

**From:** Thomas Penny[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=THOMASP]  
**Sent:** Thur 09/09/2010 2:43:06 PM (UTC)  
**To:** Jenkins Gareth G[REDACTED] **GRO**  
**Subject:** | FW: PEAK 202819 - Sysman3 Events - Service Delivery Issue

Gareth

FYI

Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

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**From:** Thomas Penny  
**Sent:** 09 September 2010 15:41  
**To:** Lillywhite Tom; Munro Donna  
**Cc:** Wilkerson Guy  
**Subject:** FW: PEAK 202819 - Sysman3 Events - Service Delivery Issue  
**Importance:** High

Tom/Donna

I have had a conversation with Guy on this issue; obviously he was well aware of the issues experienced during the first few months of migration to HNGX.

I have explained that we just do not know what caused the Sysman event 0831 to occur and that technical have advised extreme caution. I have questioned whether we should provide the transaction data at all and Guy's recommendation was that someone (he suggested James Davidson, but maybe that's you, Tom) should speak to POL at senior management level and explain the issue in hand.

In the event that we provide the transaction records we would need to include a caveat; and if we were then asked to provide a witness statement we would have to state the facts, this is, that we are unsure what has happened.

The details of the request are – ARQ194/1011, outlet Derby. I have advised the Casework Team that I am conducting some further analysis on this request which should have been returned by 31 August.

Kind regards  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

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**From:** Thomas Penny  
**Sent:** 06 September 2010 12:22  
**To:** Munro Donna; Lillywhite Tom  
**Subject:** FW: PEAK 202819 - Sysman3 Events

Will keep you advised on this.

**Penny Thomas**  
Security Analyst, Customer Services

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**From:** Thomas Penny  
**Sent:** 06 September 2010 11:43  
**To:** Wilkerson Guy  
**Cc:** Jenkins Gareth GI  
**Subject:** FW: PEAK 202819 - Sysman3 Events

Guy

As you know the provision of an ARQ return could easily result in the request for a witness statement to support litigation activity.

We currently have a request for transaction records which covers March 2010 for an outlet already migrated to HNG-X; the events analysis is in the mail string. My concern is that we are unable to provide confirmation that the records reflect the activity at the outlet and we need to discuss how to progress this and any other similar requests we may receive.

Could you please spare sometime to discuss?

Kind regards  
Penny

**Penny Thomas**  
Security Analyst, Customer Services

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**From:** Jenkins Gareth GI  
**Sent:** 01 September 2010 17:39  
**To:** Thomas Penny  
**Cc:** Wright Mark; Parker Steve (PostOfficeAccount)  
**Subject:** FW: PEAK 202819 - Sysman3 Events

Penny,

Steve Porter has had a look at these events as requested and his responses are below.

Unfortunately they are a bit inconclusive, but there is nothing that is obviously suspicious.

Given that this relates to HNG-X in March, then we do know that there were a number of potentially serious issues around at that time, so we would need to be wary about making any witness statements associated with such data. However it should be fine to pass the data to POL with an ARQ.

We're going to need to tread fairly carefully for ARQs in this area.

Hopefully this gives you something to move forward on.

Happy to have a chat if this isn't enough for you.

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account

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**From:** Porter Steven  
**Sent:** 01 September 2010 16:58  
**To:** Jenkins Gareth GI  
**Subject:** RE: PEAK 202819 - Sysman3 Events

Gareth,

PSB

For the 3 categories of Counter App NT event, there is not really enough information to provide anything terribly meaningful:

0998 - Exception raised but with no specified error code. -  
com.fujitsu.poa.ctrc.businesslogic.startup.ExceptionHandlerBLO ERROR.

There is nothing suspicious as such here, although in such cases we should be aiming to improve the code to trap this and give a more helpful error number.

KumarR1549Q - does **NOT** apply (the peak incorrectly indicates this) - KumarR395Q does apply.

0058 - Runtime exception in PDL: IOP39BLO.buildInitialAddDataState -  
com.fujitsu.poa.ctrc.businesslogic.startup.ExceptionHandlerBLO ERROR.

There is nothing suspicious as such here. This is basically like a 0998, but within PDL rather than Java. Again, for each instance, we should look for why this occurred, and try to improve it with a more meaningful number if possible.

KrishnaC1545S does indeed apply.

0831 - Error processing request due to a settlement error. -  
com.fujitsu.poa.ctrc.businesslogic.startup.ExceptionHandlerBLO ERROR.

This one can occur when an attempt is made to remove an item which is either – a reversal (secure reversal??) or something which has already been settled (unlikely, but given the bugs we had a while ago, is possible.).

I have updated suklabaidyas2541Q to clarify that the item is not in fact removed from the basket.

Probably easiest to talk through any further actions if required on these.

Regards  
Steve

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**From:** Jenkins Gareth GI  
**Sent:** 01 September 2010 15:46  
**To:** Porter Steven  
**Subject:** FW: PEAK 202819 - Sysman3 Events

Steve,

This email trail relates to what we were talking about.

Here's my version of the spreadsheet.

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account

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