

Export

Peak Incident Management System

Call Reference	PC0198077	Call Logger	Deleted User -- EDSC
Release	Targeted At -- HNG-X 02.10.03.00	Top Ref	Live Supp.Test
Call Type	Cloned call	Priority	B -- Progress stopped
Contact	Deleted Contact	Call Status	Closed -- Fix Released to Call Logger
Target Date	25/04/2010	Effort (Man Days)	0
Summary	FAD351217 discrepancy of £167.17		
All References	Type	Value	
	Call reference	<u>PC0197797</u>	
	SCKEL	<u>KEL_acha5259Q</u>	
	Product Baseline	CTR_APP_X0210_V209	
	DevIntRel-Director	ITU SV&I	
	SCKEL	<u>KEL_acha5259Q</u>	
	Release PEAK	<u>PC0203438</u>	
	DevIntRel-Director	ITU SV&I	
	TRIOLE for Service	<u>2240422</u>	
	DevIntRel-Director	Live Supp.Test	
	Clone Master	<u>PC0197797</u>	
Collections	Name	User	Date
	PrescanCounter	Lorraine Elliott	22-Apr-2010 14:23:02

Progress Narrative

Date:22-Apr-2010 14:13:26 User:Anne Chambers

CALL PC0198077 opened
 Details entered are:-
 Summary:FAD351217 discrepancy of £167.17
 Call Type:C
 Call Priority:B
 Target Release:HNG-X 01.00
 Routed to:EDSC - Anne Chambers

Date:15-Apr-2010 14:14:56 User:_Customer Call_

CALL PC0197797 opened
 Details entered are:-
 Summary:Ibrahim @ NBSC has reported... On 14/03/2010 office carri...
 Call Type:J
 Call Priority:B
 Target Release:HNG-X 01.00
 Routed to:EDSC - _Unassigned_

Date:15-Apr-2010 14:14:56 User:_Customer Call_

=====

INCIDENT MANAGEMENT
 Date/Time Raised: Apr 15 2010 2:07PM
 Priority: B
 Contact Name: Ibrahim @ NBSC
 Contact Phone: [-----GRO-----]
 Originator: XXXXXX@TFS01
 Originator's reference: 2240422
 Product Serial No:
 Product Site: 351217

=====

Ibrahim @ NBSC has reported...

On 14/03/2010 office carried out Trading Period balance for period 12. The spmr balanced AA and ended up with a discrepancy of £167.17.

 Incident History:

 2010-04-15 14:07:56 [White, Martin]
 INIT : create a new request/incident/problem/change/issue

 2010-04-15 14:11:16 [White, Martin]
 zneun_en_rmg : Open Notification

2010-04-15 14:11:39 [White, Martin]
LOG : Office is on Horizon On Line.

On 14/03/2010 office carried out Trading Period balance for period 12. The spmr balanced AA and ended up with a discrepancy of £167.17. The was cleared from local suspense as normal and the spmr selected to make good cash. At this point the system printed out a final balance report for TP12 with the cash figure amended and nil discrepancy. Normally the system would then come up with a message to confirm rollover, but instead went back to the screen asking how the discrepancy was going to be made good. Again the spmr selected cash and this time a final balance report showing TP01 was produced, again showing nil discrepancy but the cash figure had risen by £167.17. All the rest of the transactions in receipts and payments were still showing. The spmr says that again instead of allowing him to confirm the rollover, it again went back to the screen asking how the discrepancy was to be made good. Again cash was selected and another final balance report produce, this time with the cash figure showing £334.34 more cash than it should have done. At this point the spmr managed to get out of the screen (he cannot remember how).

2010-04-15 14:11:48 [White, Martin]
FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

2010-04-15 14:11:53 [White, Martin]
LOG : On logging on 15/04/2010 the spmr produced a balance snapshot that showed nil discrepancy and again the inflated cash figure. The spmr had logged a couple of incidents with NBSC, and was referred to HSD, reference 2238224. The spmr was bounced back to NBSC as a balancing error rather than a system problem.

