the Team Member: Matt Swain

Date:**27-Mar-2019 14:03:50** User:**Matt Swain**
Reference Added: DevIntRel-Director Live Supp.Test

Date:**27-Mar-2019 14:05:04** User:**Matt Swain**
The Call record has been transferred to the team: Dev-Int-Rel
The Call record has been assigned to the Team Member: Matt Swain

Date:**27-Mar-2019 15:00:51** User:**PIT Automated User**
[Start of Response]
Peak 0275893 handled by integration auto handler

The following baselines attached to this peak have the targeting flags set:
OSR_APP_V2_1920_D051 FOR (LIVE:YES TEST:YES RDT:YES) Integrator: Prashant Purohit

These baselines have completed integration testing, moving to holding stack awaiting peak ejection.
[End of Response]
Response code to call type I as Category 47 (Fix Processed by PIT)
The incident has been transferred to the Team: Int-Rel
The incident has been assigned to the Team Member: Matt Swain

Date:**27-Mar-2019 15:02:22** User:**PIT Automated User**
[Start of Response]
AUTOMATED UPDATE - INTEGRATION PEAK BOT

Fix processed by integration, routing to dev-int-rel director...

PLEASE NOTE: If this fix has failed, to send this peak back to integration it MUST have the response code Fix Failed or Response
Rejected on it, otherwise the peak will bounce.
[End of Response]
Response code to call type I as Category 49 (Fix Available for IndependentTest)
The incident has been transferred to the Team: Live Supp.Test

Date:**03-Apr-2019 15:05:04** User:**Mark Ascott**
The Call record has been transferred to the team: LiveSpTest-GDC
The Call record has been assigned to the Team Member: Syam Idimadakala
User:Mark Ascott Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:**17-Apr-2019 13:41:11** User:**Jon Hulme**
I am not happy with this fix.

It results in "Settlement Error" message MSG90955 (the generic settlement failure message) with unfriendly error text:

```
Failed to settle basket.

Error code:POUCH_DELIVERY_ALREADY_PROCESSED_ERROR.

Your basket items have been removed.

Contact the Horizon System Desk and quote this message ID.


There is no need for the user to contact the Horizon System Desk, since this is a user generate error not a Horizon system error.

This should be a friendly *business error* message explaining that the barcode has already been processed by another counter.
```

Date:**17-Apr-2019 13:41:59** User:**Jon Hulme**
The Call record has been transferred to the team: xCtr_GDC

Date:**17-Apr-2019 13:59:45** User:**Jon Hulme**
? also where is the fix to put a primary key on the pouch table?

Date:**17-Apr-2019 14:22:59** User:**Gimcy johnbasco**
Hi Jon,

Primary key fix on the pouch table is tracked via PC0277713 and Abrar has delivered this changes.

Date:**17-Apr-2019 16:22:49** User:**Gimcy johnbasco**
Mail inputs from Jon on the business error message is as below:

There should be an existing process for getting new 4LS message texts approved, but given the short timescales I will email POL to get the message text approved.

But I will need a message id from yourself via Rob G.

I would suggest temporary (unapproved) text of:
Type: ?Error? (Yellow message)
Title: ?Pouch Already Processed?
Text: ?This pouch has already been processed.?
Buttons: ?Continue?.

Date:**17-Apr-2019 16:23:26** User:**Gimcy johnbasco**
The new message allocated is MSG40053

From: Best, Anne
Sent: Wednesday, April 17, 2019 4:08 PM
To: Gelder, Rob [GRO]; Bennett, Shane [GRO]; Kalavakolla, Ramesh [GRO]; Vejendla, Pavani [GRO]; Johnbasco, Gimcy
Subject: RE: PC0275893 - Concurrent processing of pouch delivery

Hi,

The allocated message id is MSG40053

Regards

Anne

Date:**17-Apr-2019 16:25:18** User:**Gimcy johnbasco**
Currently, the error POUCH_DELIVERY_ALREADY_PROCESSED_ERROR from the BAL is not handled from counter. This error should be handled and display the new message MSG40053.

