

## Export

## Peak Incident Management System

Call Reference	PC0280046	Call Logger	John Simpkins -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	<u>PC0279931</u>
Call Type	Cloned call	Priority	C -- Progress restricted
Contact	John Simpkins	Call Status	Closed -- Duplicate Call
Target Date	04/10/2019	Effort (Man Days)	0
Summary	INC3518018 : 102868 - Unable to log in		
All References	Type	Value	
	Call reference	<u>PC0280444</u>	
	Clone Master	<u>PC0279931</u>	
Impact Statement	User	Date	
	John Simpkins	27-Sep-2019 08:43:25	
Event reporting on HORIce is misleading as the timestamps displayed may be incorrect.			

## Progress Narrative

Date:12-Sep-2019 15:05:50 User:John Simpkins

CALL PC0280046 opened

Details entered are:-

Summary:INC3518018 : 102868 - Unable to log in

Call Type:C

Call Priority:C

Target Release:HNG-X Rel. Ind.

Routed to:EDSC - John Simpkins

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[GRO], JSI[GRO]

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 attached 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" [REDACTED] 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 [REDACTED] GRO

Sent: Wednesday, September 4, 2019 12:08 PM

To: Liam Oldfield [REDACTED] GRO

Subject: FW: FAD: 1028685 - Grangemouth - Smart ID issue

From: Cristina Melo

Sent: 02 September 2019 13:58

To: Lee McCormack [REDACTED] GRO

Cc: Nicola Lowe [REDACTED] GRO } James Taylor

<James.Taylor@ [REDACTED] 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 [REDACTED] GRO

From: Shaun Turner

Sent: 02 September 2019 12:23

To: Cristina Melo [REDACTED] GRO

Cc: James Taylor [REDACTED] GRO } Esther Harvey

[REDACTED] 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 JSI GRO logged on.

HH

5

1

JSI GRO

30-Aug-2019 14:26:39

5

25

User JSI GRO has unlocked temporary lock.

HH

5

1

JSI GRO

30-Aug-2019 14:26:55

3

13

User JSI GRO logged out

HH

5

1

JSI GRO

30-Aug-2019 15:15:13

5

7

User JSI GRO attached to SU AA

HH

5

1

JSI GRO

30-Aug-2019 15:19:58

5

7

User JSI GRO attached to SU HH

AA

5

1

JSI GRO

30-Aug-2019 15:20:07

5

24



User JSL[GRO] has been temporarily locked.

HH

5

1

JSL[GRO]

30-Aug-2019 15:22:28

2

12

User JSL[GRO] logged on.

HH

5

1

JSL[GRO]

30-Aug-2019 15:23:15

5

25

User JSL[GRO] has unlocked temporary lock.

HH

5

1

JSL[GRO]

30-Aug-2019 15:23:31

5

7

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

HH

5

1

JSL[GRO]

30-Aug-2019 15:24:00

5

24

User JSL[GRO] has been temporarily locked.

AA

5

1

JSL[GRO]

30-Aug-2019 15:24:41

2

118

No recovery required.

HH

5

1

JSL[GRO]



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@fujitsu.com GRO

From: Cristina Melo

Sent: 31 August 2019 17:22

To: Shaun Turner GRO

Cc: James Taylor GRO

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 GRO 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 JSI GRO 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 [ GRO ] User [ daveGRO ] 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 [ GRO ] User [ daveGRO ] 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 [ GRO ] User [ daveGRO ] 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 [ GRO ] User [ daveGRO ] 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 [ GRO ] User [ daveGRO ] 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 [ GRO ] User [ daveGRO ] 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 cloned from original call:PC0279931 by User:John Simpkins

Date:12-Sep-2019 15:08:10 User:John Simpkins

[Start of Response]

After a discussions with Jon Hulme he would like this to be re-investigated as the original email listed two issues. One was correctly identified but the other appears to have both HUID (single POID) users logged off when the event 119 (Concurrent login detected for User JSI[GRO] Awaiting user response to continue or cancel.) and event 101 (User JSI[GRO] failed to log on. Concurrent Log on attempted - Active Session Termination Abandoned.) were logged.

