FUJITSU

POA HNG-X ALL LIVE DEFECTS REPORT

FUJITSU CONFIDENTIAL (COMMERCIAL IN CONFIDENCE)

POST OFFICE

Date of system extract: 10/08/2022 14:15
Date of issue of report: 12/08/2022

This report list all Live Defects in HNG-X as at the date of the system extract above. The fields shown are:

Defect Stage	The stage in the management process (see stages below)
Call Reference	The Fujitsu Live Defect Call Reference
Summary	The Fujitsu Live Defect Summary title (sometimes system generated)
Date Opened	The date the Incident was first logged
HDR Classification	If branch affecting, the Horizon Defect Review (HDR) Forum classification
Deferred	Whether the Live Defect was deferred from a previous release
Workaround	Whether a workaround is in place
POL SNOW Reference	The POL Incident reference (if known)
POL Problem Reference	The POL Problem reference (if known)
Target Release	The proposed Release for the fix to the Live Defect
Release Title	The working title of the Release under which the fix will be deployed
Release Date	The currently known Release Date to Live for the Target Release
Description	An expanded Description to augment the Summary
Root Cause	The currently understood Root Cause of the Live Defect
Fix Required	The currently expected Fix Required to address the Live Defect

The Live Defects are sorted based on their stage in the POA Live Defect Management Process. The stages are explained below and then summarised in the table shown.

1. **INVESTIGATING** - A Live Defect will start out as a Potential Live Defect until sufficient investigation has taken place

2. **SOLUTIONING** - If a fault is confirmed then this will progress to be a Confirmed Live Defect (if it is not a fault then the Potential Live Defect will be closed)

3. **PROPOSED FOR** - Once a solution is identified for a Confirmed Live Defect it will need to go through the POA processes before the fix is assigned to an appropriate Release

4. **TARGETED AT** - Releases are then managed through to deployment to Live

The table to the right shows a summarised view of the alignment of Live Defects to the stated Target Releases.

1 - Investigating	**2**
(blank)	2
2 - Solutioning	**2**
(blank)	2
3 - Proposed For	**20**
HNG-X 72.30	1
HNG-X 73.10	18
HNG-X 38.04	1
4 - Targeted At	**40**
HNG-X 35.07	1
HNG-X 36.01	4
HNG-X 36.03	3
HNG-X 72.20	14
HNG-X 72.30	8
R2022_3601	2
HNG-X 38.04	3
HNG-X 37.01	1
HNG-X 37.05	3
R2022_3804	1
Grand Total	**64**

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Defect Status	Call Reference	Summary	Date Opened	HDR Classification	Deferred	Workaround	POL SNOW Reference	POL Problem Reference	Target Release	Release Title	Release Date	Description	Root Cause	Fix Required
1 - Investigating	PC0290444	LST: R20.92 - BAL - Password Re-Encryption - 60x Slower Under Some Error Conditions	16/09/2020			Yes						No detrimental effect to Live operation. Failures in automated password re-encryption is causing performance issues, thus preventing the full automation of what should be an Annual housekeeping event. Until this Peak is resolved, we continue to perform the yearly cleardown in LST and Live manually and under Change Control.	Fault within the error handling in the automated re-encryption routines.	Still under investigation
1 - Investigating	PC0301504	INC10791129 : apppcws251, CWS.CWS.STATUS has recorded a monitor state of BAD in the last 5	22/06/2022					PRB0041112				JBOSS is trying to acquire a lock and it could not acquire it and timed out and hence application is unable to process any request.	Still under investigation	Still under investigation
2 - Solutioning	PC0300066	PBS: IN(10231988 - Branch 183002 - Declined transaction at counter not reversed with Vocalink	22/03/2022	Impact		Yes		PRB0041095				Declined transaction at counter not reversed with Vocalink

Clerk would have just seen a declined transaction, no different to the bank declining the transaction for some valid reason, so nothing that would highlight to the Clerk that anything was wrong.

Clerk would probably have suggested retrying the transaction.

Branch shows one exception with
Txn Id: 5IMQA2744683
Branch Code: 183002
Node Id: 2
Receipt Date: 19/03/2022
Amount: £60.00

The customer would have received a decline receipt as normal, so can't differentiate. Screenshot to be provided. | Fix identified by Worldline and is scheduled to be released in SI-31. | Yes -Fix identified by Worldline and will be released as part of the Worldline release SI-31. |
| 2 - Solutioning | PC0301557 | R33.50 - SV&I - The RCA Client is not working for nodes upgraded to CYGWIN v021 | 27/06/2022 | | | | | PRB0041199 | | | | Fujitsu does not consider this a Live Defect but has tagged it as one for visibility.

