

Export

Peak Incident Management System

Call Reference	PC0241242	Call Logger	_ Customer Call _ -- EDSC
Release	Reported In -- HNG-X 10.00	Top Ref	GY:I6809136
Call Type	Live Incidents	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	13/03/2015	Effort (Man Days)	0
Summary	2693232 horizon - error: not connecting to data center		
All References	Type	Value	
	TRIOLE for Service	A7701255	
	SSCKEL	KEL surs1034R	
	MSC Task	043T0086258	
	OTI	GY:I6809136	
	DevIntRel-Director	Live Supp.Test	

Progress Narrative

Date:23-Feb-2015 18:39:50 User:_Customer Call_
 CALL PC0241242 opened
 Details entered are:-
 Summary:2693232 horizon - error: not connecting to data center
 Call Type:L
 Call Priority:C
 Target Release:HNG-X 10.00
 Routed to:EDSC - _Unassigned_

Date:23-Feb-2015 18:39:50 User:_Customer Call_

=====

INCIDENT MANAGEMENT
 Date/Time Raised: Feb 23 2015 6:15PM
 Priority: C
 Contact Name: PostOffice, Unknown
 Contact Phone: [REDACTED] GRO
 Originator: XXXXXX@TFS01
 Originator's reference: GY:I6809136
 Product Serial No:
 Product Site: 269323

=====

Transfer Note: ****Please can you investigate as in to why this office is unable to complete a recovery on node 4****:

Mr. Khatker
 FAD: 2693232
 [REDACTED] GRO
 Location: Meanwood
 Issue:
 - error: not connecting to data center
 - node 04
 - as per user he already spoke with NBSC
 - ref #: 822531
 Steps:
 - did a hard reboot on the counter
 - still getting the same error
 - user id: GKH [RELEVANT]
 - issue started today (02/24/15) at 4:30PM
 - keystrokes: login>recovery screen>error
 - TP: 12; BP: 01; SU: E1

Incident History:

2015-02-23 18:15:37 [POA-HDI]
 INIT : Create a new request/incident/problem/change/issue

 2015-02-23 18:15:38 [POA-HDI]
 zneut_en_poa : Transfer Notification

 2015-02-23 18:15:38 [POA-HDI]
 zneun_en_poa : Open Notification

 2015-02-23 18:23:00 [Millman, Emma]
 HDIoutSTU : User ID : GKH [RELEVANT]
 Time: 18:27
 Date: 23/02/2015
 Node: 4

PM has advised the following happens when he logs in to node 4.

A recovery message. appears advising a failure occurred during a previous session.

PM presses continue - Recovery details:

Cash withdrawal 00-269323-4-4536297-1
PAN 633641*****0508
Date/Time: 23/02/2015 10:46:21
Stock unit: E1
User: DSL()

PM advised they gave the customer f140, so PM presses yes.

Start recovery process, 'Horizon was processing a health lottery transaction when the system went down.'

This transaction will now be cancelled by the health lottery.

PM presses ok.

PM then receives the following message: 'Void not confirmed, recovery process was unsuccessful the cancel of the health lottery transaction cannot be confirmed. No further action is required.'

PM presses enter and it logs him out.

2015-02-23 18:36:00 [Millman, Emma]
HDIoutSTU : I think SSC KEL surs1034R may apply to this issue, but not entriely sure as the recovery details say it was a cash withdrawal. The following message the PM gets when doing the recovery says it is a health lottery transaction - 'Horizon was processing a health lottery transaction when the system went down.'

2015-02-23 18:39:28 [Millman, Emma]
zneut_en_poa : Transfer Notification
****Please can you investigate as in to why this office is unable to complete a recovery on node 4*****

Date:24-Feb-2015 08:51:18 User:Sarah English
Product HNG-X Platforms -- Horixon Counter (CNH) (version unspecified) added.