2010-04-15 14:12:48 [White, Martin]
LOG : Can this issue by investigated further and the office contacted about dealing with the issue raised. The office is currently in Trading Period 01, balance period 01 and are open to the public. The spmr is called Robin, and the contact number is [GRO]
[GRO]

2010-04-15 14:13:06 [White, Martin]
LOG : Branch - Uppinghom SPSO
FAD - 351217
Date - 14/03/2010
Stock unit - AA
User - RBR002
Node 3
Value £167.17

2010-04-15 14:13:23 [White, Martin]
LOG : Can you please investigate this problem? NBSC second line completed their investigation and they cannot find a user error.

2010-04-15 14:13:59 [White, Martin]
zneut_en_rmg : Transfer Notification

2010-04-15 14:14:00 [White, Martin]
TR : Transfer group from '' to 'PEAK'

Date:15-Apr-2010 14:17:58 User:Lorraine Elliott
The call summary has been changed from:-
Ibrahim @ NBSC has reported... On 14/03/2010 office carri...
The call summary is now:-
FAD351217 discrepancy of £167.17

Date:15-Apr-2010 14:18:08 User:Lorraine Elliott
Product EPOSS & DeskTop -- Counter Common (version unspecified) added.

Date:19-Apr-2010 17:27:46 User:Anne Chambers
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:19-Apr-2010 17:30:56 User:Anne Chambers
[Start of Response]
I think that the date of the problem was 14th April, not 14th March as recorded above - if it is April, I stand some chance of finding some useful evidence...
[End of Response]
Response code to call type J as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:21-Apr-2010 10:18:57 User: Customer Call_
The date is supposed to be 14/04/10
NBSC has just advised that another office had a similar problem, although the discrepancy has now been sorted out. Details of the site and problem are below for information...

Office - Hucclecote SPSO
FAD - 186523
Date - 15/04/2010
Stock unit - OOH
Office rolling from TP12 to TP01

Office was dealing with the discrepancy in the office following the TP rollover, and selected settle centrally. The office reports that nothing happened and they ended up doing this a further 2 times before they could proceed. This has resulted in the office settling the loss centrally 3 times. This showed as such as the total on the final balance. The Trading Statement and suspense account seemed to be correct though. On Monday 19th April the office reported they showed a cash gain of double the original loss and after further investigation a suspense account was produced that showed 2 clear loss from local suspense entries. We have now

cleared this by clearing gain from local suspense, which should clear the gain in the office.

Date:22-Apr-2010 11:26:12 User: Customer Call

The solution we thought we had for Hucclecote SPSO, FAD 186523, has not resolved the problem, but has actually doubled the discrepancy. The original figures in suspense were clear loss from local suspense in OOH su of £998.81 which was the original loss in the for the branch and this shows twice. We have entered a clear gain from local suspense but has doubled the discrepancy that was showing on AA su from £1997.62 to £3995.24.

Date:22-Apr-2010 11:27:14 User: Customer Call

We have now also got a similar issue with Kingsbury Road SPSO, FAD 277201, who also had problems when clearing a gain of £235.52 from the trading period balance done on 15/04/2010 in OOH su. They have ended up now with 3 clear gain from local suspense entries on the suspense account for £235.52 from 15/04/2010 on OOH su. The office reports again they had problems when pressing the assign to nominee icon and ended up pressing it several times to get the rollover complete. The suspense account and Trading Statement from the 15/04/2010 show correct. This office reports there does not seem to be any related cash discrepancy in the branch.