[End of Response]

Response code to call type C as Category 38 -- Pending -- Potential Problem Identified

Date:12-Sep-2019 15:33:39 User:Jon Hulme

Evidence Added - All rep events for branch in August

Date:12-Sep-2019 15:46:52 User:Jon Hulme

Evidence Added - Analysis from rep events

Date:12-Sep-2019 15:47:51 User:Jon Hulme

Note that counter logs for nodes 2,3,5 on 30/08/19 are on PEAK PC0279931

Date:12-Sep-2019 15:48:28 User:Jon Hulme

No sorry, they are not. Adding now to this peak

Date:12-Sep-2019 15:51:32 User:Jon Hulme

Umm will send to John by email, as don't want to put unobfuscated logs on PEAK

Date:20-Sep-2019 08:41:58 User:RCAClient Live

PEAK [ PC0280046 ] Branch ID [ 102868 ] Node ID [ 01 ] SSN [ GRO ] User [ jsimGRO ] Attempting command execution: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip evidence/102868\_02\_POC\_30-08-19.zip

Date:20-Sep-2019 08:42:00 User:RCAClient Live

PEAK [ PC0280046 ] Branch ID [ 102868 ] Node ID [ 01 ] SSN [ GRO ] User [ jsimGRO ] Command execution completed successfully: get /cygdrive/c/ProgramData/Fujitsu/CounterBusinessApplication/log/PostOfficeCounter.log.2019-08-30.zip



evidence/102868\_02\_POC\_30-08-19.zip

Date:20-Sep-2019 08:50:53 User:John Simpkins

JS[redacted] activity on August 30th until the failure

Node: User: Activity:

```
3 JS[redacted] Log on su HH
3 JS[redacted] Log out
5 JS[redacted] Log on su HH
5 JS[redacted] Temp lock
3 JS[redacted] Log on
5 JS[redacted] Unlock
3 JS[redacted] log out
5 JS[redacted] Attach su AA
5 JS[redacted] Attach su HH
5 JS[redacted] Log out
1 JSN GRO Log on
1 JS[redacted] Log out
2 JS[redacted] Log on
2 JS[redacted] Attach su AA
2 JS[redacted] Attach su B
2 JS[redacted] Attach su HH
2 JS[redacted] Log out
5 JS[redacted] Concurrent login detected
5 JS[redacted] Failed to log on - Active session termination abandoned
5 JS[redacted] Log on
```

Date:20-Sep-2019 15:20:32 User:John Simpkins

One unusual aspect is that the REP event order is not backed up by the Counter logs (possible time difference on counters?) Could this time difference be recorded in the database?

The SQL I believe used is PoidSessionAlreadyExists\_v2:

```
select s.token_id, s.node_id, s.branch_accounting_code, s.fad_hash, s.branch_user, s.session_locked_timestamp, s.session_status
from brdb_branch_user_sessions s, brdb_branch_user_poid_mapping m
where m.poid=?
and m.branch_user=s.branch_user
and m.branch_accounting_code=s.branch_accounting_code
and m.fad_hash=s.fad_hash
and s.token_id<>?
and s.session_status IN ('ACTIVE', 'RECOVERING')
order by s.session_start_timestamp desc
```

Date:20-Sep-2019 15:37:19 User:John Simpkins

Logout of counter 2:

```
2019-08-30 11:55:19,517 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : logout / Button text :Logout-@@-
2019-08-30 11:55:20,164 UTC [AWT-EventQueue-0] Counter.Messages INFO - [] []- MSG00158: Confirm Logout-@@-
2019-08-30 11:55:20,747 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : 0 / Button text :Yes-@@-
2019-08-30 11:55:21,187 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.help.HelpBLO WARN - [] []- closeHelp DETAIL:
Could not close help, HelpUIA is already null-@@-
2019-08-30 11:55:21,188 UTC [AWT-EventQueue-0] Counter.StepId INFO - [] []- Full Internal Step Id : MenuUIA / HSID : MAIN-MENU-
HSID-@@-
2019-08-30 11:55:21,733 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.help.HelpBLO WARN - [] []- closeHelp DETAIL:
Could not close help, HelpUIA is already null-@@-
2019-08-30 11:55:21,823 UTC [AWT-EventQueue-0] Counter.StepId INFO - [] []- Full Internal Step Id : BasicLogoffBLO.MenuUIA / HSID
: MAIN-MENU-HSID-@@-
2019-08-30 11:55:21,830 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.help.HelpBLO WARN - [] []- closeHelp DETAIL:
Could not close help, HelpUIA is already null-@@-
2019-08-30 11:55:21,902 UTC [AWT-EventQueue-0] Counter.StepId INFO - [] []- Full Internal Step Id : BasicLogoffBLO.MenuUIA / HSID
: MAIN-MENU-HSID-@@-
2019-08-30 11:55:21,973 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.startup.InitialBLO INFO - [] []- Welcome Screen
activated-@@-
```