Date:24-Feb-2015 08:51:42 User:Sarah English
Reference Added: SSCKEL_surs1034R

Date:24-Feb-2015 08:52:03 User:Sarah English

PRESCAN
Comments:
KEL Reference: surs1034R may apply
Assigned User: Sudip Sur

Date:24-Feb-2015 08:52:28 User:Sarah English
The Call record has been assigned to the Team Member: Sudip Sur
Progress was delivered to Consumer

Date:24-Feb-2015 09:52:51 User: Customer Call
From ATOSSDM12: 2015/02/24 09:51:04 GMT Log Comment Summary of Issue: Status Update - I6809136
Recommendation:
- User called in asked for the status update
- Called Mac Team,spoke Calvin. He informed its still under investigation
- User acknowledge and will call with an hour

Date:24-Feb-2015 10:40:46 User:Sudip Sur
[Start of Response]
This call is identical to another incident which is currently being investigated by development.

According to counter log, there were two transactions in the session 4-520273.

1. Health Lottery txn 00-269323-4-4536296 -1
2. Banking txn 00-269323-4-4536297 -1

The settlement failed due to poor communication with the data centre (Network issue) and user was logged out by the system.

When the user logged back in, the recovery kicked-in. But the recovery of the Health Lottery txn 00-269323-4-4536296 -1 failed. As the recovery failed, user was/in unable to logon to Node:4.

I have asked POL (via ATOS) to authorise us to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery. It is not clear when (if) authorisation will arrive. Until then Node:4 will NOT be usable.

[End of Response]
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified
Response was delivered to Consumer

Date:24-Feb-2015 12:32:05 User: Customer Call

From ATOSSDM12: 2015/02/24 12:28:47 GMT Log_Comment User callback chased for update.
Informed user still waiting authorization to remove the health lottery transaction.
User informed she will callback one hour later chase for update

Date: **24-Feb-2015 14:45:03** User: Customer Call

From ATOSSDM12: 2015/02/24 14:43:49 GMT Log_Comment Contact name: Kam

Telephone Number:

FAD Code: 269323

Location: Meanwood

Summary of Issue: Status Update - I6809136

Recommendation:

- User callback chased for update.
- Informed user still waiting authorization to remove the health lottery transaction.
- User informed she will callback one hour later chase for update

Date: **24-Feb-2015 17:21:00** User: Customer Call

From ATOSSDM12: 2015/02/24 17:18:00 GMT Log_Comment Received a call from Kam, wants to know update regarding the incident.

Informed User that there is no further update and advised to call back later

User hang up.

Date: **24-Feb-2015 19:21:24** User: Customer Call

From ATOSSDM12: 2015/02/24 19:19:30 GMT Log_Comment - Received an update from Sandie

- attached update

Date: **24-Feb-2015 19:21:55** User: Customer Call

From ATOSSDM12: ----Attachement A7711259 - I6809136 .msg ---

Update from Sandie Bothick

Date: **24-Feb-2015 19:25:26** User: Customer Call

From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from IM

Date: **24-Feb-2015 19:27:57** User: Customer Call

From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from IM

Date: **24-Feb-2015 19:29:28** User: Customer Call

From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from Sandie

Date: **25-Feb-2015 10:30:04** User: Customer Call

From ATOSSDM12: 2015/02/25 10:25:15 GMT Log_Comment -User called back to chased for update

-Called MAC team, informed an update

-Informed user still waiting for while a recovery performed on node 4.

Date: **25-Feb-2015 13:20:53** User: Customer Call

From ATOSSDM12: 2015/02/25 13:17:23 GMT Log_Comment - Post Mistress rung to chase the call

- Advised PM that the call is still currently being investigated by the development team

- PM wish to speak with a Manager

- PM stated that it's been 3 days now and they dont know where the money from the Health Lottery and Bank Tarnsaction went through

Date: **25-Feb-2015 13:30:00** User: Customer Call

From ATOSSDM12: 2015/02/25 13:23:22 GMT Log_Comment SUP NOTE

spoke with Mrs. Khatker

caller inquiring how to proceed with the transaction

she has an option to select yes or no

advised caller that for transaction inquiry needs to contact NBSC

advised caller will assist her with the chasing the resolution from the Fujitsu

asked permission to place the call on hold to contact MAC

called MAC spoke with Mary

clarified update on the incident

Mary advised that it was provided on the email thread

checked attached email - last email came from Sandie Bothick and confirming if authorization request had been made to POL

clarified who should be making this request as email is sent to IM and MAC and POSD is only cc