Date:22-Apr-2010 12:31:14 User:Anne Chambers

[Start of Response]

Looking first at 351217 Uppingham...14 Apr, counter 3, SU AA. Times UTC

17:08 Print trial balance report. Shows net loss £167.17

17:14 Final balance report

Cash 60834.12

Receipts section:Short Resolved 167.17

Payments section: Short Transferred 167.17

17:15 Final balance report

Cash 61001.29

Receipts section:Short Resolved 334.34

Payments section: Short Transferred 167.17

17:19 Final balance report

Cash 61168.46

Receipts section:Short Resolved 501.51

Payments section: Short Transferred 167.17

Checking on BRDB, I can see three pairs of 'Clear loss from LS'/ cash.

The balance report saved for reprint is the correct one (produced at 17:14).

The Suspense account and BTS are correct, and only show the single LS clearance.

The cash figure for the next period in the opening balance table is 60834.12 (again as on the correct balance report) - does this mean there is no long term effect on the branch figures? I suspect though there will be an effect within POLFS and they may need to make some adjustment between the Cleared from LS account and cash.

Investigations continue.

[End of Response]

Response code to call type J as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:22-Apr-2010 13:05:15 User:Anne Chambers

[Start of Response]

The two extra LS clearances, and their cash settlement, are in the new TP/BP - so there will be a knock-on effect at the branch. NBSC tried to clear Hucclecote SPSO, FAD 186523, via Housekeeping, which seems sensible, but apparently it hasn't worked as expected. I'll look at that branch too.

I can't yet see anything obvious in the counter logs to indicate why the system apparently went back to the wrong screen twice and forced them to clear LS again.

[End of Response]

Response code to call type J as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:22-Apr-2010 14:13:22 User:Anne Chambers

[Start of Response]

I'm going to clone this call and send the clone to development for investigation of the underlying cause, while keeping the original call to work out what needs to be done to get the branches straight.

[End of Response]

Response code to call type J as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:22-Apr-2010 14:13:26 User:Anne Chambers

Call cloned from original call:PC0197797 by User:Anne Chambers

Date:22-Apr-2010 14:13:51 User:Anne Chambers

Reference Added: SSCKEL_PC0197797

Date:22-Apr-2010 14:13:54 User:Anne Chambers

Reference Deleted: SSCKEL PC0197797

Date: **22-Apr-2010 14:14:03** User: **Anne Chambers**

Reference Added: Call reference PC0197797

Date: **22-Apr-2010 15:07:47** User: **Anne Chambers**

[Start of Response]

Looking at the counter logs, after they pressed the Stock Balancing/Report button the first time, there was a ClassCastException / system error 0437 (trying to process a corrupt ReportingService response), forcing them to start again.

This happened at all three branches. The reason for the exception is understood (PC0197409).

Can 4th line please try to confirm that this exception and failure does subsequently cause the user to have to clear local suspense multiple times, as described clearly at the start of this call. Can anything be done to stop it doing this after an unexpected error?

[End of Response]

Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

Date: **22-Apr-2010 15:16:24** User: **Anne Chambers**

Evidence Added - 351217 poc and message.log extracts

Date: **22-Apr-2010 15:19:08** User: **Anne Chambers**

The Call record has been transferred to the team: xCtr_GDC

User: Anne Chambers Confirmed that this Incident may be passed to the external company with the attached evidence.

Date: **22-Apr-2010 15:21:02** User: **Suresh Chitikela**

The Call record has been transferred to the team: xCtr_BAC_GDC

The Call record has been assigned to the Team Member: Suresh Chitikela

Date: **22-Apr-2010 16:17:05** User: **Cheryl Card**

KEL_acha52590 authorised

Date: **23-Apr-2010 11:27:29** User: **Suresh Chitikela**

[Start of Response]

incident under investigation

[End of Response]

Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

Date: **27-Apr-2010 11:21:54** User: **Suresh Chitikela**

[Start of Response]

Analysis

The description given in the Peak says they didnt get the rollover confirmation message instead went back to the previous screen.

But in the counter log file it is clear that they got the rollover confirmation message(MSG01012) at 17:15:13 where the pm clicked the Continue.

After click Continue on the message (MSG01012) normally Enter button will be disabled but pm able to click Enter button here at 17:15:31.