Cygwin is a software package that Fujitsu uses as part of its remote counter access solution. The way in which remote access to the Counter is configured is for the EUC provider to decide; the Fujitsu requirements are spelled out in REQ/SIR/SRS/2605. The current EUC implementation of the remote access rules (Group Policy) is (inadvertently) dependent on a fault in the Cygwin software which bypasses Windows GPOs. If Fujitsu was to patch or upgrade the Cygwin software (as was intended for 72.20) the fault in the Cygwin software would no longer be present, and the EUC implementation of the remote access rules would block Fujitsu remote access. Although the actual 'defect' is in the Cygwin software, the operational 'defect' is in how the remote access rules are implemented. This is therefore an action for the EUC provider and Fujitsu to resolve jointly (RTQs are being raised by POL) and until this is resolved, Fujitsu cannot patch or update the Cygwin package. None of this is branch affecting. None of this - to Fujitsu's knowledge - presents any additional access rights to any counter for Fujitsu support staff. Fujitsu already reports on its remote counter access in a weekly report to POL Security. It is, to all intents and purposes, a technical implementation challenge for the EUC provider and Fujitsu to resolve so that Fujitsu can continue to deploy updates to the Cygwin package. As Cygwin cannot be patched or updated, this presents a security risk which has been documented by Fujitsu and shared with POL for discussion at the ISMF. | The current EUC implementation of the remote access rules (Group Policy) is (inadvertently) dependent on a fault in the Cygwin software which bypasses Windows GPOs. | EUC provider and Fujitsu to resolve jointly (RTQs are being raised by POL) and until this is resolved, Fujitsu cannot patch or update the Cygwin package. |
| 3 - Proposed For | PC0276756 | EOSPromptsCandidateListBLO Generating an object which fails XSD Validation | 18/02/2019 | | | | | | HNG-X 73.10 | Counter Release | | RDT environment only: Repeated display of the same salesPrompt
Technical Impact: EOSPromptsCandidateListBLO incorrectly adds the salesPrompt to EOSCandidatelist resulting in repeatedly displaying the same salesPrompt (i.e. <list></list>) | Sales Prompt is included if stack inclusion reference data is defined but contains no products, or stack inclusion reference data with products is defined but all the products are filtered out by the counter because none of them are valid at the branch in question. | Fix would be required to have an inclusion or exclusion objects with empty member list. POL need to approve proposed fix emailed to Suzanne Robson 20/12/2021 (copied to Sally Rush) |
| 3 - Proposed For | PC0279218 | PINPad BkIds (keys) - remove redundant refdata-hotfix | 19/07/2019 | | | No | | | HNG-X 73.10 | Counter Release | | There is no business impact; this is a maintenance activity to remove redundant reference data. | BKID in PINPadKeyCheck reference data prior to R70.10 is redundant and has to be removed. | Fix required to remove from the latest reference data. |
| 3 - Proposed For | PC0289922 | LST: R70.20 Ctr - User is Locked Into a Field During Foreign Currency Rem In Transaction | 17/08/2020 | Experience | | Yes | | PRB0040811 | HNG-X 73.10 | Counter Release | | During a Rem In for foreign currency via the Pouch Delivery screen, if a value is entered into the "Foreign Currency Amount" column for Argentina Peso ARS (for example) and then the user clicks into the "Confirm Sterling Amount" field on another currency row then the MSG00927 error message appears.
The user cannot cancel the transaction, or press the PREV button to escape. The user is then locked into the new field on the 'other' row, and cannot get out of it (in any obvious way) because every action they take means they are presented with the MSG00927 error message again. The user cannot go back to the row of the original currency to correct it. This is highly unlikely to happen if the user is using the keyboard to Tab from field to field as they cannot jump to the next currency down. It is much more likely to happen when the user uses the touchscreen. It is further believed to be an action that a user is unlikely to make intentionally - which is perhaps why this has not been reported on a live session. | The counter application allows field change via the touchscreen to happen without completing validation which generates an error which the clerk cannot correct | Counter code fix |
| 3 - Proposed For | PC0290005 | LST:REL_IND - Back Office Printer Job Cancelation fails intermittently | 24/08/2020 | Experience | | No | | PRB041159 | HNG-X 73.10 | Counter Release | | When the Clerk attempts to print a back office printer job, and then changes their mind, and elects to cancel the print job (many Back Office Printer use-cases have a "Cancel" option), then if this cancellation fails to complete normally, leaving the print job in the queue, then the CBA does not inform the Clerk of this failure. No failure/error message is currently shown to the User. The display of an error message would allow the clerk to make a better decision about how to resolve the situation.

Unable to confirm if the prints when the cancel fails owing to the O/S response being ignored. | Omission of logic within the CBA results in the O/S result/response being ignored. | Option 2, as presented at CBIF: CBA change to introduce new message when "request to cancel back office printer job" fails. This message though would have two options: Retry (which attempts to repeat the cancel operation repeatedly for up to a certain period until successful cancel or time-out) or cancel (which gives up cancelling immediately). POL Reference Data to deliver the messaging to the Clerk. |
| 3 - Proposed For | PC0290076 | LST: Rel. Ind - Remove redundant refdata for PC0290017 (post-R70.20 roll-out) | 27/08/2020 | | Yes | No | | | HNG-X 73.10 | Counter Release | | No risk or impact for live service; supportability issue. BAL SQL required redundant data from R20.82 removed. | Common.xml has redundant data after R20.82 | Remove redundant data from Common.xml |
| 3 - Proposed For | PC0292708 | CBB-5259 - History text wraps wrongly for long texts | 21/01/2021 | Experience | Yes | | | PRB0040956 | HNG-X 73.10 | Counter Release | | The history text gets truncated on the operator display. | Defect in the wrapping of History text in CBA Application | CBA Change required to managed wrapping of text correctly. |
| 3 - Proposed For | PC0292825 | INC7179929 : Horizon help freezing in MO | 27/01/2021 | Experience | | | | PRB0040520 | HNG-X 73.10 | Counter Release | | See Title. this is being tracked via Problem Management under Fujitsu reference PRB0047806. | TBC | TBC
Potentially resolved via introduction of CWB at R72.30 - results of pilot pending. Potentially improved via CWO00479. |
| 3 - Proposed For | PC0293665 | CBB-5606 - Logging into CBA with different PIN Pad can't display menus | 16/03/2021 | Experience | Yes | | | PRB0040997 | HNG-X 73.10 | Counter Release | | In particularly rare circumstances when logging on (foreground process), the Counter UI can become corrupted and unpredictable behaviour may result, particularly if the user presses the keyboard repeatedly, or keyboard events are queued due to separate performance issues. In this instance the counter can hang or menu information may be missing (e.g. left hand side menu bar). There is no known financial impact and this only impacts the clerk in the branch at logon. This is an edge case that has ONLY been observed in a development environment by the counter Dev team.

Screenshot is not applicable here as the background process will not be observed by the clerk. The Clerk will only see the foreground which is the standard log on screen and prompts.

PLEASE NOTE: this is a particularly difficult scenario to reproduce involving use of debug points in code to be able to control the very specific set of circumstances needed to produce the issue; the foreground task during logon is a message with buttons displayed on the screen; the background task is dealing with an unexpected PED swap which should be a rare occurrence. | In this particular instance, the clerk is performing a logon and is interacting with prompts displayed on the screen (referred to as foreground processes). At the same time a small subset of processes can run which are not visible to the end user (referred to as background processes). For example, during logon an update can be sent to the BAL in response to PINPad initialisation to deal with a PED swap/security check failure (this is a background process). NOTE: The security checks are in place to highlight unplanned PED swaps. In the case of a PED swap when the user performing a very specific set of screen inputs during logon (e.g. if the user presses the keyboard repeatedly) at a very particular point of processing (e.g. dealing with PED swap/security check), a background process can interfere with the foreground process resulting in the incorrect ability of the user to trigger actions (such as post logon checks) multiple times. | TBC: RCA understood, but options for best solution being assessed. |
| 3 - Proposed For | PC0296437 | CBB-5995 : removal of R70.10, R70.20, R70.25 refdata hotfix | 11/08/2021 | | Yes | No | | | HNG-X 73.10 | Counter Release | | R70.10, R70.20, R70.25 was "hot-fixed" via reference data and it should be removed as the data becomes redundant once removal of these releases from the counter estate. | No issues; Refdata to be removed as a matter of good housekeeping. | Yes. Remove relevant entries from RefDataHotFix.csv |