Login into Counter 5 with Cancel

```
2019-08-30 11:54:51,672 UTC [AWT-EventQueue-0] Counter.Messages INFO - [] []- MSG00006: Agreement-@@-
2019-08-30 11:54:53,211 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : 0 / Button text :Continue-@@-
2019-08-30 11:55:06,162 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrf.peripherals.hid.HIDReader INFO - [] []- for swing to handle -
tab-@@-
2019-08-30 11:55:06,162 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.presentation.uie.constructs.DataEntryUIE INFO - [] []- verify
input...-@@-
2019-08-30 11:55:06,249 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrf.peripherals.hid.HIDReader INFO - [] []- for swing to handle -
tab-@@-
2019-08-30 11:55:09,299 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : enter / Button text :Enter-@@-
2019-08-30 11:55:10,441 UTC [AWT-EventQueue-0] Counter.Messages INFO - [] []- MSG04045: Active Session-@@-
2019-08-30 11:55:12,967 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : 1 / Button text :Cancel-@@-
2019-08-30 11:55:13,384 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.startup.InitialBLO INFO - [] []- Welcome Screen
activated-@@-
```

Login into counter 5 successful:

```
2019-08-30 11:55:28,832 UTC [AWT-EventQueue-0] Counter.Messages INFO - [] []- MSG00006: Agreement-@@-
2019-08-30 11:55:29,531 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : 0 / Button text :Continue-@@-
2019-08-30 11:55:34,020 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrf.peripherals.hid.HIDReader INFO - [] []- for swing to handle -
tab-@@-
2019-08-30 11:55:34,021 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.presentation.uie.constructs.DataEntryUIE INFO - [] []- verify
input...-@@-
2019-08-30 11:55:34,112 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrf.peripherals.hid.HIDReader INFO - [] []- for swing to handle -
tab-@@-
```



2019-08-30 11:55:37,261 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : enter / Button text :Enter-@@-  
2019-08-30 11:55:38,430 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrp.presentation.uie.constructs.DataEntryUIE INFO - [] []- verify  
input...-@@-  
2019-08-30 11:55:38,476 UTC [AWT-EventQueue-0] Counter.StepId INFO - [] []- Full Internal Step Id : MenuUIA / HSID : MAIN-MENU-  
HSID-@@-  
2019-08-30 11:55:38,487 UTC [AWT-EventQueue-0] Counter.Messages INFO - [] []- MSG10102: Previous Login Details-@@-  
2019-08-30 11:55:39,716 UTC [AWT-EventQueue-0] Counter.ButtonPressed INFO - [] []- Button Id : 0 / Button text :Continue-@@-

Date:20-Sep-2019 15:43:01 User:John Simpkins

The rep events order is:

30-Aug-2019 12:55:21 2 13 JSL[GRO] User JSL[GRO] logged out  
30-Aug-2019 12:55:44 5 119 JSL[GRO] Concurrent login detected for User JSL[GRO]. Awaiting user response to continue or  
cancel.  
30-Aug-2019 12:55:47 5 101 JSL[GRO] User JSL[GRO] failed to log on. Concurrent Log on attempted - Active Session Termination  
Abandoned.  
30-Aug-2019 12:56:12 5 12 JSL[GRO] User JSL[GRO] logged on.

Date:20-Sep-2019 16:12:40 User:John Simpkins

Looking at the REP events table, we have a couple of timestamps EVENT\_DATE (which is used in the rep event report above and  
insert\_timestamp).

If we order the events by EVENT\_DATE:

Event Date	Insert Timestamp	Node	Event	Comment
30/08/2019 11:55	30-AUG-19 12.55.55.998900000	2 13	User JSL[GRO] logged out	
30/08/2019 11:55	30-AUG-19 12.55.44.654800000	5 119	Concurrent login detected for User JSL[GRO]. Awaiting user response to continue or cancel.	
30/08/2019 11:55	30-AUG-19 12.55.47.630200000	5 101	User JSL[GRO] failed to log on. Concurrent Log on attempted - Active Session Termination Abandoned.	
30/08/2019 11:56	30-AUG-19 12.56.12.631000000	5 12	User JSL[GRO] logged on.	

If we order the events by insert\_timestamp:

Event Date	Insert Timestamp	Node	Event	Comment
30/08/2019 11:55	30-AUG-19 12.55.44.654800000	5 119	Concurrent login detected for User JSL[GRO]. Awaiting user response to continue or cancel.	
30/08/2019 11:55	30-AUG-19 12.55.47.630200000	5 101	User JSL[GRO] failed to log on. Concurrent Log on attempted - Active Session Termination Abandoned.	
30/08/2019 11:55	30-AUG-19 12.55.55.998900000	2 13	User JSL[GRO] logged out	
30/08/2019 11:56	30-AUG-19 12.56.12.631000000	5 12	User JSL[GRO] logged on.	

Date:20-Sep-2019 16:13:33 User:John Simpkins

I believe that this may be a reporting issue caused by the event date.

Date:27-Sep-2019 08:40:27 User:John Simpkins

[Start of Response]

I will pass this to Jon Hulme to see if he agrees with the analysis. If he does I will then change the HORIce queries to display  
the insert\_timestamp rather than the Event\_date.

