

ICL Pathway

Ref: CR/REP/000  
7  
Version: 0.3  
Date: 26/8/97

**Known Problem Register at Release 1c**

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**Document Title:** Known Problem Register

**Document Type:** Report

**Abstract:** This document records those known problems which are not intended to be resolved by means of product change in Release 1c.

**Distribution:** Pathway Library  
Pathway Management  
Pathway Customer Requirements, Quality & Security,  
Development, Test  
PDA Product Management

**Document Status:** Published

**Document Predecessor:** Version 0.2

**Associated Documents:** See Section 0.1.2

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**Approval Authority:** Pathway/PDA

**Signature/Date:** 26 August 1997

**Comments To:** Pathway Requirements

**Comments By:** 29 August 1997

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**0.1 CONTENT****0.1.1 DOCUMENT HISTORY**

Version	Date	Reason
0.1	13/8/97	First issue, snapshot as at 13/8 for review 14/8
0.2	19/8/97	Updated to 19/8, snapshot for review
0.3	26/8/97	Explanation for not implementing minor clearances added

**0.1.2 ASSOCIATED DOCUMENTS**

Version	Date	Title	Source

**0.1.3 ABBREVIATIONS**

KPR Known Problem Register  
PIAT Pathway Impact Assessment Team  
PinICL Pathway's incident tracking database.

**0.1.3.1 CHANGE HISTORY****0.1.3.1.1 Version 0.3**

The third issue contains an explanation of why certain minor problems may appear in the KPR.

**0.1.3.1.2 Version 0.2**

The second issue is a snapshot of the position as at 19 August. Deferrals to Release 2 agreed at the PDA Product Management/Pathway Development meetings of 8 and 14 August are now comprehended in this register and are so marked.

The table has been sorted into problem reference order.

**ICL Pathway**

Ref: CR/REP/000  
7  
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---

**0.1.3.1.3 Version 0.1**

The first issue is a snapshot of the position as at 13 August. Note that the PDA Product Management/Pathway Development meeting of 8 August agreed to move 12 nominally 1c PinICLs to Release 2. These are NOT listed within this version of the KPR.

**0.1.3.2 CHANGES FORECAST**

Further specific issues are planned for 8 and 15 September associated with scheduled reviews.

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7  
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## 1. INTRODUCTION

This document, the Known Problem Register (KPR), records those known problems which are not intended to be resolved by means of product change in the target Release.

It provides visibility of such problems for evaluation of the business risk to DSS/POCL and/or Pathway of their presence in the target Release, for developing suitable risk containment measures and for tracking a problem's subsequent resolution.

It is anticipated that most problems of this kind will originate from PinICLs raised and reviewed during the later phases of systems testing. Such PinICLs are categorised by the Pathway PinICL Impact Assessment Team (PIAT) to distinguish whether a fix by way of product change is required in the target Release, or whether, in the light of the attendant business risks, it is reasonable to defer such fixes.

Fixes for certain problems of a minor or cosmetic nature will be listed in this KPR. This is for "supply side" reasons: as a generality it is advisable not to open up modules unnecessarily both to avoid the possibility of introducing instability and because resources should be concentrated on essential fixes as a release date approaches.

Some problems will originate from the operation of DSS and POCL systems although at present these are not directly visible to Pathway.

The PIAT membership is drawn from Customer Requirements with access to Quality, Security, Development and Test.

The KPR records the PinICL Call or other Reference; the problem, its effects and any possible circumventions at a level of description that is accessible to business analysis; and an assessment of the business impacts on the parties.

## 2. KNOWN PROBLEM REGISTER (KPR)

Problem & Priority	Problem Description & Circumvention, if appropriate	Business Impacts	
		DSS/POCL	Pathway

3246	C	The beneficiary selection screen used for agent	Low	Low
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ICL Pathway

Ref: CR/REP/000  
7**Known Problem Register at Release 1c**

Version: 0.3

Date: 26/8/97

		transactions shows the beneficiary first names not full names or family names and initials. PDA/PWY review 14/8.		
3361	C	Agents, both casual and permanent, are not being blocked from collecting for alternative payees (861/1). PDA/PWY review 8/8.	Low	Low
4458	C	Milk token functionality not handled at the counter. Milk tokens not required at 1c. PDA/PWY review 8/8.	None	None
4747	D	The number of transactions requiring extended verification does not change within the monthly report. PDA/PWY review 8/8.	Low	Low
5138	D	Spelling error in casual agent screen "beneficiaries" should read beneficiary's". Casual agent functionality not required at 1c. Cosmetic. PDA/PWY review 8/8.	None	None
5141	D	Old passwords are not being checked within Change Of Password. PDA/PWY review 8/8.	Low	Low
5146	D	Create User (OBCS) does not allow second names, hyphens and apostrophes and has no Review Users function. PDA/PWY review 8/8.	Low	None
5181	C	When Riposte is auto-initialised for the very first time at a counter it waits for 15 minutes before synchronising	Low	Low