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3 - Proposed For	PC0297962	LST:R71.10 - PBS -Counter Existing Reversals should force refund to plastic in certain circumstances	03/11/2021	Experience		No		PRB0041003	HNG-X 73.10	Counter Release		Existing Reversals should force refund to plastic (i.e. prevent refund to cash) if the original basket was wholly paid for by plastic and contained no out-pay items (as per business rules BRU-1177 and BRU-1180). This is the case for baskets with pre-PBS plastic payments, but not for baskets with PBS plastic payments.	Prevent refund to cash is not implemented in PBS plastic payments	Counter code changes required to prevent refund to cash for baskets with PBS plastic payments.
3 - Proposed For	PC0297963	LST:R71.10 -The maximum amount payable by plastic is incorrectly calculated for certain baskets	03/11/2021	Experience		Yes		PRB0041042	HNG-X 73.10	Counter Release		There have been no reported live occurrences of this issue that Fujitsu is aware of. This issue has been recently classified for HDR for POL awareness. The maximum amount payable/refundable by plastic can be higher than it should be when a basket item is present that contains basket entries that have accounting lines that net each other out (e.g. postal services and bureau TPOS transactions and possibly POL defined complex AP-ADC transactions). The default amount payable is correctly calculated. This miscalculation has been present for many years in the estate. For example, consider the following basket: Euro Sale 101.67 Cheque part payment -50.00 Basket Total 51.67. The maximum payable by plastic should be 51.67 (because of the existing cheque part payment), however it is calculated as 101.67, and means that the cheque (or other part payment settlement item e.g. a voucher) can be turned into cash. The default is correctly set to 51.57.	The maximum amount payable/refundable is incorrect as the accounting lines net each other out for complex basket entries.	This requires a counter code change. It is proposed that this would be fixed and tested within the scope of CP2720 CWO0434 Bureau Refund To Card because there are a number of inter-related changes that should be completed together.
3 - Proposed For	PC0297964	LST:R71.10 - PBS - Existing Reversals, the 'different card' warning is appearing when it should not	03/11/2021	Experience		No		PRB0041002	HNG-X 73.10	Counter Release		During Existing Reversals, the counter clerk should only be warned that the plastic refund card is different to the original payment card if the original card supports refunds. This is the case for original baskets with pre-PBS plastic payments, but not for original baskets with PBS payments.	Warning message (plastic refund card is different to the original payment card if the original card supports refunds) is not implemented for PBS plastic payments.	Counter code change required. To be performed as part of CWO0434 Bureau Refund To Card because there are a number of inter-related changes all in the area of PBS plastic payments / refunds that should be changed together.
3 - Proposed For	PC0297965	LST:R71.10 - PBS- In Existing Reversals, if a different card is used then the txn should record this	03/11/2021	Experience		No		PRB0040993	HNG-X 73.10	Counter Release		Business impact: If the refund card used with Existing Reversals is different to the payment card used in the original basket, then the counter transaction should record this. This is the case for pre-PBS plastic refunds, but not for PBS plastic refunds.	Additional data "<OriginalCardNotUsed/>" is included in pre-PBS plastic refunds but not implemented for PBS plastic refunds.	Counter code change required. To be performed as part of CWO0434 Bureau Refund To Card because there are a number of inter-related changes all in the area of PBS plastic payments / refunds that should be changed together.
3 - Proposed For	PC0298067	LST:R71.10 PBS Existing Reversals should support different card not allowed option	10/11/2021	Experience		No		PRB0041001	HNG-X 73.10	Counter Release		Business impact: When performing a counter existing reversal to reverse items, the customer may present a card to be refunded to, which is different to the original card used to pay for the items. With a pre-PBS Pin Pad, the counters can be configured via reference data to either a) reject the card or b) to warn the clerk that the card is different and allow the clerk to continue or cancel. With a PBS PIN Pad this reference data configuration was not implemented, and the counter always warns the clerk if the card is different and allows them to continue or cancel.	With a PBS PIN Pad reference data configuration (to either a) reject the card or b) to warn the clerk that the card is different and allow the clerk to continue or cancel) was not implemented, and the counter always warns the clerk if the card is different and allows them to continue or cancel. During analysis of CP2720/CWO0434 Bureau Refund To Card, POL have requested that the reference data control is re-instated.	Counter code change required. To be performed as part of CWO0434 Bureau Refund To Card because there are a number of inter-related changes all in the area of PBS plastic payments / refunds that should be changed together.
3 - Proposed For	PC0298772	LST:RELIND - Counter improvement: detection of corrupt Counter software	23/12/2021			No			HNG-X 73.10	Counter Release		Files on Counter disks can become corrupted. This can go undetected, and lead to errors within the CBA. This PEAK proposes introducing a mechanism to detect such corruptions.	EUC hardware	Code change to CBA to ensure that all binary files are uncorrupted. Any corruptions would result in an alert which POL can view via HORice, say. POL should work with their EUC provider to incorporate routine disk checks and alerting.
3 - Proposed For	PC0298894	PBS Complex Basket Prompt appearing when a Balance Enquiry is added to a basket	05/01/2022	Experience		No	INC0440405	PRB0040994	HNG-X 72.30	Counter Release		If a PBS Balance Enquiry or Change PIN transaction is performed after other transactions have been added to the basket (e.g. a cash deposit) then the Complex Basket warning message may appear when it should not.	All PBS transactions are first initiated with a dummy product id, because the actual product id is not known until later in the transaction after the card is inserted. This dummy product id is used to perform the complex basket check and then to validate the amount entered. This dummy product id is normally passed to PBS from the button reference data object. However, for balance enquiry and change PIN, because they are always zero value and so no amount validation is required, the product id is not held on the button but is set by PBS to product 1 (cash). The complex basket check occurs if the product has a non-zero maximum value defined in reference data, which is the case for product 1, and so the complex basket check occurs when it should not.	A new POL reference data product is required via BAU, and a counter code change is required to reference that product. The new product must go live prior to the counter code deployment, and would be benign.
3 - Proposed For	PC0300338	Counter Fix - INC10240995 : transaction logs 1 hour behind after clocks changed	04/04/2022	Experience		Yes	INC0493940	PRB0041100	HNG-X 73.10	Counter Release		If a clerk uses the Transaction Log and chooses options "Date From" together with "Time From" and/or "Time To", and the date range includes the period before the clocks changed (GMT->BST or BST->GMT), then the wrong hour is searched for dates prior to the clock change.	The counter/BAL code correctly assumes that the time window entered applies to GMT or BST based on the current date, but does not change that assumption for transactions that were made before the recent GMT/BST clock change. The transactions used by the transaction log are stored in BRDB_RX_REP_SESSION_DATA and queried by reporting clause txnLogCriteria. This currently uses the journal date (UTC) to get the correct partitions and transaction_start_date (in correct local time) to match the input date and time. This issue was identified as part of the investigation of PC0300404.	Counter and BAL code change. BAL change tracked via PC0301299.
3 - Proposed For	PC0301174	Customer not refunded for card transaction where recovery 2 write fails (PITPOS-139).	26/05/2022	Impact		Yes		PRB0041109	HNG-X 73.10	Counter Release		During this basket which included a contactless payment which was rejected by the bank and the customer asked to insert their card into the chip and pin pad, the clerk then logs onto a second counter, causing this basket to fail and recovery data not being allowed to be written to the datacentre. When recovery for this basket was attempted the recovery data pointed at the first declined transaction (which did not take funds) and not the second successful transaction, so the recovery attempted to refund the wrong transaction. This meant that the customer wasn't refunded. Branch shows one exception with Txn Id: 6T6NA1294770 Branch Code: 226519 Branch Name: WONFORD Node Id: 1 Receipt Date: 21/05/2022 Amount: £30.00 Sequence of events: 08:02:37 Card tapped for initial payment and recovery 1 data successfully written 08:02:41 Bank return SCA response and PED displays message to ask customer to insert their card 08:02:47 Customer inserts their card. 08:02:58 Customer enter PIN and transaction authorised. 08:03:02 Recovery 2 fails to write due to BAL rejecting request as clerk was logged on elsewhere.	Clerk logging onto a second counter stopped recovery data for the chip transaction from being written to the datacentre, which meant that the refund was attempted against the initial declined contactless transaction rather than the successfully authorised chip and PIN transaction.	Code change required to the CBA to change recovery logic for the edge case described.
3 - Proposed For	PC0301299	BAL fix - INC10240995 : transaction logs 1 hour behind after clocks changed	07/06/2022	Experience		Yes		PRB0041100	HNG-X 38.04	BAL Maintenance		If a clerk uses the Transaction Log and chooses options "Date From" together with "Time From" and/or "Time To", and the date range includes the period before the clocks changed (GMT->BST or BST->GMT), then the wrong hour is searched for dates prior to the clock change.	The counter/BAL code correctly assumes that the time window entered applies to GMT or BST based on the current date, but does not change that assumption for transactions that were made before the recent GMT/BST clock change. The transactions used by the transaction log are stored in BRDB_RX_REP_SESSION_DATA and queried by reporting clause txnLogCriteria. This currently uses the journal date (UTC) to get the correct partitions and transaction_start_date (in correct local time) to match the input date and time. This issue was identified as part of the investigation of PC0300404.	Counter and BAL code change. Counter change tracked via PC0300338.
3 - Proposed For	PC0301681	SV&I:72.30:Existing Reversals leaves items invisibly selected when Cancel is pressed on MSG0147	05/07/2022	Impact		Yes		PRB041160	HNG-X 73.10	Counter Release		During Existing Reversals, when the user selects items to be reversed, if they cancel at the confirmation message back to the selection list, the items remain selected but are not shown as selected. Therefore, if the user selects different items and continues to reverse them, the original items are also added to the reversal basket. Screenshots provided	Counter code allowing clerks during existing reversals when selecting items to be reversed and cancelling at the confirmation message back to the selection list, results in the items selected but are not shown as selected.	Counter code change to clear the selection when the user cancels at the selection confirmation message MSG0147
4 - Targeted At	PC0288258	Help pages - avoid concurrent requests	19/05/2020						HNG-X 72.20	Counter Release		If a subsequent open help request is initiated the Close button does not cancel the existing Help request behind the scenes. That request should be allowed to complete before another can be made.	Due to repeated open and close of the help menu in succession which causes help thread issues which affects counter performance.	CBA fix required to check currently open help requests, before initiating another.

