









AUDIT RECORD QUERY (ARQ)




Originator:	Jane Owen Security Team 3 RD Floor Clippers Quay Clippers Quay SALFORD M50 3NW			Date:	26/02/2010
Tel:	GRO				
Witness Statement required (Yes or No as applicable)			NO	ARQ Ref No:	0910/436-448
Statement number			0910/Not applicable	APOP Ref. No:	0910/
Branch Name:	West Byfleet	Cod e:	126023	Date Range:	1 Dec 06 to 31 Dec 07
Standard Format Requirement s (Not required for APOP requests):	<p>A report of all transactions and events (including inactivity logout and logon/log off information) for the office including remittances received, transfers between stock units and error notices. Information to be provided in Excel 97 format with each category in a separate column.</p> <p>Column headers as follows - ID, User ID, Stock unit, date, time, Session & transaction ID, Mode type - i.e. Serve Customer, Reversal, Rem In etc, Product number, quantity, Amount fp, entry method.</p> <p>Also where applicable dependant on date range, please specify whether an OBCS (& state) of scan accompanied the transaction.</p>				
Additional Requirements					YES/NO
APOP Voucher information is required for voucher number(s):					NO
Analyses of hsh call logs (detail period if different from above date range). Period:					NO
Confirmation that there was no reported system malfunctions during the date range period.					NO
Barcode information for all remittance pouches (inward & outward) during the period.					NO
Barcode and car licence details for all DVLA related transactions.					NO
PAN or equivalent identifier (i.e. credit / debit card details).					YES
Other (Provide details): Helpdesk calls					YES
Signed:	VIA E MAIL - Jane M Owen				

Thomas Penny

From: john.longman [GRO]
Sent: 01 March 2010 08:53
To: Thomas Penny
Cc: mark.dinsdale [GRO]; arnail.a.singh [GRO]
Subject: RE: West Byfleet - 126023

Attachments: pic27027.jpg; pic13361.gif; pic00952.gif; pic08496.gif; pic05646.gif; pic13361.gif; pic15597.gif; pic11554.gif; pic25032.gif; pic18102.gif

 pic27027.jpg (73 KB)
  pic13361.gif (2 KB)
  pic00952.gif (1 KB)
  pic08496.gif (1 KB)
  pic05646.gif (1 KB)
  pic15183.gif (1 KB)
  pic15715.gif (1 KB)

 pic11554.gif (1 KB)
  pic25032.gif (3 KB)
  pic18102.gif (22 KB)

15 Nov - 16 Dec 06
 16 May - 16 Jun 07
 14 Nov - 15 Dec 07

Hi Penny

The legal advice is that logs should be analysed for the whole of the relevant accounting period. I have been informed that this is from December 06 to December 07.

(Embedded image moved to file: pic27027.jpg)

		① 1 - 31 Dec 06
		② 1 - 31 May 07
	"Thomas Penny"	③ 1 - 30 Jun 07
	GRO	④ 1 - 30 Nov 07
	26/02/2010 17:10	⑤ 1 - 31 Dec 07

>-----|
|
| To: <mark.dinsdale [REDACTED] GRO
|
| cc: <maureen.moors [REDACTED] GRO <jane.m.owen [REDACTED] GRO
<john.longman [REDACTED] GRO
| <david.x.gray [REDACTED] GRO
|
| Subject: RE: West Byfleet - 126023
|
>-----|

Mark/Jon

Of course, I'll help all I can.

Are you sure you need 12 months, Jon? It's not just the retrieving, it's the analysis that will take the time (by Gareth) and frankly, I don't think we will be able to achieve this in the time left.

Penny

1-31 Dec 06 - 436 ✓

Avw 05
PoIA 2330B-1B
St 1.3.10
End 23.3.10.

May
1-31 Jan 07 - 437 ✓

Avw 04
PoIA 2716W-1W
St 1.3.10
End 23.3.10.

126023

Dec 06 → Dec 07

1-31 Jan 07 ✓

✓ Avw 05
PoIA 2332B-1B
St 1.3.10
End 23.3.10.

1-28 Feb 07 ✓

✓ Avw 04
PoIA 2718W-1W
St 1.3.10
End 23.3.10.

1-30 Jun 07 - 438 ✓

Avw 03 ✓
PoIA 2331B-1B
St 1.3.10
End 23.3.10.

1-31 Mar 07 ✓

Avw 03 ✓
PoIA 2334B-1B
St 1.3.10
End 23.3.10.

