

## Export

## Peak Incident Management System

Call Reference	PC0275644	Call Logger	Jon Hulme -- Bus Apps Des
Release	Targeted At -- HNG-X 69.20	Top Ref	HNGA_PACKAGE_CBA_6920_D165
Call Type	Internal Development Incidents/Defects	Priority	C -- Progress Restricted
Contact	Jon Hulme	Call Status	Closed -- Build Fix Available to Call Logger
Target Date	09/12/2018	Effort (Man Days)	0
Summary	Counter does not detect branch rollover failure		
All References	Type	Value	
	Jira	CBB-3216	
	Product Baseline	HNGA_PACKAGE_CBA_6920_D165	
Impact Statement	User	Date	
	Gimcy johnbasco	04-Feb-2019 14:47:59	
	Counter does not report branch rollover failure to the clerk and falsely displays successful rollover message.		

## Progress Narrative

Date:04-Dec-2018 12:22:08 User:Jon Hulme

CALL PC0275644 opened

Details entered are:-

Summary:Counter does not detect branch rollover failure

Call Type:I

Call Priority:C

Target Release:HNG-X 68.20

Routed to:Bus\_Apps\_Des - Jon Hulme

Date:04-Dec-2018 12:22:08 User:Jon Hulme

[Start of Response]

The counter does not detect branch rollover failure.

e.g.

Node 1: Press Trading Statement (for branch rollover from TP 1 to TP 2).

Node 1: At the Print/Preview screen, press Lock.

Node 2: Login as same EUM user (EUM bug causes this to remove the rollover lock, but that is not the point of this PEAK).

Node 2: Proceed to branch rollover TP 1 to TP2 correctly, and get BTS printed for TP1.

Node 2: Logout.

Node 1: Unlock with same EUM user.

Node 1: Proceed to rollover again.

The clerk gets a BTS printed for TP2 (incorrect TP number) and message confirming rollover to TP3 (incorrect).

Actually, this rollover fails with a BAL error, which is not reported to the clerk.

```
2018-12-04 11:54:26.776 UTC JNHC-31 message_logger INFO - [ ] [- Response Received, Status OK, service url= [
IRRELEVANT request_id= [ 5923-1-2G-0411-164 ] osr server= [ localhost:7098content size= [ 284 ]
<GenericResponseDTO xmlns:directive="directive" xmlns:ref="ref"><BALProcessingTime>129</BALProcessingTime><Dyno><directive:Entry
Name='error'><String>ROLL_BRANCH_NOT_LOCKED</String></directive:Entry></Dyno><ResponseHeader><Success>false</Success></ResponseHead
er></GenericResponseDTO>
```

Please fix the counter branch rollover code to note when the RolloverBranchService returns an error response, and to report it as an error to the clerk. It should probably be a new system error.

[End of Response]

Response code to call Internal Development Incidents/Defects(I) as Potential Problem Identified(38)

Date:04-Dec-2018 12:22:21 User:Jon Hulme

The Call record has been transferred to the team: xCtr\_GDC

Date:04-Dec-2018 13:05:07 User:Ramesh Kalavakolla

The Call record has been assigned to the Team Member: Gimcy johnbasco

Date:07-Jan-2019 09:51:43 User:Gimcy johnbasco

[Start of Response]

Analysis in progress.

[End of Response]

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

Date:07-Jan-2019 09:54:04 User:Gimcy johnbasco

Reference Added: Jira CBB-3216



Date:24-Jan-2019 09:08:06 User:Gimcy johnbasco

[Start of Response]

Able to reproduce the above issue when attempting to rollover a branch, as stated by Jon the below error is a response from BAL but is not detected by Counter.

2019-01-24 09:02:15.466 UTC [NIC-2] message\_logger INFO - [] - Response Received, Status OK, service url= [ ] request\_id= [ 13002-3-KF-2409-2 ] osr server= [ localhost:7072content size= [ 283 ]  
**IRRELEVANT**  
<GenericResponseDTO xmlns:directive="directive" xmlns:ref="ref"><BALProcessingTime>76</BALProcessingTime><Dyno><directive:Entry Name='error'><String>ROLL\_BRANCH\_NOT\_LOCKED</String></directive:Entry></Dyno><ResponseHeader><Success>false</Success></ResponseHeader></GenericResponseDTO>

A new system error should be added to the counter when this error occurs.

[End of Response]

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

Date:24-Jan-2019 14:40:36 User:Gimcy johnbasco

Additional to the above error two other error codes 'ROLL\_BRANCH\_LOCKED' and 'ROLL\_BRANCH\_BAD\_TP' is not handled by counter during branch rollover(refer: RolloverBranchServiceHandler)

One system error with different error reason will be raised for the above error cases.