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4 - Targeted At	PC0289127	R70.20-SV&I-Printing Back Office reports with printer powered off- Message ?MSG001807 not displayed	06/07/2020					PRB0041102	HNG-X 72.20	Counter Release		For some back office print jobs, the Counter tells users that the job has completed when in fact it may not even have started printing at all. This is confusing for users. The underlying issue can contribute to the Back Office Printer becoming inoperable (if the job subsequently starts and errors, the queue will get blocked, and the Back Office Printer becomes unusable).	Back Office Printer is (on rare occasions) not reporting the offline message as expected due to a timing-related issue in the Windows Print Queue (which lies entirely in the EUC (Computacenter/DXC) domain) and hence the Counter interprets the print job as having completed when in fact it may not even have started printing at all.	CBA Fix improve Printer offline messaging to user
4 - Targeted At	PC0291275	The time delay of start-up SSHD windows service has to be increased suitably in Cygwin Configuration	02/11/2020						HNG-X 72.20	Counter Release		Supportability impacted. Due to immediate startup of cygwin service SSC are unable to reliably retrieve log files from all Counters in the estate.	Script for delayed auto startup of cygwin service was missing in createservice.bat	Script required for the delayed auto startup of cygwin service in createservice.bat
4 - Targeted At	PC0293598	R70.40 : ATOS : Card Payment Refund Due To Drop and Go Top-Up Time-Out Shows Incorrectly On The Rece	11/03/2021	Experience	Yes	No		PRB0041000	HNG-X 72.20	Counter Release		For AP-ADC transactions which use an End Of Session script to update an online system after payment (e.g. Drop and Go), then if that update fails the system correctly zeroes the transaction value. This then correctly causes a system generated refund to be produced. If there was also a failed payment in the basket, which preceded the successful payment, then a bug occurs which impacts the payments and refunds shown on the customer session receipt. The underlying financial data, customer payments and refunds, and branch finances are all correct and unaffected. The session receipt contains two sections relevant to this defect - a card transaction summary section and a subsequent card transaction details section. For the pre-PBS solution, the session receipt shows: Card transaction summary: A zero value payment, a full value payment, a zero value refund, a full value refund. Card transaction details: A full value payment, a duplicate full value payment, a full value refund. The duplicate full value payment transaction details should not be present. It is also wrong that the summary section shows a zero value refund. For the PBS solution, the session receipt shows: Card transaction summary: A zero value payment, a full value payment, a zero value refund, a full value refund. Card transaction details: A full value payment, a zero value refund, a full value refund. This receipt is better than the pre-PBS receipt in that the details section has only one full	Code that checks the zero value transaction was missing from the counter code.	Yes - counter code to check for zero value transactions to be added to the counter code.
4 - Targeted At	PC0293654	CRY-127 - c3config TRACE_PURGE=21 is too short	15/03/2021		Yes	No			HNG-X 72.20	Counter Release		Support impact only - Currently Log files related to C3/PBS PINPads MUST be collected within 21 days by SSC as the value c3config TRACE_PURGE is set to 21 A bigger value is required	Current TRACE_PURGE setting is too low	c3config TRACE_PURGE set to 90 in HNGA_PACKAGE_INGENICO_PINPADAGENT
4 - Targeted At	PC0294775	INC8020476 : GG datapump on lprpbdb201 ABENDs on update to RDDS_BRANCH_OPENING_PERIODS	25/05/2021		Yes	Yes			HNG-X 36.01	Host Maintenance	44808	No impact on LIVE Affected table RDDS_BRANCH_OPENING_PERIODS excluded from Golden Gate pump and extract process.	Recent columns addition to the table (DDL Change)	Fix is to add/enable the RDDS_BRANCH_OPENING_PERIODS table back into GG pump instead of separate job to sync the table between BRDB and BRSS. Fix is to recreate function based index on the table.
4 - Targeted At	PC0294925	Obsolete Help comms traffic	02/06/2021	Experience				PRB0040779	HNG-X 72.20	Counter Release		When help pages have been requested and not been displayed, Horizon Help will continue trying to download those pages while a branch is serving customers. While this is happening, Horizon will appear to run slowly depending on how many pages have been requested and are still being downloaded. This will not cause branches a discrepancy as the transaction will not complete. Although branches may wish to restart Horizon to clear the issue, it is likely that a restart and log in will take longer to perform that waiting for Help to finish its activity, therefore it would be better for a branch to wait. This is generic across all transactions and is "nuisance" and not branch-account impacting. The excess/redundant requirement for help related messages will depend on how many pages were requested and did not render and this could mean indeterminate delays of 1-10 minutes (estimated). Hence, waiting for the pages to render is likely to be quicker that restarting the system (which takes c10 minutes).	See Description	Counter change required to suppress Help-related Counter-to-BAL requests if Help is no longer open.