Mary advised that POSD should be the one sending the request to POL

went back to the caller but caller no longer on the line

called back twice at [GRO] but line was busy

advised agent to send email to POL for authorization request

Date: **25-Feb-2015 13:30:02** User: Customer Call

From ATOSSDM12: ----Attachement LJ I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Mail to: <u>GRO</u>
Date: 25-Feb-2015 13:33:04 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/25 13:31:39 GMT Log Comment - Supervisor's conversation with PM got cut-off - Tried ringing the branch back however line is busy - As per Supervisor's conversation with Mary from FJS MAC; POL authorization is needed for FJS to remove the Health Lottery txn 00-269323-4-4536296 -1 - This Health Lottery TXN is preventing successful recovery of node 4 - Counter on node 4 will not be useable until the said txn log is remove - Sent email to <u>GRO</u> requesting approval/authorization for FJS to remove the said Health Lottery txn log
Date: 25-Feb-2015 13:55:51 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/25 13:44:33 GMT Log Comment Mrs. Khatker following up the ticket -Informed her that we sent an authorization request to the reference data team so that Fujitsu can start working on the issue. Caller is a bit concerned since issue started Monday and it's already 3 days. She is asking if we could provide an ETA for the authorization. -told user that we do not have an ETA but once the authorization is received we will forward it to fujitsu as soon as possible, also we can contact her if she wants. -Caller said that she will call the helpdesk every hour or two, to get an update on the ticket. -also Mrs. Khatker is requesting for a follow up email to be sent, told user that we can update the ticket
Date: 26-Feb-2015 09:57:16 User: <u>Customer Call</u> From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Response from Reference Data team.
Date: 26-Feb-2015 10:16:52 User: <u>Customer Call</u> From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Forwarded to POL servicemanagement team.
Date: 26-Feb-2015 12:13:20 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/26 12:11:07 GMT Log Comment - Dale called for update. - Told him that we are still waiting for POLSM reply to the email that was sent to them.
Date: 26-Feb-2015 13:25:36 User: <u>Customer Call</u> From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center from POLSM.msg --- Email from POLSM raising to Branch support team.
Date: 26-Feb-2015 13:53:29 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/26 13:51:01 GMT Log Comment Received an email from POLSM raising the authorisation to Branch support team.
Date: 26-Feb-2015 17:27:47 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/26 17:25:45 GMT Log Comment Name: Dale Contact: <u>GRO</u> FAD Code: 2693232 Location: Meanwood Node: 04 Summary: Status Call - I6809136 A7701255 Issue: - User is unable to login on Node 04 since 23/02/2015 - User is calling for an update for his login issue - Advice user still awiting response form the Branch Support team for authorisation
Date: 26-Feb-2015 17:57:21 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/26 17:55:49 GMT Log Comment Name: Dale Contact: <u>GRO</u> FAD Code: 2693232 Location: Meanwood Node: 04 Summary: Status Call - I6809136 A7701255 Issue: - User called back again for update and is getting frustrated - Advice Dale that SD is unable to provison a timeframe for the Fix - Advice Dale still awiting response for authorisation to come thru - Advice Dale, once the issue is sorted. He will be contacted. - Apologies for the delay
Date: 27-Feb-2015 09:03:50 User: <u>Customer Call</u> From ATOSSDM12: 2015/02/27 09:01:44 GMT Log Comment User called to follow up the issue Advised that we are still waiting for an update as well and will contact him as soon as we got one User agreed but requesting for it to be resolved as soon as possible

Date:27-Feb-2015 13:11:58 User: Customer Call
From ATOSSDM12: 2015/02/27 13:10:39 GMT Log_Comment Chased Branch support team.

Date:27-Feb-2015 13:22:00 User: Customer Call
From ATOSSDM12: 2015/02/27 13:20:31 GMT Log_Comment Update from Branch Support team:
Please see reply from Rebecca Barker sent 26/02.