ICL Pathway

Ref: CR/REP/000  
7**Known Problem Register at Release 1c**

Version: 0.3

Date: 26/8/97

		with the Correspondence Servers. PDA/PWY review 8/8.		
5270	D	The Help Desk application files require tighter permissions more in line with the Help Desk user role. PDA/PWY review 8/8.		
5294	D	Pathway Data Centre Roles with access to Server Manager can stop Event Logging. This is inherent in this roles' privileges. This will be reviewed further for R2.	None	Low
5313	D	The DLR remote machine cannot be prevented from being booted from CDROM except by non-standard engineering. BIOS or configuration changes will be considered at R2.	None	Low
5372	C	If a user tries to change password to one that is too short the screen is sequenced to confirmation not to initial entry. PDA/PWY review 8/8.	Low	None
5373	C	The counter administration option to force change of password cannot be reversed by the administrator/manager. This will be reconsidered for Release 2. PDA/PWY review 8/8.	Low	None
5396	D	A (Pathway) Security Auditor at a Pathway Data Centre console is capable of creating and deleting folders. This is inherent in this role's	None	Low

ICL Pathway

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Version: 0.3

Date: 26/8/97

		privileges. This will be reviewed further for R2.		
5469	D	The OBCS Report Screen Help legend: "Touch this button to gain access the User Report Summary" is missing the word "to" before "the".	Low	None
5482	C	A clerk (teller) ID cannot be re-used. Attempting to do so elicits the response "Cannot change teller ID" rather than "Teller ID already used".  Screen sequencing from failed attempts to Add User should return to Clerk User rather than name input screen.  PDA/PWY review 8/8.	None	None
5514	C	Loader Agent programs on the Correspondence Servers will only start automatically if Riposte is running and will stop if Riposte stops.  These conditions are reported via prompts sent to CFM operations who can intervene to restart as appropriate.	None	Low
5528	C	Some benefit encashments do not populate the benefit type attribute correctly within the message store.  PDA/PWY review 8/8.	Low	None
5546	D	The CMSsend process at the Pathway data centre requires a manual restart if it fails during initialisation.	None	Low
5567	D	An invalid password at the counter (OBCS) is correctly rejected, but arguably the return prompt should be to the password screen, not to exit.	Low	None

ICL Pathway

Ref: CR/REP/000  
7

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Version: 0.3

Date: 26/8/97

		This will be considered for Release 2. PDA/PWY review 14/8.		
5599	C	Casual Agent encashments are recorded as card-swiped in TPS even if they were manually entered.  DSS have made a policy decision to remove casual agents from R1c. Thus there is no purpose in rectifying this at this time.  To be reviewed for policy in force at R2.	None	None
5630	D	Non-rational use of casual agent procedures by swiping a newly-activated card leaves a record of manual encashment.  DSS have made a policy decision to remove casual agents from R1c. Thus there is no purpose in rectifying this at this time.  To be reviewed for policy in force at R2.	None	None
5631	D	It is possible to log the same user in at more than one counter within a post office but only if the operating dates in the counters differ.	None	None
5674	D	The Help Desk screen sub-title "Identify Card Holder" does not appear on continuation screens.  Cosmetic.	None	None
5677	D	The available NINO field for Cardholder Events within the Help Desk is two characters too long.	None	None
5707	D	CAS raises an incorrect alert	None	Low

ICL Pathway

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7

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		<p>type on (correctly) receiving a duplicate notification from CAPS.</p> <p>(Note that if CAS operation is handled by EDS then EDS will need to know that this can occur.)</p>		
4469, 5176		<p>Tivoli agent may fail on a managed node and not automatically restart. Management operations on the managed node will not be actioned.</p> <p>System Management Centre (SMC) will check Tivoli is running on a managed node and restart it from the centre before launching a software distribution.</p> <p>This will be reviewed under plans for Tivoli support at Release 2.</p>	None	Low