4 - Targeted At	PC0295854	LST: R70.40 Ctr - System Could Hang - System Ingenico does not respond - PITPOS-112	13/07/2021	Experience	Yes	No		PRB0040959	HNG-X 72.30	Counter Release		If PBSIL sends a message to C3 on an open socket at exactly the same time C3 is timing the socket out and closing it (after 2 seconds of a socket being opened with no subsequent write), C3 will not record the message. However, PBSIL "thinks" it has sent a message to C3 and is now waiting for a response, and will remain in this mode forever in the current implementation (hence the 4 hour wait prior to a re-boot).	This issue is related to socket handling logic between PBSIL and C3. C3 will always close a socket after exactly 2 seconds if no write has been performed. In this instance, the socket was opened by PBSIL, and a message was written by PBSIL exactly 2 seconds later. PBSIL is now in a state of having sent an EFT_BEGIN message to C3; C3 has no record of receiving the message; PBSIL therefore gets no confirmation from C3, meaning PBSIL is stuck in a wait state (meaning the CBA is also stuck), hence the issue reported. Ingenico have confirmed that if a message is sent at exactly the same time the socket is being closed, the message will not be delivered to C3. This is an unlikely scenario, and the fix being implemented for PEAK PC0295579 will reduce the probability of occurrence even further (i.e. only open a socket at point of use, meaning the socket is opened and a message is sent at the same time, putting us outside of the risk of the 2 second C3 timeout). However, a CBA reboot is required to resolve the problem. Implementing the logic described in REQ/GEN/MAN/3759 section 2.10.1 will fix the issue, meaning PBSIL will check for an EFT_BEGIN_CONFIRM and EFT_END, and will fail gracefully if neither are returned within a defined time limit. The fix is low risk.	Yes - PEAK PC0295854 will be deferred from R71.20, and proposed for Next Counter Release - given the fact that it would require a significant code change and that the risk of it occurring is now very low
4 - Targeted At	PC0296297	Barclays file not processed by APOP due to file ext'n renamed to .emg by PODG on arrival after 5pm	03/08/2021				INC0285322		HNG-X 37.01	Host Maintenance Release	44836	Barclays file not processed by APOP due to file extension being automatically renamed from .pot to .emg by PODG when a file arrives after 5pm	File processed by PODG was delivered to its destination folder with .emg file extension. The process was not aware of files of .emg type and therefore the process did not process the data included in the file.	Amend PODG processing to ignore .emg file extension so that the files are processed
4 - Targeted At	PC0296566	LST: R21.40 Cash Mgmt - Missing Permissions Stop *ADMIN Running Two Reports at Global Office	17/08/2021			No			HNG-X 72.20	Counter Release		No material impact to Customer. Errors reported when *Admin user tries to run back office reports in global branches. Back Office reports should not be available for Global branches.	Back Office reports should not be available for Global branches. Ref Data (HNGA_PACKAGE_CBA): UI Menu Button(s) that have an action to run "Report" is NOT disabled to prevent users from running reports in Global branches.	Counter code change required to disable the buttons that have an action to run "Report" and prevent users from running reports in Global branches.
4 - Targeted At	PC0296567	LST: R21.40 Cash Mgmt - System Error 0999 Stops *ADMIN Running Three Reports at Global Office	17/08/2021			No			HNG-X 72.20	Counter Release		No material impact to Customer. System error reported when *Admin user tries to perform back office reports in global branches. Back Office reports should not be available for Global branches.	Back Office reports should not be available for Global branches. Ref Data (HNGA_PACKAGE_CBA): UI Menu Button(s) that have an action to run "Report" is NOT disabled to prevent users from running reports in Global branches.	Counter code change required to disable the buttons that have an action to run "Report" and prevent users from running reports in Global branches.
4 - Targeted At	PC0297816	PBS payment / banking transaction fails due to timeout with data centre omitting PIN Entry request	26/10/2021						HNG-X 72.30	Counter Release		No Financial/SPM Impact : support impact for MAC/Reconciliation Team - additional time to investigate Immediately following initial card verification and prior to PIN entry, recovery data is written to the BRDB. If the write fails, then the transaction is aborted; nothing has been added to the basket, hence no financial impact. However, as is the case with this incident, it is possible that Recovery data may actually have been written to the BRDB. In certain circumstances, this recovery data may be marked as outstanding thus requiring review to reconciliation support teams as to why no transaction was recovered, causing unnecessary volume problem for support teams as PBS rolls out.	When a PBS payment or banking transaction has verified the card details, it writes recovery data before requesting PIN entry and performing the actual financial transaction online. If this recovery data fails to write, then the transaction does not request PIN entry and go online but is aborted with an error message to the clerk. Nothing is added to the basket. This is all correct behaviour, however it is possible that the recovery data had reached the data centre. This has no financial impact on the branch or customer, but when the counter next runs recovery it may recover a zero value transaction (if recovery was entered for the next basket to be settled) or (if recovery was entered after one or more subsequent baskets which is more likely) it will mark this recovery data as outstanding and requiring review by reconciliation support teams as to why no transaction was recovered, causing unnecessary support effort. This might cause a volume problem for support teams as PBS rolls out.	PBSIL (HNGx Counter) fix required. The PBSIL generated DECLINE should return the same data as a DECLINE performed by C3 (Worldline App)(apart from receipt data).
4 - Targeted At	PC0297878	PBS LST:R71.10 - Where Txn is declined (internal status DECLINED or UNDO) then quantity should = 0	28/10/2021	Impact		No		PRB0040953	HNG-X 72.20	Counter Release		When a PBS banking or payment transaction is performed, if the transaction is declined (internal status DECLINED or UNDO) then the quantity of the resulting transaction should be set to zero. The defect is that if such a declined transaction, with internal status UNDO, is not completed and settled successfully, counter recovery incorrectly sets the quantity to one. This has no impact on the branch accounts, but it is thought to be important as the Postmaster should not be remunerated for any declined plastic transactions, including those with internal status UNDO. No customer impact, but there is an impact to the postmaster/clerk owing to remunerated for additional transactions that are not completed.	When a PBS banking or payment transaction is performed, if the transaction is declined with internal status UNDO, is not completed and settled successfully, counter recovery incorrectly sets quantity = 1.	CBA code change : Where Txn is declined (internal status DECLINED or UNDO) then quantity should = 0