Hi SM
The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.
We cannot authorise
Regards
Rebecca

Date:27-Feb-2015 13:23:31 User: Customer Call
From ATOSSDM12: 2015/02/27 13:22:04 GMT Log_Comment Requested Service Desk to help gain the suthorization fro the sub postmaster.

Date:27-Feb-2015 13:37:03 User: Customer Call
From ATOSSDM12: 2015/02/27 13:36:11 GMT Status Status changed to -
Mr. Khatker
FAD: 2693232
GRO
Location: Meanwood
issue:
- error: not connecting to data center
- node 04
- as per user he alread spoke with NBSC
- ref #: 822531
steps:
- did a hard reboot on the counter
- still getting the same error
- user id: GKH
- issue started Today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

Nina- Notes:
I6809136 - A7701255

Contact name: Dale
Telephone Number: GRO
FAD Code: 2693232
Location: Meanwood
Counter/s: 04
Node Affected: 04

Solution:
-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
-saying that it has flashing red light
-Dale compared it with the other counters, and the others has flashing green
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
-called MAC team and spoke to Calvin and informed him of what Dale has reported
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day
-called Dale and informed him, Dale acknowledged

****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****

Date:27-Feb-2015 13:41:35 User: Customer Call
From ATOSSDM12: 2015/02/27 13:39:29 GMT Status Status changed to -
Mr. Khatker
FAD: 2693232
GRO
Location: Meanwood
issue:
- error: not connecting to data center
- node 04
- as per user he alread spoke with NBSC
- ref #: 822531
steps:
- did a hard reboot on the counter
- still getting the same error
- user id: GKH
- issue started Today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

Nina- Notes:
I6809136 - A7701255

Contact name: Dale
Telephone Number: GRO
FAD Code: 2693232

Location: Meanwood
Counter/s: 04
Node Affected: 04

Description:

-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
-saying that it has flashing red light
-Dale compared it with the other counters, and the others has flashing green
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
-called MAC team and spoke to Calvin and informed him of what Dale has reported
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day
-called Dale and informed him, Dale acknowledged

****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****

Date:27-Feb-2015 13:43:36 User: Customer Call

From ATOSSDM12: 2015/02/27 13:41:22 GMT Log_Comment

Contact name: Dale

Telephone Number: GRO

FAD Code: 2693232

Location: Meanwood

Counter/s: 04

Node Affected: 04

Solution:

-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
-saying that it has flashing red light
-Dale compared it with the other counters, and the others has flashing green
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
-called MAC team and spoke to Calvin and informed him of what Dale has reported
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day
-called Dale and informed him, Dale acknowledged

ticket updated

bridged to fujitsu for a base unit replacement as advised by Calvin/MAC

Date:27-Feb-2015 14:01:05 User: Sudip Sur

[Start of Response]

Please note that the base unit swap will be a total waste of time and money.

The problem is in transaction Recovery software which we are currently looking at.

The work around is to delete this session from branch database which is causing this problem. But we need approval from Post Office in order to delete this session causing the problem.

The authorisation request was sent via ATOS but so far no response has been received.

Unless this session is deleted Node:4 will remain unusable.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Response was delivered to Consumer

Date:27-Feb-2015 14:31:32 User: Sudip Sur

[Start of Response]

Looking through the responses, I have just noticed that ATOS received a response (Date:2015-02-27 13:22:00) from Post Office Branch Support team and they are not willing to authorise to delete this session. They are suggesting Sub-postmaster should be authorisation. Unfortunately, this is a business issue and Post Office (POL) need to authorise this.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Response was delivered to Consumer

Date:27-Feb-2015 15:21:29 User: Customer Call

From ATOSSDM12: ---Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email chase from IM

Date:27-Feb-2015 15:47:05 User: Customer Call

From ATOSSDM12: ---Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Branch Support Team GRO

Date:27-Feb-2015 15:47:36 User: Customer Call

From ATOSSDM12: 2015/02/27 15:45:37 GMT Enquiry Received an email from Branch support Team saying that the Subposmaster is the one who can authorize the removal of transaction

Date:27-Feb-2015 15:53:07 User: Customer Call

From ATOSSDM12: 2015/02/27 15:51:32 GMT Log Comment Called Branch and spoke to KAM the sub-post master, but she was too busy Asked to call them back

Date:27-Feb-2015 15:57:09 User: Customer Call

From ATOSSDM12: ---Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Email to and from IM

Date:27-Feb-2015 16:03:00 User:Sudip Sur

[Start of Response]

As I have said earlier; Formal authorisation need to arrive from POL.
We are unable to delete txn session with PM's authorisation.