From the post office counter log ---

1) pm able to rollover Tp 12 and final balance report for tp 12 was produced which contains Cash 60834.12 and at this point he was able to get the message MSG01012 saying stockunit rolled over successfully to tp1 and bpl. pm click continue on the message.
2) at this point pm was able to click Enter button, which is disabled .counter generated final balance copy for tp1 and bpl which shows cash 61001.29 .

after clicking enter i can see below lines in counter log which i couldn't understand

```
2010-04-14 17:15:43,882 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.startup.InactivityTrackerBLO INFO - [] []-startTimer1 DETAIL: timer1::start-@@-
2010-04-14 17:15:43,882 UTC [AWT-EventQueue-0] com.fujitsu.poa.ctrc.businesslogic.startup.InactivityTrackerBLO INFO - [] []-startTimer1 DETAIL: timer1::start timer: java.util.Timer@b87c51; -@@-
```

Not able to reproduce it in my counter.

Not able to understand how pm able to click enter(at 17:15:31) which is disabled.may be this is causing the counter to behave differently here.

[End of Response]

Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

Date: **27-Apr-2010 11:27:43** User: **Suresh Chitikela**

Action placed on Team: xCtr_OS_R_SME, User: Jon Hulme

Date:27-Apr-2010 14:07:14 User:Suresh Chitikela
Action has been removed from the call

Date:27-Apr-2010 14:07:37 User:Suresh Chitikela
Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:28-Apr-2010 09:34:17 User:Steven Porter
[Start of Response]
Why am I actioned on this peak?
[End of Response]
Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

Date:28-Apr-2010 09:34:19 User:Steven Porter
Action has been removed from the call

Date:28-Apr-2010 11:11:02 User:Suresh Chitikela
Action placed on Team:xCtr_OSR_SME, User:Martin Day

Date:28-Apr-2010 12:39:24 User:Steven Porter
Action has been removed from the call

Date:29-Apr-2010 10:33:39 User:Anne Chambers
I strongly suspect that this problem is connected to the exception that occurred at the start of the process - see my Peak entry
Date:22-Apr-2010 15:07:47.

Yes the PM clicked the Confirm button (at 17:15:08) - but then they were unexpectedly presented with a previous screen again. You can see the final balance being reprinted, and Confirm pressed again, at 17:16:45 and 17:21:02, before they finally Cancelled at 17:24:04.

This problem affected 33 branches in all, a few on 7/8 Apr then more 14/15 Apr. This fits in with the BAL problem where corrupt messages were being returned. There were no instances last week - the OSRs had been restarted and corrupt messages were not being generated.

Date:29-Apr-2010 11:15:14 User:Anne Chambers
Evidence Added - Session data and opening balance

Date:27-May-2010 12:16:28 User:Suresh Chitikela
We cannot reproduce this error in any environment. Going through the log files only we need to identify the root cause. From the log file we can not identify what went wrong. There are serious of corrupt messages came from bal at the point of error which was addressed by peak PC0197409.

At this point I am not in a position to identify the root cause and propose a solution

Date:02-Jun-2010 11:42:13 User:Suresh Chitikela
SME Help Required

We are not able to reproduce the issue. GDC UI team suggested me to run the use case with Unread user memos detail. With this also I am not able to reproduce the issue and I am not able to figure out the root cause from the log files also

Date:02-Jun-2010 11:42:37 User:Suresh Chitikela
Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:02-Jun-2010 13:45:30 User:Steven Porter
Evidence Added - SME Analysis

Date:02-Jun-2010 13:45:53 User:Steven Porter
SME Analysis provided as attachment.