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Defect Status	Call Reference	Summary	Date Opened	HDR Classification	Deferred	Workaround	POL SNOW Reference	POL Problem Reference	Target Release	Release Title	Release Date	Description	Root Cause	Fix Required
4 - Targeted At	PC0298324	PBS Counter/PBSIL is using the wrong reference on the refund receipt for a system refund	24/11/2021	Experience	Yes	No		PRB0040991	HNG-X 72.20	Counter Release		On PBS counters where a partial refund is performed (eg. a failed E-Topup with other products in the same basket), the original transactions reference is printed on the refund receipt rather than the refund transactions reference.	Design change required to record the refund transaction HTxn ID in the refund portion of a receipt.	At present PBSIL injects the original HTxn ID value into the system refund receipt. The proposed change would inject the new HTxn ID value into the system refund receipt.
4 - Targeted At	PC0298591	PBS transaction in an unexpected state on reconciliation report affecting branch/customer	13/12/2021	Impact		Yes		PRB0040952	HNG-X 72.20	Counter Release		If the user presses the Back Office menu button while recovering PBS payment or banking transactions then it can cause recovery to fail. This marks the recovery data as outstanding in the data centre which will prompt an investigation, and will also lead to a reconciliation error.	Busy wait message is missing when PBS recovery is in progress, which allows user input during recovery causing it to fail.	Instate Busy Wait Message when PBS recovery is in progress, preventing user input during recovery.
4 - Targeted At	PC0298732	LST:RELIND - PBS - PED Firmware Hash is different in Live v Test	21/12/2021			No			HNG-X 72.20	Counter Release		Minimal effect - Support issue The PED Firmware Version as reported in BRDB and Node Info screen is different in Live compared to Test. This makes it much harder to understand the validity of the firmware. It would also be very useful if the key components of the firmware were explicitly reported as part of the firmware version, so that Support and Test can really clearly understand what is on the PED without consulting log files.	Code-fault in PBSIL component: misinterpretation of Ingenico C3 Component design.	PBSIL component code change required therefore a Counter Release
4 - Targeted At	PC0298823	PBS: Regression in R70.40 in CBA exception handling {ExceptionHandlerBLO cannot handle dialog}	30/12/2021	Impact		Yes		PRB0040949	HNG-X 72.20	Counter Release		In rare cases, prevents MSG90025 (system error) from appearing and correctly being handled; could result in force log off "not" happening, and hence incorrectly "not" going through recovery which may lead to discrepancies in branch accounts. Technical impact: Regression in R70.40 in CBA exception handling {ExceptionHandlerBLO} - display logic was changed from "blocking" to "non-blocking". Situation can arise if a first exception occurs, following which force log off occurs (e.g. due to 1h15 inactivity). If a second exception occurs, it will not appear because the "state" from the first one has not been cleaned out	Regression in R70.40 in CBA exception handling {ExceptionHandlerBLO} - display logic was changed from "blocking" to "non-blocking". Situation can arise if a first exception occurs, following which force log off occurs (e.g. due to 1h15 inactivity). If a second exception then occurs, it will not appear because the "state" from the first one has not been cleaned out.	CBA exception handling {ExceptionHandlerBLO} - display logic change required
4 - Targeted At	PC0299100	PBS: Serial link timeout can cause an C3 error of 7202 (local port number) rather than C3 error 100	18/01/2022			Yes			HNG-X 72.20	Counter Release		Business impact: [Low - support issue only, no financial impact.] Technical impact: [Would make support analysis of serial connections issues harder to diagnose as the error currently being returned by the C3 interface is undocumented as to its meaning. Ingenico have implemented the fix to correct the error code, it is 2nd FJ Dev Time - Ingenico delivery of C3Driver (v3.5.0.1) is available to resolve this = would require EUC re-packaging] Customer impact: [Low - may take longer to workout that counter has a serial connection to the PINPad issue] Status update: [New C3Driver (v3.5.0.1) available with correction for this, needs to be packaged into a counter release] Next action: [Agree release fix to be include ie. 18/01/22]		Ingenico delivery of C3Driver (v3.5.0.1) is available to resolve this
4 - Targeted At	PC0299322	Branch 250855- APS Exception - UNMATCHED REVERSALS FOUND	02/02/2022	Impact		No		PRB0041104	HNG-X 36.01	Host Maintenance	44808	AP Transaction (Automated Payment Transaction) recovery may reverse a transaction even when the transaction has been reversed manually by the clerk. APS Exception Report produced on 01/02/2022 Branch 250855 shows 2 new quarantined transaction(s) for Transaction Date 01/02/2022 Client: allpay.net Total Value: £624.00 Error Message: ?UNMATCHED REVERSAL FOUND? APS Exception Report produced on 11/06/2022 Branch 197611 shows 2 new quarantined transaction(s) for Transaction Date 11/06/2022. Client: D.V.L.A Total Value: 265.00 Error Message: 'UNMATCHED REVERSAL FOUND' In both these cases: * the receipt printer failed during an AP transaction * the clerk went to another counter and reversed the transaction * the clerk then repeated the transaction on another counter (with success) * the clerk then logged back into the original counter and the recovery process reversed the original transaction again	A statement in the recovery HLD says that the clerk should not use Existing Reversals to reverse a transaction that may be reversed by recovery, and although this is a fairly self-evident it does not seem to be stated explicitly in the use case and business rules. Although Existing Reversals checks that a transaction has not already been reversed, rollback recovery does not.	A defensive fix to prevent the reconciliation processing from quarantining both reversals. The fix should quarantine one reversal only. This will prevent other ongoing reconciliations issues from being reported. Additionally a counter fix is required (see PC0301437) and a host fix (see PC0299322).