A TFS call A7711259 has been raised for this:

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified
Response was delivered to Consumer

Date:28-Feb-2015 13:01:21 User: Customer Call

From ATOSSDM12: 2015/02/28 12:53:09 GMT Log Comment Contact name: Dale

Telephone Number: GRO

FAD Code: 2693232

Location: Meanwood

Summary of Issue:

- I6809136 - A7701255

- A7711259

- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC

- No open ticket for Engineer call

- Called MAC for update

- Needs authorization from PM to delete the txn session

- Advised caller to provide the authorization via email

- Asked them to send an email authorization to GRO

- We need to forward the authorization to MAC for them to fix this

- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

Date:28-Feb-2015 13:01:22 User: Customer Call

From ATOSSDM12: 2015/02/28 12:59:37 GMT Enquiry Contact name: Dale

Telephone Number: GRO

FAD Code: 2693232

Location: Meanwood

Summary of Issue:

- I6809136 - A7701255

- A7711259

- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC

- No open ticket for Engineer call

- Called MAC for update

- Needs authorization from PM to delete the txn session

- Advised caller to provide the authorization via email

- Asked them to send an email authorization to GRO

- We need to forward the authorization to MAC for them to fix this

- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

Date:28-Feb-2015 13:53:30 User: Customer Call

From ATOSSDM12: 2015/02/28 13:49:15 GMT Enquiry -Kam called in reporting that she already sent us an email regarding the authorization to delete session.

-Told her that I will be forwarding their email now to MAC team to investigate.

-I checked the mailbox and Julius is now working on that.

Date:28-Feb-2015 14:04:31 User: Customer Call

From ATOSSDM12: 2015/02/28 14:02:52 GMT Enquiry Authentication:

Name: Martin - Area manager

Contact #: GRO

Branch: yes

FAD/Path code: 2693232 Meanwood PO

Issue:

-user called for reference number I6809136

-as per notes, needs authorization from PM to delete the txn session

-user is dissatisfied and needs this escalated

-user refused to have subpostmaster send an email and they just basically needs an engineer to assist on the site

-checked email logs, seems subpostmaster doesn't have an email for her to send this to

-called MAC team, spoke with Ross and relayed issue

-while awaiting for resolution, received an email via POSD mailbox from the subpostmaster and will just forward it to MAC team

-relayed caller the same

Date:28-Feb-2015 14:06:02 User: Customer Call

From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
email sent to MAC

Date: **28-Feb-2015 15:41:12** User: Customer Call
From ATOSSDM12: ----Attachement regarding call A7711259 I6809136.msg ---
Update from MAC

Date: **28-Feb-2015 15:42:43** User: Customer Call
From ATOSSDM12: 2015/02/28 15:40:07 GMT Enquiry Email received from MAC providing update

Date: **28-Feb-2015 16:17:16** User: Customer Call
From ATOSSDM12: 2015/02/28 16:12:00 GMT Enquiry -Jess called in for I6809136, she is chasing for an update.
-Told her that it's already been sent to our Software team, as per the latest update they advised us to get POL to authorize the Fujitsu to delete the session which we already have done and now awaiting for the response.
-Jess understood.

Date: **28-Feb-2015 16:21:51** User: Customer Call
From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Authorization to delete session.msg ---
Sent email to Branch Support; copied IM and Sandie Bothick

Date: **28-Feb-2015 16:23:53** User: Customer Call
From ATOSSDM12: 2015/02/28 16:20:49 GMT Log Comment Polly received email from MAC to get email authorization from POL; sent them the authorization from PM as required by Branch Support; Sent email to Branch Support copied IM and Sandie Bothick seeking assistance on how to proceed with a resolution (email attached)

Date: **28-Feb-2015 16:53:28** User: Customer Call
From ATOSSDM12: 2015/02/28 16:51:01 GMT Log Comment PM called in and is asking on how they should proceed. Told caller that Fujitsu needs authorization to move forward and we already sent an email to branch Support and IM to know which authorization is needed.