Date:02-Jun-2010 13:45:58 User:Steven Porter
Action has been removed from the call

Date:03-Jun-2010 09:42:19 User:Suresh Chitikela
peak PC0197261 address this issue. Hence a fix is available with PC0197261. This peak can be closed once PC0197261 is merged in to release. PC0197261 is not targetted for any release as of now. It should be considered for the next release

Date:08-Jun-2010 15:52:17 User:Suresh Chitikela

[Start of Response]

changing the status

[End of Response]

Response code to call type C as Category 41 -- Pending -- Product Error Diagnosed

Date:11-Jun-2010 17:06:10 User:Steven Porter

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Yes - Counter

TECHNICAL SUMMARY:

Counter Java code changes. Improvements to error handling to mitigate screen freezes, double settlements and accounting/discrepancy issues.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

CTR_APP

ARE ANY OF THESE DESIGN PARTS AFFECTED BY APPROVED CPs/PEAKS in HNGX Release 2:

None

RELEASE 2 IMPACT:

None

DEPENDENCIES:

None

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

N/A

DEV EFFORT IN MANDAYS:

1 day fix/test - fix available

IMPACT ON USER:

Avoids accidental double settlements.

Avoids screen freezes and hence reboots subsequently.

Avoids further such significant errors.

Fixing this will ensure roll-overs can continue accordingly.

This can potentially affect any branch.

IMPACT ON OPERATIONS:

These errors are costly for SSC and 4LS to investigate/resolve. The impact ranges from discrepancies, screen freezes and roll-overs which can be costly to support to resolve.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

Yes

IMPACT ON HORIZON TO HNGX BRANCH MIGRATIONS

No impact, beyond ability to handle call volume.

IMPACT ON TEST:

Basic Counter regression testing in CIT and LST.

Specific error scenarios to be tested in Development.

Development regression test suite to be run.

New development automation test suite to be provided.

RISKS (of releasing and of not releasing proposed fix):

Risk of releasing is low - a low risk area.

Risk of not releasing is fairly high - these issues will continue to impact operations and business as described above.

No pilot required.

LIST OF LIKELY DELIVERABLES:

LIST OF THE ABOVE ALREADY DELIVERED FOR THE PROPOSED RELEASE:

LIST OF THE ABOVE ALREADY DELIVERED TO A RELEASE LATER THAN THAT PROPOSED:

LIST OF THE ABOVE LIKELY TO BE REDELIVERED INTO THE PROPOSED OR A LATER RELEASE:

Date:11-Jun-2010 17:06:36 User:Steven Porter

Product HNG-X Platforms -- CNT-HNG-X NT4 Counter (version unspecified) added.

Date:14-Jun-2010 08:19:19 User:Steven Porter

The call Target Release has been moved to Proposed For -- HNG-X 02.10.00.00

Date:14-Jun-2010 10:19:41 User:Suresh Chitikela

Can we get these two peaks tidied up?

I suggest:

PC0198077 ? please route to Sateesh

PC0197261 ? please close as covered by PC0198077

I'd like to do it this way round since PC0198077 is B priority, whereas PC0197261 is C priority. Hence PC0198077 has a better chance of being delivered even though it's the same issue #61514;

Note that I do not expect any more work on either peaks ? as far as I am concerned, the solution for PC0198077/ PC0197261 from Sateesh is fine.

I have proposed PC0198077 for 02.10 on this basis.

Regards
Steve

Date:14-Jun-2010 10:19:55 User:Suresh Chitikela

The Call record has been transferred to the team: xCtr UI GDC
The Call record has been assigned to the Team Member: Sateesh Nelluri

Date:14-Jun-2010 12:50:20 User:Sateesh Nelluri

HNGX CODE FIX

FIX DESCRIPTION

- i) Add a new boolean flag to WorkspaceScreenControllerBLO ?applicationStarted?
- ii) WorkspaceScreenControllerBLO registers for the APPLICATION_ACTION_EVENT_NAME, which sets applicationStarted=true
- iii) WSSC BLO sets applicationStarted=false, when it fires the APPLICATION_ENDED_EVENT_NAME
- iv) Add a new method ?isApplication? which returns applicationStarted || isInCurrentApplication()
- v) Modify ApplicationHelperBLO.abandonApplication(needToGoHome) to use this new method instead of wssc.isInCurrentApplication()
- vi) Register ScriptControllerBLO to APPLICATION_ACTION_EVENT_NAME, to log a warning if PDL BLO stack is not empty.
- vii) if applicationGettingStarted is true, and the new UIA is not an application screen - then isLeavingApplication() should return true.