4 - Targeted At	PC0299623	LST:RELIND - BAL potential memory leak: banking agents	22/02/2022			No			HNG-X 38.04	BAL Maintenance	06/11/2022	If/when connections from BAL to "Banking Agents" (Payment, Online Banking) are broken (such as when post-PBS Decommissioning occurs), then this will expose a suspected memory leak in the BAL. To date this has not been a problem because the connections to said Agents are reliable. If this is not addressed prior to PBS Decommissioning, then we risk a major incident in Live, impacting all branches.	Memory leak in BAL/OSR triggered by connection failure.	Change the OSR to remove the dependency on the legacy Agents which are no longer used post-PBS migration, i.e. A&L (NAA), CAPO (NAC), LINK (NAL), DCS. Amex-related routes also should be removed. This must be deployed only "AFTER" PBS PED migration completes, but "before" any of the legacy agents are decommissioned.
4 - Targeted At	PC0299783	PBS Banking: Branch 145005 - NB102 Section 5 LINK - State 2 and Failed Recovery	03/03/2022	Impact		Yes		PRB0040948	HNG-X 72.30	Counter Release		This issue is the result of an unusual set of circumstances in a branch during a banking cash withdrawal. If there is a communications error between C3 and the Pin Pad for a Banking transaction just after the transaction is APPROVED, C3 returns a response to PBSIL which is missing data. The transaction is marked for UNDO. However, if the Counter is restarted before the basket containing the UNDO transaction is settled, the UNDO is never processed, and instead recovery is initiated. The recovery will fail because it is missing expected data. To summarise, the specific set of circumstances are: a Banking Deposit or Withdraw transaction; comms error between C3 and the Pin Pad just after the transaction is APPROVED; PBSIL returns UNDO to the CBA; Counter restarted by Clerk without basket settlement meaning no UNDO data written to the BRDB and Recovery is initiated at next logon. The only financial impact for the customer whilst the funds are ringfenced until the reconciliation process has been completed and customer account has been refunded. There are no screenshots that would be applicable in this scenario.	Comms failure between the PIN Pad and the Ingenico C3 software on the counter.	Fujitsu to implement defensive code so the system handles this error condition.
4 - Targeted At	PC0299848	APOP Database performing high volume physical reads/writes	07/03/2022			No			HNG-X 36.01	Host Maintenance	44808	A batch process that runs every 15 minutes is generating an excessive number of physical disk read/write operations.	Sub-optimal APOP database performance due to non-indexed searches being performed.	Deploy a new index onto the APOP database.
4 - Targeted At	PC0300118	Duplicate rows in brdb_branch_full_events table causing CDC replication failure	24/03/2022			No			HNG-X 36.01	Host Maintenance	44808	Process BRDBC055 is creating duplicates in table brdb_branch_full_events	Bug in process BRDBC055	Add primary key to source table and ignore any duplicate records
4 - Targeted At	PC0300178	INC10202361 - DRS Long running NB102 section 5 report	28/03/2022			No			R2022_3601	Host Maintenance Release (DRSv2/IWS)	04/09/2022	When a NB102 report has 400,000 records it is taking an excessive amount of time to produce.	The loop to construct the report TEXT slows in production as the TEXT object size increases.	Updates to the two functions that could create large reports placing a 30,000 records restriction on the report in a similar way to the existing DRSv1.
4 - Targeted At	PC0300294	INC10242453 : DRS2011 Invalid field format	01/04/2022			Yes			R2022_3601	Host Maintenance Release (DRSv2/IWS)	04/09/2022	An C4D files with a [D] type record will fail validation due to the field length.	As the field is surrounded by "" field length check should be 14 rather than 12.	Change to the AWK script parsePBSComplete.awk
4 - Targeted At	PC0300404	DEV - Transaction Log search criteria buttons "Time From" or "Time To" after other criteria selected	06/04/2022	Experience		No		PRB0041049	HNG-X 72.30	Counter Release		If Transaction Log search criteria buttons "Time From" or "Time To" are used, the values input are shown blank on screen after other criteria buttons are pressed and values entered. This does not impact the functioning of the report, only the history of values entered shown on the screen.	Incorrect logic in the counter code (module responsible for transaction log reporting)	Counter code change required to correctly record the history of values for the TimeFrom and TimeTo date fields.
4 - Targeted At	PC0300529	Node Info screen fails in bootstrap mode	19/04/2022			No			HNG-X 72.30	Counter Release		When a recently swapped Counter is waiting for its initial download of reference data (i.e. in refdata "bootstrap" mode), the "Node Info" button on the logged-out engineers menu will fail (when pressed) with a system error displayed on screen (MSG90025). This impacts Engineers who may want to confirm certain details without waiting for 30 minutes for reference data to download (which then corrects the issue).	CBA package is missing a bit of "bootstrap" reference data.	New CBA package (Counter release) to include missing message fragment reference data.