[End of Response]

Response code to call type C as Category 38 -- Pending -- Potential Problem Identified

Date:27-Sep-2019 08:41:42 User:John Simpkins

Target Date/Time updated: new value is 04/10/2019 15:05

[Start of Response]

Setting target time due to leave.

[End of Response]

Response code to call type C as Category 38 -- Pending -- Potential Problem Identified

Date:27-Sep-2019 08:42:13 User:John Simpkins

The Call record has been transferred to the team: Bus Apps\_Des

The Call record has been assigned to the Team Member: Jon Hulme

Date:27-Sep-2019 08:43:15 User:John Simpkins

A new Business Impact has been added:

Revent reporting on HORIce is misleading as the timestamps displayed may be incorrect.

Date:27-Sep-2019 08:43:25 User:John Simpkins

The Business Impact has been updated:

Event reporting on HORIce is misleading as the timestamps displayed may be incorrect.

Date:03-Oct-2019 11:16:27 User:Jon Hulme

[Start of Response]

During the investigation of PC0279931 both POL and FJ were confused regarding the order that actions were happening on the



counters because the reporting event date/time recorded in the BRDB for logon events 12, 101 and 119, were 34s adrift from other event date/times recorded.

This is because these events are written by the BAL and EVENT\_DATE comes from the BAL clock, whereas all the other events are written by the counter and EVENT\_DATE comes from the counter clocks.

This also impacts the event date associated EPOSS events 930, 932, and 933 which are sent to Credence.

See BAL class AuthenticationFacade method buildAuditDataMap which has "auditMap.put(IAuditDAO.EVENT\_DATE, new java.util.Date());".

I suggest that the event date is set from requestHeader.getTimeSent() which is the time the request message was sent by the counter using the counter clock. GDC should confirm this suggested fix is correct.

SSC should separately investigate why the clocks were 34s adrift. This investigation will be handled outside of this PEAK.

[End of Response]

Response code to call type C as Category 38 -- Pending -- Potential Problem Identified

Date:03-Oct-2019 11:17:27 User:Jon Hulme

Evidence Deleted - All rep events for branch in August

Date:03-Oct-2019 11:17:31 User:Jon Hulme

Evidence Deleted - Analysis from rep events

Date:03-Oct-2019 11:18:27 User:Jon Hulme

Evidence removed to avoid GDPR issues

Date:03-Oct-2019 11:27:02 User:Jon Hulme

Not sure if the detail above has GDPR issues, so advised bt SSC John Simpkins to route to QFP who can decide whether to send to GDC.

Date:03-Oct-2019 11:27:34 User:Jon Hulme

The Call record has been transferred to the team: QFP

Date:03-Oct-2019 11:34:08 User:Tariq Arain

The Call record has been assigned to the Team Member: Susan Brindley

Date:03-Oct-2019 15:55:39 User:Susan Brindley

The following entries are extracts from the original PEAK which may help in initially recreating the issue and then testing the fix.

Date:03-Oct-2019 15:55:51 User:Susan Brindley

The following USGRO activity was reported until the failure:

Node: User: Activity:

```
-----
3 USE Log on su HH
3 USE Log out
5 USE Log on su HH
5 USE Temp lock
3 USE Log on
5 USE Unlock
3 USE log out
5 USE Attach su AA
5 USE Attach su HH
5 USE Log out
1 JSN GRO Log on
1 USE Log out
2 USE Log on
2 USE Attach su AA
2 USE Attach su B
2 USE Attach su HH
2 USE Log out
5 USE Concurrent login detected
5 USE Failed to log on - Active session termination abandoned
5 USE Log on
```

Date:03-Oct-2019 15:57:26 User:Susan Brindley

Sorry - previous 2 entries are a copy/paste error of updates intended for PEAK PC0280444!

Date:03-Oct-2019 15:58:16 User:Susan Brindley

This PEAK now superseded by PEAK PC0280444 which is simply a GDPR compliant version of this PEAK.



Date:03-Oct-2019 16:20:00 User: <u>Susan Brindley</u> Reference Added: <u>Call reference PC0280444</u>	
Date:08-Oct-2019 13:19:15 User: <u>Susan Brindley</u> [Start of Response] This PEAK has been manually cloned to PC0280444 which is simply a GDPR compliant version of this PEAK.  Returning this variant of the PEAK back as a duplicate - i.e. now duplicated by PC0280444. [End of Response] Response code to call type C as Category 72 -- Final -- Duplicate Call Routing to Call Logger following Final Progress update.	
Date:08-Oct-2019 13:31:38 User: <u>John Simpkins</u> CALL PC0280046 closed: Category 72 Type C	

Root Cause	General - in Procedure
Logger	John Simpkins -- EDSC
Subject Product	General/Other/Misc -- Unknown (version unspecified)
Assignee	John Simpkins -- EDSC
Last Progress	08-Oct-2019 13:31 -- John Simpkins