Date:31-Jan-2019 12:16:12 User:Maciej Frontczak

From: Johnbasco, Gimcy <Gimcy.Johnbasco@i [REDACTED] GRO  
Sent: Monday, January 28, 2019 3:27 PM  
To: Frontczak, Maciej <Maciej.Frontczak@ [REDACTED] GRO  
Subject: RE: Peak Incident PC0275644 \*\*for BIF?\*\*

Hi Maciej,

Yes, this peak should go through BIF.

I will update the peak with below questions and action on BIF.

Thanks,  
Gimcy

From: Frontczak, Maciej  
Sent: Monday, January 28, 2019 12:37 PM  
To: Johnbasco, Gimcy <Gimcy.Johnbasco@ [REDACTED] GRO  
Subject: Peak Incident PC0275644 \*\*for BIF?\*\*

Hi Gimcy,

Should this Peak go to BIF on Wednesday, if so I would need answers to the below questions:

Problem Statement ( Underlying cause of problem):

Risk of not fixing:

Benefit of fixing:

ASM Utilisation Capacity(man days in Dev required to fix):

Date:04-Feb-2019 14:47:59 User:Gimcy johnbasco

A new Business Impact has been added:

Counter does not report branch rollover failure to the clerk and falsely displays successful rollover message.

Date:04-Feb-2019 15:08:35 User:Gimcy johnbasco

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Have you used the "HNG-X Platforms" Product Group available under the PRODUCTS button in PEAK to specify all HNGX platforms impacted by this fix?

- Yes

Are all the platforms in the same deployment group?

- Yes

TECHNICAL SUMMARY:

Summarise the impact by technical areas affected, i.e., "this change will affect 3 PL/SQL packages and 1 J2EE web service".

- 1 java file

- 1 xml file

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

List all the known products

- poa-cba

DEPENDENCIES:

Are there any other PEAKs or CPs with interdependencies on the proposed fix?

- CP2368 EUM Balancing Enhancements

Are there any clone peaks to take the delivery to a different deployment group? If yes is there any order in which they must be deployed?

- NA



Any other dependencies such as Infrastructure changes or technical/configuration changes that will not included in the Development fix?  
- NA

#### DEPLOYMENT DETAIL:

Does the fix include procedures that are known not to be packagable by Integration in an automatically deployable baseline (DPVB)?  
If so, please comment on the nature and technical complexity of such procedures

Does the fix require a reboot?

- Yes

Does the fix apply to a clustered database? If so must the deployment be done to all at the same time?

- NA

#### DEV EFFORT IN MANDAYS:

If the Man Days figures will be different to the elapsed duration, please state so here. Also, if there are any constraints on work beginning, please state here.

- 3 man days for fix and testing.

#### IMPACT ON USER:

Benefit of making the fix.

What does the user have to do to get this problem?

How does it affect them when it occurs?

How many branches in the estate are likely to be affected by this issue

Do not state any of the technical solution detail here.

- The problem can be reproduced as below:

Node 1: Press Trading Statement (for branch rollover from TP 1 to TP 2).

Node 1: At the Print/Preview screen, press Lock.

Node 2: Login as same EUM user (EUM bug causes this to remove the rollover lock, but that is not the point of this PEAK).

Node 2: Proceed to branch rollover TP 1 to TP2 correctly, and get BTS printed for TP1.

Node 2: Logout.

Node 1: Unlock with same EUM user.

Node 1: Proceed to rollover again.

The clerk gets a BTS printed for TP2 (incorrect TP number) and message confirming rollover to TP3 (incorrect).

Actually, this rollover fails with a BAL error, which is not reported to the clerk.

This issue is more likely to occur in an EUM enabled branch.

#### IMPACT ON OPERATIONS:

Will the absense of a fix for this issue impact the ability of the operations team to support the HNGX system?

If so, please comment on the severity of the impact and specify if any workaround for the issue exists.

Benefit of fix that may not visible to end user.

- The clerk/end user will not be aware that the branch rollover failed as counter does not report of this error.

#### HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

State Yes, or if not, why not.

- No.

#### IMPACT ON TEST:

What independent test coverage/scenarios does development recommend?

This will often be about the level of regression testing required.

What CIT test coverage does development recommend?

What Development test scenarios are needed?

What Development test scenarios manual/automated should be promoted to CIT?

- Follow below steps and check if counter reports about this error correctly.

Node 1: Press Trading Statement (for branch rollover from TP 1 to TP 2).

Node 1: At the Print/Preview screen, press Lock.