1-30 Dec 07 - 439 ✓

Avw 02
PoIA 2717W-1W
St 1.3.10
End 23.3.10.

1-30 Apr 07 ✓

Avw 02
PoIA 2719W-1W
St 1.3.10
End 23.3.10.

1-31 Jul 07 ✓

Avw 01
PoIA 2335B-1B
St 1.3.10
End 23.3.10.

1-30 Nov 07 - 440 ✓

Avw 01
PoIA 2332B-1B
St 1.3.10
End 23.3.10.

1-31 Aug 07 ✓

Avw 04
PoIA 2720W-1W
St 1.3.10
End 23.3.10.

Sep = 445, Oct = 446

1-30 Sep 07

AWW02

POIA 2721W-1W

St 1.3.10

End 23.3.10

445

~~445~~

1-31 Oct 07

AWW03

POIA 2337B-1B

St 1.3.10

End 23.3.10

446

~~446~~

1-30 Nov 07

AWW05

POIA 2338B-1B

St 4.3.10

End 23.3.10

447

~~447~~

Thomas Penny

From: Thomas Penny
Sent: 04 March 2010 13:13
To: Jenkins Gareth GI
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gareth

See notes against Anne's comments below.

Penny

Penny Thomas
Security Analyst, Customer Services

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E-Mail:
Web: <http://uk.fujitsu.com>

GRO

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From: Jenkins Gareth GI
Sent: 26 February 2010 08:38
To: Thomas Penny
Cc: Chambers Anne O
Subject: FW: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

Anne has looked at the event logs.

She's identified a number of things below to check out.

Are you able to check out the specific times she has indicated, firstly to see if anyone was Logged on and secondly against Andy Dunk's Call logs.

If you need some help with the specifics, then please let me know.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU

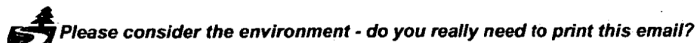
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: **GRO**

(Note new external number -

04/03/2010

old number will not work after 31/12/2009)
Mobile: **GRO**
email:
Web: <http://uk.fujitsu.com>



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From: Chambers Anne O
Sent: 25 February 2010 15:20
To: Jenkins Gareth GI
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gareth, sending just to you initially.

I know you have even more on your plate than I do, but my involvement has always been unofficial and on the basis that I had time to do it. If I need to do more detailed analysis on this (and I'm not sure what I would be able to find, without knowing what their specific problem was) it will have to be officially agreed with my manager - you can instigate that if you like, but I don't think I can keep volunteering.

There are several entries on the 1 Sysman 2 126023 tab which require some further investigation. I've added some highlighting.

Counter 1 on 2/3 May 2006, and 4 Feb 2008. I don't know whether the counter was replaced, or whether the messagestore was deleted and copied from another counter. The Powerhelp / TfS calls may illuminate this. Logs not provided for these timeframes.

I don't know if the counter was used while these errors were occurring - it may have been. If they have any complaints specific to these times, perhaps they should be checked out???

There are some isolated timeout waiting for lock messages, but in general these appear to be associated with checksums being written. To be on the safe side, it could be checked whether anyone was logged on

counter 1 or 2, 3-Apr-2007, 20:30

counter 1 - log off 16:36

counter 2 - log off 16:35

counter 2 28-May-2008, 01:33 - Logs not provided for timeframe

counter 1 18-Aug-2008, 11:04 - Logs not provided for timeframe

and if so check the messages to find which processes were in contention.

It is notable that the branch does not have the repeated lock messages which were a feature of the Callender Square problem.

Error Message: Error in node retrieval for node(s) 1010 - as far as I know this hasn't been

investigated but on the other hand no one has complained of a problem linked to it. I'll try to check it out.

Anne

GRO

From: Barnes Gerald
Sent: 24 February 2010 10:04
To: Thomas Penny
Cc: Chambers Anne O; Jenkins Gareth GI; Holmes Alan; Mansfield Andrew
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

I attach the results of the query.

Note that on the advice of Alan all BAL events are included for the date range. They are identified by a blank FAD. They may not be relevant for a Horizon counter.

Regards,
Gerald Barnes

From: Thomas Penny
Sent: 22 February 2010 10:57
To: Barnes Gerald
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gerald

Could you please check events for the following:-

126023 - 30 Jun 05 to 31 Dec 09

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel:
Mob:
Fax:
E-Mail:
Web: <http://uk.fujitsu.com>

GRO

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