Export

Peak Incident Management System

Call Reference	**PC0279931**	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	PC0280046
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	09/09/2019	Effort (Man Days)	0
Summary	INC3518018 : 102868 - Unable to log in		
All References	Type	Value	
	Clone Call	PC0280046	
	OTI	INC0087001	
	TFSNow	INC3518018	
Collections	Name	User	Date
	.SSCCBA	Anne Best	04-Sep-2019 15:04:02

Progress Narrative

```
Date:04-Sep-2019 15:02:23 User:_Customer Call_
CALL PC0279931 opened
Details entered are:-
Summary:INC3518018 : 102868 - Unable to log in
Call Type:L
Call Priority:C
Target Release:HNG-X Rel. Ind.
Routed to:EDSC - _Unassigned_
```

```
Date:04-Sep-2019 15:02:23 User:_Customer Call_
======================================================================
INCIDENT MANAGEMENT
Date/Time Raised: Sep 4 2019 12:37PM
Priority: C
Contact Name: Grangemouth 102868
Contact Phone: [    GRO    ]
Originator: XXXXXX@TFS01
Originator's reference: INC0087001
Product Serial No:
Product Site:
======================================================================

*** Incident raised by IT Digital Service Desk ***

1. FAD code: 102868
2. Node id: 2,3,5
3. User Id: JSI[IRRELEVANT]JSI[IRRELEVANT]
4. Description of the Error: 2 shared stock units, HH and B (coin), before the maintenance over the weekend he was able to attach
himself but now, if he logs onto 01 and needs to log into 02 is getting a MSG40050, 'You're currently logged onto another counter
position. You'll be forced to log out when you log into the other terminal'.
5. Exact date / time of error: 30th Aug 2019 between 14:13 - 15:24
6. Key strokes: Logging into stock units
7. Message number (MSG Number) , Message title and Full message text as seen by the PM: MSG40050 'You're currently logged onto
another counter position. You'll be forced to log out when you log into the other terminal'.
8. Where the error occurred (screen ID): N/A
9. Current TP / BP / Stock unit: HH and B (coin)
10. NBSC Checks completed and results: NBSC have looked over the Rep Events Data, please see attatched email

Shelly (NBSC) - Robert - Grangemouth - 2 shared stock units, HH and B (coin), before the maintenance over the weekend he was able
to attach himself but now, if he logs onto 01 and needs to log into 02 is getting a MSG40050, 'You're currently logged onto
another counter position. You'll be forced to log out when you log into the other terminal'.
Caller : Grangemouth 102868
Caller Contact : [    GRO    ]
Configuration Item : Counter - Error Message
Location:
```

```
Date:04-Sep-2019 15:04:29 User:_Customer Call_
04/09/2019 15:02:48 - Jack Steptoe (Additional comments)
Is this another case as described in dsed09I? Will add email trail from POL to the PEAK which contains some extracts from Horice
& more information.
```

```
Date:04-Sep-2019 15:04:32 User:Anne Best
Product General/Other/Misc -- Counter procedures (version unspecified) added.
```

Date:**04-Sep-2019 15:05:01** User:_**Mail Manager**_
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : "MAC[GRO]
Sent Date : Wed Sep 04 15:03:10 BST 2019
Subject : FW: FAD: 1028685 - Grangemouth - Smart ID issue

Kind Regards,
Jack

From: Nicola Lowe [GRO]
Sent: Wednesday, September 4, 2019 12:08 PM
To: Liam Oldfield [GRO]
Subject: FW: FAD: 1028685 - Grangemouth - Smart ID issue

From: Cristina Melo
Sent: 02 September 2019 13:58
To: Lee McCormack [GRO]
Cc: Nicola Lowe [GRO]; James Taylor
[GRO]
Subject: FW: FAD: 1028685 - Grangemouth - Smart ID issue

Good afternoon,

The below email trail shows what we have checked on Horice and the what me and Shaun have concluded.

He has requested this be raised with IT.

Can you please let me know the reference number so I can update my case (CAS-908964) and the resolution.