Node 2: Login as same EUM user (EUM bug causes this to remove the rollover lock, but that is not the point of this PEAK).

Node 2: Proceed to branch rollover TP 1 to TP2 correctly, and get BTS printed for TP1.

Node 2: Logout.

Node 1: Unlock with same EUM user.

Node 1: Proceed to rollover again.

The clerk gets a BTS printed for TP2 (incorrect TP number) and message confirming rollover to TP3 (incorrect).

Actually, this rollover fails with a BAL error, which is not reported to the clerk.

#### RISKS (of releasing and of not releasing proposed fix):

What live problems will there be if we do not issue this fix?

What are the risks of this fix having unexpected interactions with other areas?

Is this a high-risk area in which changes have caused problems in the past?

Should we consider a pilot rollout and of what sort?

- The fix is of medium impact and was identified during EUM enhancements investigation. The system falsely reports a successful branch rollover message which will mislead the clerk/end user that the rollover was successful although it was failed from the BAL.

#### LIST OF LIKELY DELIVERABLES:

- RolloverBranchBLO.java

- 1 new message fragment

Date:05-Feb-2019 07:47:53 User:Gimcy johnbasco

Problem Statement ( Underlying cause of problem): During a branch rollover, the clerk is not reported of the branch rollover failure error response from the BAL and counter displays a successful error message.

The following error codes are not detected by counter:

UNLOCK BRANCH LOCKED



LOCK\_BRANCH LOCKED  
UNLOCK\_BRANCH NOT LOCKED  
ROLL\_BRANCH NOT LOCKED  
ROLL\_BRANCH LOCKED  
ROLL\_BRANCH\_BAD\_TP

Apart from ROLL\_BRANCH NOT LOCKED and UNLOCK\_BRANCH LOCKED, other error codes are unlikely to occur but its important to add a error check for all the error codes.

Risk of not fixing: The counter will falsely report a successful rollover message eventhough the branch rollover is failed.

Benefit of fixing: A business error will be displayed to the clerk that the branch rollover is failed.

ASM Utilisation Capacity: 3 man days

Date:05-Feb-2019 07:48:13 User:Gimcy johnbasco  
Action placed on Team:BIF

Date:07-Feb-2019 10:55:03 User:Jon Hulme  
Analysis of error codes:

UNLOCK\_BRANCH LOCKED  
Occurs during unlock branch, when the branch rollover use-case is exited, if the HUID with the branch lock is not the current HUID. Should never happen because the current user must have set the branch lock to reach this point.

LOCK\_BRANCH LOCKED  
Occurs during lock branch, when the branch rollover use-case is started, if the branch is locked by a different user. This might happen in real use, and is a legitimate business error.  
Also occurs during rollover branch, if the branch is locked by a different user. Should never happen because the current user must have set the branch lock to reach this point.

UNLOCK\_BRANCH NOT LOCKED  
Occurs during unlock branch, when the branch rollover use-case is exited, if the branch is not locked. Should never happen because the current user must have set the branch lock to reach this point.

ROLL\_BRANCH NOT LOCKED  
Occurs when rolling over the branch, if the branch is not locked. Should never happen because the current user must have set the branch lock to reach this point.  
The counter doesn't check for this response code, but should.

ROLL\_BRANCH LOCKED  
Occurs when rolling over the branch, if the branch is locked by a different user. Should never happen because the current user must have set the branch lock to reach this point.  
The counter doesn't check for this response code, but should.

ROLL\_BRANCH\_BAD\_TP  
Occurs when rolling over the branch, if the counter supplied new TP or TP financial year do not match the values in the database table. Should never happen because the counter should be in step with the data centre values.  
The counter doesn't check for this response code, but should.

Date:07-Feb-2019 15:17:01 User:Jubita Gurung  
BIF approved as per Customer BIF meeting on 07/02/2018

Date:07-Feb-2019 15:17:03 User:Jubita Gurung  
Action has been removed from the call

Date:11-Feb-2019 11:06:40 User:Gimcy johnbasco

From: Gelder, Robert  
Sent: Monday, February 11, 2019 8:26 AM  
To: Johnbasco, Gimcy [GRO]  
Cc: Hulme, Jon [GRO]; Kalavakolla, Ramesh [GRO]; Frontczak, Maciej [GRO]  
Subject: FW: PC0275644 - Counter does not detect branch rollover failure

Morning,

I am unable to find any message of this nature in the BAL Message logs

Regards,

Rob Gelder

FUJITSU  
Lovelace Road, Bracknell, Berkshire, RG12 8SN  
Tel : [GRO]  
E-mail: Robert.Gelder [GRO]  
Website : http://uk.fujitsu.com

Fujitsu is proud to partner with Shelter, the housing and homeless charity  
Reshaping ICT, Reshaping Business in partnership with FT.com



P Please consider the environment - do you really need to print this email?