_

Date:**17-Apr-2019 16:26:37** User:**Gimcy johnbasco**
Evidence **Added** - New message MSG40053

Date:**17-Apr-2019 16:26:49** User:**Gimcy johnbasco**
The Call record has been assigned to the Team Member: Shane Bennett

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Date:**17-Apr-2019 16:30:48** User:**Shane Bennett**

fixed, ready to be tested.

Date:**17-Apr-2019 16:43:21** User:**Shane Bennett**
The Call record has been assigned to the Team Member: Praveen Challa

Date:**17-Apr-2019 16:45:37** User:**Pavan Vejendla**
Call has been cloned to Call:PC0277793 by User:Pavan Vejendla

Date:**17-Apr-2019 17:45:01** User:**Dimensions Automated User**
Reference Added: Product Baseline HNGA_PACKAGE_CBA_6920_D166

Date:**17-Apr-2019 17:58:23** User:**Praveen Challa**
Able to see the MSG40053 message when tried for pouch transaction.

Date:**17-Apr-2019 18:01:00** User:**Praveen Challa**
Reference Added: Target release CTR_APP_X6920_V866

Date:**17-Apr-2019 18:01:27** User:**Praveen Challa**
The Call record has been transferred to the team: Dev-Int-Rel
User:Praveen Challa Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:**17-Apr-2019 18:22:01** User:**Geoff Inglis**
no integ processing required - routing to SVI test.
The Call record has been transferred to the team: ITU System Validation & Integration
The Call record has been assigned to the Team Member: Unassigned

Date:**18-Apr-2019 12:46:01** User:**Pavan Vejendla**
Reference Added: Jira CBB-3287

Date:**18-Apr-2019 12:47:02** User:**Pavan Vejendla**
Reference Deleted: Jira CBB-3287

Date:**18-Apr-2019 12:47:32** User:**Pavan Vejendla**
Reference Added: Acceptance Incident CBB-3367

Date:**18-Apr-2019 12:47:46** User:**Pavan Vejendla**
TOP Reference set to: Acceptance Incident CBB-3367

Date:**18-Apr-2019 12:47:56** User:**Pavan Vejendla**
TOP Reference set to: Target release CTR_APP_X6920_V866

Date:**18-Apr-2019 12:48:04** User:**Pavan Vejendla**
TOP Reference set to: Product Baseline HNGA_PACKAGE_CBA_6920_D166

Date:**18-Apr-2019 12:48:37** User:**Pavan Vejendla**
Reference Added: Jira CBB-3367

Date:**18-Apr-2019 14:11:10** User:**Amit Chorgi**
The Call record has been transferred to the team: xCtr_GDC
The Call record has been assigned to the Team Member: Pavan Vejendla
User:Amit Chorgi Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:**18-Apr-2019 14:11:40** User:**Amit Chorgi**
Routed to Pavan to clone it for Counter delivery.

Date:**18-Apr-2019 14:37:38** User:**Pavan Vejendla**
Call has been cloned to Call:PC0277808 by User:Pavan Vejendla

Date:**18-Apr-2019 14:48:32** User:**Pavan Vejendla**
This peak has been cloned as it has changes in CTR as well.

Date:**18-Apr-2019 14:54:28** User:**Pavan Vejendla**
The Call record has been transferred to the team: ITU SV&I

User:Pavan Vejendla Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:**25-Apr-2019 10:47:18** User:**Tony Baker**
[Start of Response]
Tested successfully in SV&I with Counter Code HNGA_PACKAGE_CBA_6920_D166.

Leaving Clone PEAK PC0277793 Open awaiting Ref Data with Approved Message content for MSG40053.
[End of Response]
Response code to call type I as Category 61 -- Final -- Build Fix Available to Call Logger
Routing to Call Logger following Final Progress update.

Date:**29-Apr-2019 09:31:43** User:**Jon Hulme**
CALL PC0275893 closed: Category 61 Type I

Root Cause	Development - Code
Logger	Jon Hulme -- Bus_Apps_Des
Subject Product	HNG-X Counter -- Application Service (version unspecified)
Assignee	Jon Hulme -- Bus_Apps_Des
Last Progress	29-Apr-2019 09:31 -- Jon Hulme