Many Thanks,

[cid:image004.jpg@01D45FB1.1B9162F0]

Cristina Melo
BSC Tier 2 Advisor

Business Support Cntr
Post Office Ltd
1st Floor
No 1 Future Walk
Chesterfield S49 1PF
Cristina.melo[GRO]

From: Shaun Turner
Sent: 02 September 2019 12:23
To: Cristina Melo [GRO]
Cc: James Taylor [GRO]; Esther Harvey
[GRO]
Subject: RE: FAD: 1028685 - Grangemouth - Smart ID issue

Cristina,

I agree from looking at the data that something looks off here.

There are examples of concurrent logins being detected when it appears all the 01 and 02 login are both logged out. At first I thought it might be a case that the user was logged in at different nodes with the same ID (which is permitted providing other sessions are locked), but looking at the example for 30th Aug if you track the node logins and logouts, when the concurrent login was triggered at 12:55, the 01 and 02 logins were both logged out of all nodes.

I thought the issue was that the user was trying to change SU associations whilst having a locked session for the same Horizon ID, but if you look at the below sequence, the starting point for which is that 02 is logged out everywhere and 01 is logged in to node 5 and locked. By the time you get to Event ID 7 which is basically to denote the event where a user tries to change SU associations for the same Horizon ID which is logged in elsewhere with a locked session, it is pretty clear that the 01 login is only logged in one place at that time (node 5), so there are no other sessions to 'mark as failed'.

EVENT DATE

NODE ID

EVENT ID

EVENT DETAIL

STOCK UNIT

TRADING PERIOD

BALANCE PERIOD

BRANCH USER

30-Aug-2019 14:13:16

3

12

User JSL[IRRELEVANT] logged on.

HH

5

1

JSL[IRRELEVANT]

30-Aug-2019 14:26:39

5

25

User JSL[IRRELEVANT] has unlocked temporary lock.

HH

5

1

JSL[IRRELEVANT]

30-Aug-2019 14:26:55

3

13

User JSL[IRRELEVANT] logged out

HH

5

1

JSL[IRRELEVANT]

30-Aug-2019 15:15:13

5

7

User JSL[IRRELEVANT] attached to SU AA

HH

5

1

JSL[IRRELEVANT]

30-Aug-2019 15:19:58

5

7

User JSL[IRRELEVANT] attached to SU HH

AA

5

1

JSL[IRRELEVANT]

30-Aug-2019 15:20:07

5

24

User JSL[IRRELEVANT] has been temporarily locked.

HH

5

1

JSL[IRRELEVANT]

30-Aug-2019 15:22:28

2

12

User JSL IRRELEVANT logged on.

HH

5

1

JSL IRRELEVANT

30-Aug-2019 15:23:15

5

25

User JSL IRRELEVANT has unlocked temporary lock.

HH

5

1

JSL IRRELEVANT

30-Aug-2019 15:23:31

5

7

User JSL IRRELEVANT attached to SU AA, existing sessions for user JSL IRRELEVANT in branch 102868 marked as failed

HH

5

1

JSL IRRELEVANT

30-Aug-2019 15:24:00

5

24

User JSL IRRELEVANT has been temporarily locked.

AA

5

1

JSL IRRELEVANT

30-Aug-2019 15:24:41

2

118

No recovery required.

HH

5

1

JSL IRRELEVANT

Furthermore, there is this odd login of the 02 ID at 15:22:28 to SU HH on Node 2, but it is not shown to be logged out when the user unlocks the 01 ID on node 5. We know there has been a logout though, as the next event on Node 2 is a No Recovery Message. 02 next logs in at node 2 at 15:25. I am not sure why we see no logout for 02, even if that is a forced logout.

The interesting thing is at the time this is happening both 01 and 02 are attached to HH SU, so I am thinking what might be happening in this case is this:

1. 01 is locked on SU HH

2. 02 logs on to SU HH and is not locked

3. 01 is unlocked kicking out the 02 login (there should be a message displayed at this point about concurrent sessions, but nothing is seen here in Rep Events)

4. This triggers SU HH into a state where a recovery is required

5. 01 then tries to change the attachment from HH to AA when the SU is in a recovery state and that is triggering the issue.