PROPOSED BRANCH

02.10

COUNTER JAVA FILES CHANGED

WorkspaceScreenControllerBLO, ApplicationHelperBLO, ScriptControllerBLO.java

COUNTER PDL FILES CHANGED

None.

COUNTER REFDATA FILES CHANGED

None.

SHARED CODE FILES CHANGED

None.

BAL JAVA CODE FILES CHANGED

None.

SQL FILES CHANGED

None.

OTHER FILES CHANGED

None.

APPROPRIATE CODE COMMENTS

Yes

DEPENDENCIES

None.

RELATED PROBLEMS

None.

UNIT TESTING EVIDENCE

None

REGRESSION TEST CLASS

PC0198077_FinishPrematureApplicationTest.java

BACKWARDS COMPATIBILITY

N/A.

DEVELOPMENT DOCUMENTATION

None.

REQUIREMENTS DOCUMENTATION

None.

HELP

None.

Date:14-Jun-2010 12:51:12 User:Sateesh Nelluri

Evidence Added - [final code patch 2.txt](#)

Date:14-Jun-2010 12:51:27 User:Sateesh Nelluri

Evidence Added - [PC0198077_FinishPrematureApplicationTest.java](#)

Date:14-Jun-2010 12:51:55 User:Sateesh Nelluri

Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:15-Jun-2010 10:53:55 User:Steven Porter

SME Review:

Changes have been reviewed previously - production code is fine.

Test is OK.

Date:15-Jun-2010 10:53:57 User:Steven Porter

Action has been removed from the call

Date:15-Jun-2010 11:39:22 User:Sateesh Nelluri

Action placed on Team:RelMngmntForum

Date:16-Jun-2010 09:37:08 User:Steven Porter

The specific issue which caused the roll-over and subsequent discrepancy was addressed in PC0196767.

There is a wider, general issue in relation to error handling that is still not addressed, hence which can and will still cause roll-over and subsequent discrepancies. This wider issue is outstanding, and can also contribute to screen freezes and double settlements and hence further discrepancies.

The wider issue can occur when any unhandled exception occurs in the early stages of the roll-over process (PC0196767 was just one such example).

This wider issue is addressed by the fix for this peak.

Date:28-Jun-2010 16:17:53 User:Sateesh Nelluri

Action has been removed from the call

Date:01-Jul-2010 10:58:32 User:Christopher Hammond

The call Target Release has been moved to Targeted At -- HNG-X 02.10.03.00

Date:09-Jul-2010 09:40:28 User:Sateesh Nelluri

[Start of Response]

[End of Response]

Response code to call type C as Category 46 -- Pending -- Product Error Fixed

Date:16-Jul-2010 15:09:08 User:Sateesh Nelluri

Evidence Added - [R2 regression test run screenshot.zip](#)

Date:19-Jul-2010 08:51:43 User:Sateesh Nelluri

Defect cause updated to 15: Development - Low Level Design

Date:19-Jul-2010 08:52:15 User:Sateesh Nelluri

The Call record has been transferred to the team: xCtr_REL_GDC

Date:21-Jul-2010 15:58:02 User:Pavan Vejendla

Rig: 4LS_CCIT

Release: CTR02.10.03.00

Baseline: CTR_APP_X0210_V209

peak has been successfully verified at 4LS_CCIT and working as expected

Test Scenario covered:

- =====
1. Check we're at Front Office Home
 2. Disable network
 3. Press Postal Services", "F2"
 4. Press RM Speed bulk", "84"
 5. System error will occur
 6. Now enable network
 7. Press RM Speed bulk", "84"
 8. Enter barcode
 9. Press Enter
 10. Complete the print
 11. Current screen should be in front office home

Date:21-Jul-2010 16:13:29 User:Kishor GaneshRao

The Call record has been assigned to the Team Member: Kishor GaneshRao

Date:26-Jul-2010 13:14:23 User:Pavan Vejendla
FIX RELEASE CHECKLIST

FIX IMPACT TEMPLATE FULLY COMPLETED?

