Meeting Minutes
Report date: 29/11/21
Author: Paul Smith

Meeting Minutes
Horizon Defects Review

Meeting overview	
Subject of Meeting:	Horizon Defects Review (Fujitsu and Other Suppliers)
Date:	14th February - 2022 – Teams Meeting
Next Meeting:	21st February - 2022 – Teams Meeting
Record:	Meeting Notes Held on Post Office Teams Site

Confirmation of previous week's minutes:
The prior week's minutes were agreed by:

Organisation	Representative	Confirmed
Post Office	Paul Smith	Yes
Fujitsu	Steve Browell	Yes (Fujitsu section only)

Attendees:
Attendees marked as Present were at the meeting.

POL Attendees	Initials	Present
Paul Smith	PS	Yes
Martin Godbold	MG	No
Lorna Owens	LO	Yes
Annmarie Woodcraft	AW	Yes
Louise Liptrott	LL	No
Katrina Holmes	KH	Yes
James Adams	JA	No
Sally Rush	SaR	No
Colette McAteer	CM	No
Sarah Birch	SarB	No
James Brett	JB	No
Ian Humphries	IH	Yes
Rohit Gogna	RG	No
Wayne Little	WL	No

Fujitsu Attendees	Initials	Present
Steve Browell	SBr	Yes
Sandie Bothick	SBo	Yes
Steve Bansal	SBa	Yes
Matthew Hatch	MH	No

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Fujitsu Defects

The summary of the current list of Defects under active review with Fujitsu is shown below. The boxes highlighted in yellow show where changes were made by Fujitsu on its weekly report submission as compared to the prior week.

POL Reference	POL Title	Category	Fujitsu Reference	Fujitsu Title	Workaround	Update	Target Release Type	Target Release
PRB0040378	Back Office Printer Queue	Experience	PC0289127	R70.20-SV&I-Printing Back Office reports with printer powered off- Message ?MSG00180? not displayed	No	No Change since 05/12/2021	Proposed For	HNG-X 72.20
PRB0040520	Horizon Help Screen Freezing in branch	Experience	PRB0047806 (PC0292825)	Help Screen Freezing on the Counters in Branches	No	No Change since 04/02/2022	Proposed For	HNG-X 72.40
PRB0040532	When settle is pressed for a Bureau Pre-Order transaction where the basket nets to zero, the 'Prev' button when the 'Order Created message is displayed	Impact	PC0296234	Erroneous 'Previous' button use after settlement results in duplicate settlement & discrepancy	Yes	No Change since 07/01/2022	Targeted At	HNG-X 71.20
PRB0040630	When the CBA trades on the AZUL JRE the font appears to change on screen and appears differently to the standard Horizon font	Experience	PC0296615	71.10 - JRE AZUL - Azul Zulu JRE fonts are different to Oracle JRE	No	No Change since 06/12/2021 – pending POL feedback if this is a defect/known error	Proposed For	HNG-X 72.30
PRB0040642	Branches receiving a message to request they wait 62 days before rollover however branch has not rolled over for over 8 months	Experience	PC0288299	Fad 551329 gets message to wait 62 days before rollover but has no rollover for over 8 months	Yes	No Change since 07/01/2022	Targeted At	HNG-X 72.10
PRB0040643	Triggering Help during login causes logout & obsolete communications traffic / BAL exception	Experience	PC0295983	Keypresses while opening Help triggers System Error	No	No Change since 03/12/2021	Targeted At	HNG-X 72.10
PRB0040644	INC8441006 : 489539 - Unable to Print Drop & Go Receipt from a specific Address	Experience	PC0296979	INC8441006 : 489539 - Unable to Print Drop & Go Receipt from a specific Address	No	No Change since 17/09/2021	Targeted At	HNG-X 72.10
PRB0040661	Counters that are initiated in bootstrap mode (Disk issues / Download failures) without latest Ref Data, will start-up with PBS enabled, whereas the Ref Data may have supressed PBS at that Branch. For R70.40 counters, this results in the premature migration to PBS	Experience	PC0296934	CBB-6156 - Counters being migrated to PBS functionality when not expected	No	No Change since 22/10/2021	Targeted At	HNG-X 72.10
PRB0040674	Counters that are box swapped at R71.10 will start-up using the Azul JRE if the CBA is started ahead of the new reference data package being downloaded	Experience	PC0296970	switching JREs does not consider box-swap situation	No	No Change since 26/11/2021	Targeted At	HNG-X 72.10
PRB0040723	The CBA trades on Azul JRE (the default counter JRE setting) incorrectly for a full day	Experience	PC0296804	LST - 71.10 - JRE Azul - CBA uses Azul JRE for one day (full fix from FJ)	No	No Change since 05/11/2021	Targeted At	HNG-X 71.20
PRB0040756	Cash deposit and other buttons can be pressed while Help is loading leading to system error	Experience	PC0297218	Cash deposit and other buttons can be pressed while Help is loading leading to system error	No	No Change since 26/11/2021	Targeted At	HNG-X 72.10
PRB0040779	Obsolete Help comms traffic	Experience	PC0294925	Obsolete Help comms traffic	No	No Change since 07/01/2022	Proposed For	HNG-X 72.20

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PRB0040811	LST: R70.20 Ctr - User is Locked Into a Field During Foreign Currency Rem In Transaction	**Experience**	PC0289922	LST: R70.20 Ctr - User is Locked Into a Field During Foreign Currency Rem In Transaction	Yes	No Change since 14/01/2022	Proposed For	HNG-X 72.40
PRB0040829	Counters unable to log in following extended period switched off	**Experience**	PC0298898	Failure to download Counter MAIN baseline refdata before package expiry	Yes	No Change since 04/02/2022	Targeted At	HNG-X 21.67.01