This is speculation on my part, but there is clearly something amiss. I suggest you get this raised to the IT Helpdesk with a request for it to be passed to Fujitsu. Please let me have the reference number for the call when it has been raised, and in the meantime, I will try and reach out to some contacts in Fujitsu.

Regards

Shaun

[cid:image001.png@01D05CE8.943E66F0]

Shaun Turner
Product Owner
Enhanced User Management Programme

shaun.turner GRO
GRO

From: Cristina Melo
Sent: 31 August 2019 17:22
To: Shaun Turner GRO
Cc: James Taylor
Subject: FAD: 1028685 – Grangemouth – Smart ID issue

Good afternoon,

I looked over the Rep Events Data (I have also attached it to the email).

I have looked at only one user, although the Post Master says this is happening with all users in branch.
Also confirmed that the office was not balancing on any of these dates and times.
This is what I found, can you please let me know what you think.

[cid:image003.png@01D56183.C26CFBF0]

I'm a bit confused about a few things, so I've added my notes below.

01 unlocked HH, Node 3
01 Log out HH, Node 3
Both users are now logged out – 13:25:09 27-Aug-2019
13:25:43 27 Aug-2019 – 01 Log out HH, Node 2 – How is this possible?
02 Log on HH, Node 3
02 Log out HH, Node 3
13:26:04 27-Aug-2019 – 01 Log on HH, Node 2
13:26:10 27-Aug-2019 – 01 Log out HH, Node 1 – Logged out in the different node than the one he logged on
01 Log on HH, Node 1
13:26:35 27-Aug-2019 – 02 Log out HH, Node 1 – 02 is logged onto node 2, so how can it log out on node 1?
02 Log on HH, Node 1
01 Log on HH, Node 3 – 01 looks like it's logged onto HH on Node 1 and 3 at the same time
13:27:36 27-Aug-2019 – 02 Message: Concurrent login detected for User JSI IRRELEVANT Node 2 (not locked with 01 user, would this be why the message appears?)

[cid:image004.png@01D56183.C26CFBF0]

I don't know why he is getting the message on this one as he is logged out with 02 user and with 01 user as well, so why the message?

Later on the same day the message comes up again and I have a few questions on this one as well.
[cid:image005.png@01D56183.C26CFBF0]