From: Johnbasco, Gimcy  
Sent: 06 February 2019 12:44  
To: Simpkins, John [GRO]  
Cc: Hulme, Jon [GRO]; Kalavakolla, Ramesh [GRO]; Frontczak, Maciej [GRO]  
Subject: PC0275644 - Counter does not detect branch rollover failure

Hi John,

The above mentioned peak highlights an existing issue with counter not detecting a branch rollover failure.

We have analyzed this issue further and found that the below error codes during a branch rollover are not reported by counter to the clerk:

UNLOCK\_BRANCH\_LOCKED  
LOCK\_BRANCH\_LOCKED  
UNLOCK\_BRANCH\_NOT\_LOCKED  
ROLL\_BRANCH\_NOT\_LOCKED  
ROLL\_BRANCH\_LOCKED  
ROLL\_BRANCH\_BAD\_TP

To help us understand more on the impact of this issue in live and to present this peak to POL, could you please check if these errors/exceptions has occurred in BAL.

Please let me know if any further details required.

Thanks,  
Gimcy

Date:11-Feb-2019 11:08:29 User:Gimcy johnbasco  
SSC(Rob Gelder) confirmed that there was no occurrence of this issue in BAL message logs.

Date:13-Feb-2019 11:20:37 User:Maciej Frontczak  
Action placed on Team:PTF

Date:14-Feb-2019 10:39:28 User:Jubita Gurung  
Awaiting confirmation on how EUM fix is going to be progressed. To be left on PTF stack.

Date:21-Feb-2019 10:37:18 User:Jubita Gurung  
The call Target Release has been moved to Targeted At -- HNG-X 69.20

Date:21-Feb-2019 10:37:30 User:Jubita Gurung  
Targeted to R69.20 as per 21/02/2019 PTF meeting.

Date:21-Feb-2019 10:37:33 User:Jubita Gurung  
Action has been removed from the call

Date:05-Mar-2019 07:19:36 User:Ramesh Kalavakolla  
[Start of Response]  
[End of Response]  
Response code to call type I as Category 76 -- Pending -- Fix Targeted awaiting Release

Date:11-Mar-2019 17:29:05 User:Gimcy johnbasco  
CIT test steps:

To test this you may have to use new counter version(cp2368) and old BAL version(68.20).

Node 1: Press Trading Statement (for branch rollover from TP 1 to TP 2).

Node 1: At the Print/Preview screen, press Lock.

Node 2: Login as same EUM user (EUM bug causes this to remove the rollover lock, but that is not the point of this PEAK).

Node 2: Proceed to branch rollover TP 1 to TP2 correctly, and get BTS printed for TP1.

Node 2: Logout.

Node 1: Unlock with same EUM user.

Node 1: Proceed to rollover again.

A system error message 'MSG40052' should be displayed indicating that the rollover failed

Date:11-Mar-2019 17:29:39 User:Gimcy johnbasco  
Code committed and reviewed via JIRA CBB-3216.



Date:11-Mar-2019 17:30:04 User:Gimcy johnbasco

[Start of Response]

\*

[End of Response]

Response code to call type I as Category 46 -- Pending -- Product Error Fixed

Date:11-Mar-2019 17:30:23 User:Gimcy johnbasco

The Call record has been transferred to the team: xCtr\_REL\_GDC

The Call record has been assigned to the Team Member: Pavan Vejendla

Date:26-Mar-2019 13:15:22 User:Praveen Challa

1. User logged in at CTRL and during office rollover locked the CTR.

2. Same user logged in CTR 2. MSG40049 new message will be prompted at logon and continuing here will kill the session CTRL . 3. If user opts continue then branch rollover can be performed successfully.

These scenarios have been covered during the CP testing.

Date:26-Mar-2019 15:05:01 User:Dimensions Automated User

Reference Added: Product Baseline HNGA\_PACKAGE\_CBA\_6920\_D165

Date:26-Mar-2019 15:34:50 User:Praveen Challa

Defect cause updated to 14: Development - Code

Date:26-Mar-2019 15:35:10 User:Praveen Challa

The Call record has been transferred to the team: Dev-Int-Rel

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 08:51:27 User:Geoff Inglis

routing to SVI test as integration have nothing to process here.

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:26-Apr-2019 12:31:15 User:Paul Bott

[Start of Response]

retest and pass

[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:30-Apr-2019 12:58:44 User:Jon Hulme

CALL PC0275644 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	30-Apr-2019 12:58 -- Jon Hulme