Yes

RMF APPROVAL GRANTED?

Yes

CODE REVIEW TEMPLATE FULLY COMPLETED?

Yes

CODE REVIEW PASSED?

Yes

CODE CHECK-IN BRANCH SPECIFIED?

Yes

ALL CHECKED-IN FILES HAVE PEAK REFERENCE IN CVS COMMENT?

Yes

FIX PASSED CIT AND REGRESSION TESTING?

Yes

KEL UPDATED TO REFLECT PEAK FIX?

Yes

CIT TEST SCRIPT UPDATED TO REFLECT PEAK?

yes

CIT TEST RESULTS PUBLISHED?

Yes

Date:26-Jul-2010 13:14:42 User:Pavan Vejendla

Reference Added: Product Baseline CTR_APP_X0210_V209

Date:26-Jul-2010 13:14:45 User:Pavan Vejendla

TOP Reference set to: Product Baseline CTR_APP_X0210_V209

Date:26-Jul-2010 13:15:04 User:Pavan Vejendla

The Call record has been transferred to the team: Dev-Int-Rel

User:Pawan Vejendla Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:30-Jul-2010 11:22:15 User:Vijesh Pandya

[Start of Response]

Baseline has been processed, and is available for release to test

[End of Response]

Response code to call type C as Category 49 -- Pending -- Fix Available for IndependentTest

Date:30-Jul-2010 11:22:22 User:Vijesh Pandya

The Call record has been transferred to the team: Int-Rel

Date:30-Jul-2010 11:43:49 User:Vijesh Pandya

The Call record has been transferred to the team: Live Supp.Test

Date:10-Aug-2010 09:55:48 User:Sheila Bamber

Reference Added: DevIntRel-Director LST

Date:11-Aug-2010 17:47:14 User:Sheila Bamber

TOP Reference set to: Product Baseline CTR_APP_X0210_V209

Date:24-Aug-2010 12:12:59 User:John Budworth

Reference Added: Release PEAK PC0203438

Date:25-Aug-2010 10:47:36 User:Lionel Higman

Reference Added: DevIntRel-Director Live Supp.Test

Date:25-Aug-2010 11:02:43 User:Lionel Higman

Reference Deleted: DevIntRel-Director LST

Date:03-Sep-2010 15:05:06 User:Sheila Bamber

The Call record has been assigned to the Team Member: Release to Live

Date:15-Sep-2010 16:47:21 User:John Budworth
 [Start of Response]
 Counter release RNT9612 delivering Tivoli Product COUNTER_X0210 54_1 has now commenced roll out to the live sstate. Routing to call logger for closure.
 [End of Response]
 Response code to call type C as Category 71 -- Final -- Fix Released to Call Logger
 Routing to Call Logger following Final Progress update.

Date:17-Sep-2010 16:31:53 User:Anne Chambers
 [Start of Response]
 This problem has happened intermittently since April but never at the levels seen then. Being investigated on PC0204396. The good news is thatno instances have been seen since this fix was applied. Closing call.
 [End of Response]
 Response code to call type C as Category 71 -- Final -- Fix Released to Call Logger
 Routing to Call Logger following Final Progress update.

Date:17-Sep-2010 16:31:58 User:Anne Chambers
 CALL PC0198077 closed: Category 71 Type C

Root Cause	Development - Low Level Design
Logger	Deleted User -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	17-Sep-2010 16:31 -- Anne Chambers