Logged onto HH with 02 on Node 2 and HH with 01 on Node 5 – Both Unlocked
01 Attached to AA, Node 5 (existing session for user 01 marked as failed) didn't lock 02
01 Lock AA, Node 5
01 Unlock AA, Node 5
02 Log on HH, Node 2 – was logged out because he did not lock before??
01 Attach to HH, Node 5 (existing sessions for user 01 marked as failed) didn't lock 02
02 Attach to AA, Node 2 (existing sessions for user 02 marked as failed) didn't lock 01
02 Log out AA, Node 2 – Would he have been logged out of this automatically?
02 Log on HH, Node 2
01 Lock HH, Node 5
01 Log on HH, Node 5 – He locks 01 on HH, Node 5 and then logs onto the exact same stock unit and position?
02 Lock AA, Node 2 – He was logged onto HH with 02, so how is he locking in AA?
01 Unlock HH, Node 5
02 Log on AA, Node 2
01 Log out HH, Node 5

```
02 Unlock AA, Node 2
02 Attach to HH, Node 2
02 lock HH, Node 2
02 Unlock HH, Node 2
02 Lock HH, Node 2
01 is logged out and 02 is Locked on Node 2 so why the message?
16:01:13 30-Aug-2019 – 01 Message: Concurrent login detected for User JSL⌷IRRELIGANT⌷Node 5

Sorry about all the questions, I just want to understand this well, so I can explain it to the branch.

Please let me know your views on this, when you can and/or if you need anything else.

Many Thanks,
[cid:image004.jpg@01D45FB1.1B9162F0]


Cristina Melo
BSC Tier 2 Advisor


Business Support Cntr
Post Office Ltd
1st Floor
No 1 Future Walk
Chesterfield S49 1PF
Cristina.melo⌷----------------------------------GRO----------------------------------⌷



Added evidence item 'image002.png' from Email attachment
Added evidence item 'image003.png' from Email attachment
Added evidence item 'image004.png' from Email attachment
Added evidence item 'image005.png' from Email attachment
Added evidence item 'image006.jpg' from Email attachment
```

```
Date:04-Sep-2019 15:07:19 User:Anne Best
PRESCAN
--dsed09I--
```

```
Date:04-Sep-2019 15:08:14 User:Anne Best
The Call record has been assigned to the Team Member: Darran Avenell
Progress was delivered to Consumer
```

```
Date:04-Sep-2019 15:50:44 User:Darran Avenell
Defect cause updated to 41: General - in Procedure
```

```
Date:04-Sep-2019 15:51:06 User:Darran Avenell
[Start of Response]
...investigating.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer
```

```
Date:04-Sep-2019 15:56:28 User:Darran Avenell
[Start of Response]
Users logon to the counter using a Horizon User ID (HUID) but behind the scenes these are linked to a Smart ID (also known as a
POID). It is possible for multiple HUIDs to be linked to the same POID.

The counter should only be displaying message MSG40050 and terminating sessions if the same HUID has an ACTIVE or RECOVERING
session elsewhere, not if they have a different HUID but the same POID.

It would appear that the system is incorrectly checking for all HUIDs with the same POID though rather than just checking for the
same HUID with the same POID. Additionally, it is terminating sessions for any HUID with the same POID instead of only
terminating sessions for the HUID they are logged in as.

PC0279713 has already been forwarded to development for investigation / fix. There is no financial impact but it is
understandably confusing to the users.

In the meantime, the branch users will simply have to accept the current system behaviour.
[End of Response]
Response code to call type L as Category 95 -- Final -- Advice after Investigation
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer
```

```
Date:04-Sep-2019 15:56:29 User:Darran Avenell
CALL PC0279931 closed: Category 95 Type L
```

```
Date:05-Sep-2019 08:39:33 User:RCAClient Live
PEAK [ PC0279931 ] Branch ID [ 102868 ] Node ID [ 02 ] SSN [ lprpssn003 ] User [ daven01 ] Attempting command execution: get
/cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip
```

```
evidence/102868/02_PostOfficeCounter.log.2019-08-30.zip
```

Date:**05-Sep-2019 08:39:37** User:**RCAClient Live**
```
PEAK [ PC0279931 ] Branch ID [ 102868 ] Node ID [ 02 ] SSN [ IRRELEVANT ] User [ dave IRRELEVANT ] Command execution completed
successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip
evidence/102868/02_PostOfficeCounter.log.2019-08-30.zip
```

Date:**05-Sep-2019 08:41:35** User:**RCAClient Live**
```
PEAK [ PC0279931 ] Branch ID [ 102868 ] Node ID [ 05 ] SSN [ IRRELEVANT ] User [ dave IRRELEVANT ] Attempting command execution: get
/cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip
evidence/102868/05_PostOfficeCounter.log.2019-08-30.zip
```

Date:**05-Sep-2019 08:41:46** User:**RCAClient Live**
```
PEAK [ PC0279931 ] Branch ID [ 102868 ] Node ID [ 05 ] SSN [ IRRELEVANT ] User [ dave IRRELEVANT ] Command execution completed
successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip
evidence/102868/05_PostOfficeCounter.log.2019-08-30.zip
```

Date:**05-Sep-2019 08:43:41** User:**RCAClient Live**
```
PEAK [ PC0279931 ] Branch ID [ 102868 ] Node ID [ 03 ] SSN [ IRRELEVANT ] User [ dave IRRELEVANT ] Attempting command execution: get
/cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip
evidence/102868/03_PostOfficeCounter.log.2019-08-30.zip
```

Date:**05-Sep-2019 08:43:46** User:**RCAClient Live**
```
PEAK [ PC0279931 ] Branch ID [ 102868 ] Node ID [ 03 ] SSN [ IRRELEVANT ] User [ dave IRRELEVANT ] Command execution completed
successfully:get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip
evidence/102868/03_PostOfficeCounter.log.2019-08-30.zip
```

Date:**12-Sep-2019 15:05:50** User:**John Simpkins**
```
Call has been cloned to Call:PC0280046 by User:John Simpkins
```

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Counter procedures (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	12-Sep-2019 15:05 -- John Simpkins