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Fujitsu Defect Actions and Notes

POL Reference	Fujitsu Reference	Action Date	Action/Note	Whom	Status	Update
PRB0040378	PC0289127		No Outstanding Actions			
PRB0040520	PRB0047806 (PC0292825)		No Outstanding Actions			
PRB0040532	PC0296234		No Outstanding Actions			
PRB0040630	PC0296615		No Outstanding Actions			
PRB0040642	PC0288299		No Outstanding Actions			
PRB0040643	PC0295983		No Outstanding Actions			
PRB0040644	PC0296979		No Outstanding Actions			
PRB0040661	PC0296934		No Outstanding Actions			
PRB0040674	PC0296970		No Outstanding Actions			
PRB0040723	PC0296804		No Outstanding Actions			
PRB0040756	PC0297218		No Outstanding Actions			
PRB0040779	PC0294925		No Outstanding Actions			
PRB0040811	PC0289922		No Outstanding Actions			
PRB0040829	PC0298898		No Outstanding Actions			

Fujitsu General Actions and Notes

Reference	Action Date	Action/Note	Whom	Status
1	07/02/2022	Fujitsu resource to be lined up to discuss Moneygram recover and settlement observations to understand the product journey	SB	Closed
2	14/02/2022	Send over agreement for new ToR to Fujitsu	PS	New

Fujitsu AOB

AOB	Comments
AOB – Info Only	• A Agreed that the new entry in the defects documentation is a problem record only and relates to the finalisation of works to resolve a major incident. There is currently no branch impact or perceived risk of branch impact in the days until the hot fix is released.

Fujitsu Closed Items
This section provides details of items Post Office have agreed may be closed.

Ref	Description	Date Closed

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Other Suppliers (non-Fujitsu)

The summary of the current list of Implementation Defects affecting branches or Horizon under active review with internal and other external suppliers. The boxes highlighted in yellow show where changes have been made as compared to the prior week.

POL Reference	Supplier	Supplier Reference	Category	Summary	Workaround Available	Update Recieved/Meeting discussion	Release identified/ agreed
PRB0040489	NCR	N/A	Impact	HBS rejects a Home Shopping Return (HSR) barcode at the final basket settlement stage, because the unique HSR barcode has been used and settled on a Horizon	No	NB102 transactions have been isolated and reviewed, these now need to be checked against Horice. Horice data is being collated by Service manager	N/A
PRB0040498	Data Services	N/A	Experience	Since 2014 a large number of transactions where the customer has changed their mind and the transaction reversed or cancelled, or communications have been lost, have not been handled correctly by Horizon	No	Fix has been built and delivered to SV&I, request by the testing team has been sent to Fujitsu to request that they review NRT results against expected behaviour	N/A
PRB0040527	Data Services	N/A	Impact	Communications loss both short and longer term cause transactional issues with Pre Order Bureau transactions in branch.	No	Further development required post further testing will be completed W/C 14/02 with release to SV&I same week	N/A
PRB0040622	Data Services	N/A	Impact	RECOVERY: Void Recovery Scenario 1 (Counter Crashes Before Void Recovery Record Is Written)- No Void Transaction Performed	No	Awaiting update from project team	N/A
PRB0040712	Data Services	N/A	Impact	Moneygram cancelled transaction is recovered, which would have caused a financial GAIN. On either 1) inactivity timeout or 2) another user logging on to the locked counter	No	Meeting to discuss transactional behaviour and observation during testing booked for 16/02	N/A
PRB0040743	CC/DXC	N/A	Experience	Horizon fails to print following multiple print failures or non clear down of the print queue leaving the branch unable to print and requiring intervention to clear the print queue to allow back office reports to be printed	Yes	Awaiting migration to DXC.	N/A
PRB0040825	Fujitsu	N/A	Experience	There is an issue where some branch re-openings occur whereby the IP Address of the counter in the BRDB table is not populated. This renders the counter unusable.	Yes	Fix has been implemented as part of release 21.10.10 now awaiting re opening of a branch 16/03 to live prove the solution before closure	N/A
PRB0040839	Data Services	N/A	Impact	Travel Insurance receipt premium information does not match to POI back office system and branch copy receipt	No	Test transactions are to be completed 14/02 to allow testing to be completed however there are other releases in the test counters that may cause difficulties in understanding fix result	N/A
PRB0040844	N/A	N/A	Impact	Pre Payment Debit Card - Top up applied to two PAN numbers, but only one card used	No	Further work to be completed to understand CCTV footage against the different transaction and PAN lengths. Tuss	N/A

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						Ramzan to complete report of the issue.	

Other Suppliers Defect Actions and Notes

POL Reference	Supplier	Supplier Reference	Action Date	Action/Note	Whom	Status	Update
PRB0040489				No Outstanding Actions			
PRB0040498				No Outstanding Actions			
PRB0040527				No Outstanding Actions			
PRB0040622	Data Services	N/A	14/02/2022	Update required on project progress from Wayne Little	PS	New	
PRB0040712				No Outstanding Actions			
PRB0040743				No Outstanding Actions			
PRB0040825				No Outstanding Actions			
PRB0040839				No Outstanding Actions			
PRB0040844				No Outstanding Actions			

Other Suppliers General Actions and Notes

Reference	Action Date	Action/Note	Whom	Status
1				
2				

Other Suppliers AOB

AOB	Comments
AOB – Info Only	•

Other Suppliers Closed Items

This section provides details of items Post Office have agreed may be closed.

Ref	Description	Date Closed