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Defect Status	Call Reference	Summary	Date Opened	HDR Classification	Deferred	Workaround	POL SNOW Reference	POL Problem Reference	Target Release	Release Title	Release Date	Description	Root Cause	Fix Required
4 - Targeted At	PC0300912	LST:RELIND - LOG4J vulnerability CVE-2022-23305(HBS)	11/05/2022			No			HNG-X 37.05	HBS Maintenance		Vulnerability CVE-2022-23305 (Log4J) has been found to affect HBS/JBoss	Use of the JDBCAppender class file in: ./bin/jboss-eap-5.1/jboss-as/common/lib/log4j.jar ./bin/jboss-eap-5.1/jboss-as/client/log4j.jar ./bin/jboss-eap-5.1/seam/lib/log4j.jar	Remove the JDBCAppender class file from the log4j jar
4 - Targeted At	PC0300913	LST:RELIND - LOG4J vulnerability CVE-2022-23302(HBS)	11/05/2022			No			HNG-X 37.05	HBS Maintenance		Vulnerability CVE-2022-23302 (Log4J) has been found to affect HBS/JBoss	Vulnerability CVE-2022-23302 found to affect Java in HBS/JBoss: exists in: ./bin/jboss-eap-5.1/jboss-as/common/lib/log4j.jar ./bin/jboss-eap-5.1/jboss-as/client/log4j.jar ./bin/jboss-eap-5.1/seam/lib/log4j.jar	Remove the JMSSink class file from the log4j jar
4 - Targeted At	PC0301271	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (BALv2 - Belfast)	06/06/2022			No			HNG-X 38.04	BAL Maintenance	06/11/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301272	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (BMXv2 - Belfast)	06/06/2022			No			HNG-X 38.04	BAL Maintenance	06/11/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301273	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (BMXaw - AWS)	06/06/2022			No			R2022_3804	BMX Maintenance	06/11/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301274	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (CWSaw - AWS)	06/06/2022			No			HNG-X 37.05	HBS Maintenance		Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301275	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (Counter)	06/06/2022			No			HNG-X 72.30	Counter Release		Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301276	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (FSS - Belfast)	06/06/2022			No			HNG-X 36.03	PODG Maintenance	04/09/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301277	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (DCM/FileTransfer - Belfast)	06/06/2022			No			HNG-X 36.03	PODG Maintenance	04/09/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301278	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (DGlv2 - Belfast)	06/06/2022			No			HNG-X 36.03	PODG Maintenance	04/09/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301279	LST:RELIND - LOG4J vulnerability CVE-2022-23302 & CVE-2022-23305 (BGE - Belfast)	06/06/2022			No			HNG-X 35.07	Security Maintenance	11/08/2022	Vulnerability CVE-2022-23302 and CVE-2022-23305 have been found to affect this platform, which uses log4j 1.x	Third party vulnerability.	Remove the JMSSink and JDBCAppender class files from the log4j jar.
4 - Targeted At	PC0301364	BTS reports showing non-zero trading positions following SU rollover with BP 99	10/06/2022	Impact		Yes		PRB0041099	HNG-X 72.30	Counter Release		After a failed stock unit BP rollover attempt from BP 99 to BP 100 (this fails because the maximum permitted BP is 99), the subsequent rollover to the next TP with BP 1 causes incorrect BTS data to be stored for that stock unit, which gets reported as non-zero Trading Position on the subsequent two BTS reports. The third BTS onwards will be correct (so long as the first BTS did not write an erroneous suspense opening balance to stock unit DEF). The Stock Unit Balance Reports are correct and unaffected. This was found in May because the BTS that reported the non-zero trading position was produced on 26/05/22.	The root cause is due to the branch attempting to rollover within the same TP from BP 99 to BP 100, which is invalid as the highest possible BP number is 99, the SU Final Balance Report produced by the counter will be rejected by the BAL and the clerk is notified with an error message MSG31314. But if the clerk then chooses to rollover to next TP instead of returning to the counter menu, the previous SU rollover financial data that still resides in counter memory from the previous rollover attempt will cause incorrect BTS data to be stored for that stock unit. This gets reported as non-zero trading position on the subsequent two BTS reports. The third BTS onwards will be correct (so long as the first BTS did not write an erroneous suspense opening balance to stock unit DEF).	The fix is three fold: 1) Ensure that if a SU rollover fails with MSG31314 then the BTS data is cleared from memory. 2) If the stock unit is already in BP 99 then when the Roll Over button is pressed display a new message that explains the branch can only rollover into the next TP, with Continue and Cancel buttons. 3) Output a warning message when the stock unit rolls over into BP 90 and above, saying that the maximum BP permitted is 99, after which a TP rollover will be required.
4 - Targeted At	PC0301437	Transaction Reversed Twice - By Existing Reversals and by Recovery	15/06/2022	Impact		Yes		PRB0041104	HNG-X 72.30	Counter Release		If a counter performs a non-recoverable transaction and settles the basket, but the settlement response does not reach the counter or the counter fails/is rebooted before the session receipt is printed, the counter will correctly enter recovery at next logon and rollback (i.e. reverse) the transaction. A branch should always run recovery after a system failure, and not attempt to perform an Existing Reversal on another counter for that session which is pending recovery until recovery has run. If the clerk is not aware of this requirement, or ignores it, and reverses the transaction on another counter before recovery runs on the original counter, then the transaction will be reversed twice. If the transaction reversed twice is an AP transaction then PC0198933 applies	A statement in the recovery HLD says that the clerk should not use Existing Reversals to reverse a transaction that may be reversed by recovery, and although this is fairly self-evident it does not seem to be stated explicitly in the use case and business rules. Although Existing Reversals checks that a transaction has not already been reversed, rollback recovery does not.	The counter rollback recovery code needs to check that whether a transaction has already been reversed, and not roll it back if it has.