Date: **02-Mar-2015 08:53:22** User: Customer Call
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - RC.msg ---
Email from MAC

Date: **02-Mar-2015 08:54:23** User: Customer Call
From ATOSSDM12: 2015/03/02 08:52:17 GMT Log Comment - received an email from MAC.
- sent an email to Nick Khatker requesting for the information needed by MAC.

Date: **02-Mar-2015 09:20:05** User: Customer Call
From ATOSSDM12: 2015/03/02 09:17:11 GMT Log Comment Bill called in to chase for a resolution. informed the user that an email was sent to the PM (Nick Khatker) requesting for the Session ID number to be identified.

Date: **02-Mar-2015 09:20:42** User: Sudip Sur
Target Date/Time updated: new value is 16/03/2015 18:39
[Start of Response]
Increasing the forecast date as we are still waiting for POL authorisation.
[End of Response]
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified
Response was delivered to Consumer

Date: **02-Mar-2015 09:26:08** User: Sudip Sur
[Start of Response]
I have already supplied the sessionId and transactionId earlier in this call.
Please advise ATOS that we need formal POL authorisation and NOT sub-postmasters authorisation. We can not accept Sub-postmaster's authorisation to delete txn session.
A separate TFS call A7711259 has also been raised for ATOS for this.
[End of Response]
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified
Response was delivered to Consumer

Date: **02-Mar-2015 12:33:29** User: Customer Call
From ATOSSDM12: 2015/03/02 12:30:36 GMT Log Comment Dale called in asking for an update
Checked email and have seen a confirmation from the Subpostmaster
Although MAC needed confirmation from POL themselves not from sub post master
Already checked with service management/reference data and branch support but as they have stated this needs to be authorized by the sub post master
forwarded authentication to MAC team

Date:02-Mar-2015 12:33:59 User: Customer Call
From ATOSSDM12: ----Attachement FW I6809136A7701255 authorisation to delete session.msg ---
Email to MAC forwarding Authentication

Date:02-Mar-2015 17:51:17 User: Customer Call
From ATOSSDM12: 2015/03/02 17:49:34 GMT Log Comment From: Brearley, Sharon
Sent: Monday, March 02, 2015 11:16 PM
To: Rebecca Barker; ITSupplierManagement
Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice Incident Management; Thomas, Ian
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center
Hi Rebecca
I have referred this matter to our Operations Security Manager to raise with POL Security as I have not seen any documented process to support this and I'm not comfortable Atos Desk taking instruction from a branch to remove transactions as I'm unsure we are authorised to do this ? for example how would we even validate who the PM is. With all the issues relating to Second Sight, I just want to make sure we have an agreed process that POL Security have agreed to. In the meantime, if this is an existing process, can you provide me with a copy please.
Many thanks, Sharon

Sharon Brearley
Service Manager ? Post Office

M. [REDACTED] GRO
[REDACTED] GRO
Longfields Court
Middleswoods Way
Wharncliffe Business Park
Carlton
Barnsley, S71 3GN
www.atos.net

From: Branch Support Team; [REDACTED] GRO
Sent: Friday, February 27, 2015 1:18 PM
To: IT-Solutions R SMC PostOffice Incident Management; Branch Support Team
Cc: Post Office Service Desk; ITSupplierManagement; POLServiceManagement ; Brahmhatt, Rina; Brearley, Sharon; Rebecca Barker
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center
All,
Please see reply from Rebecca Barker sent 26/02.

Hi SM
The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.
We cannot authorise
Regards
Rebecca

Date:02-Mar-2015 21:58:36 User: Customer Call
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email from Rebecca

Date:02-Mar-2015 22:17:08 User: Customer Call
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email from Rebecca

Date:02-Mar-2015 23:51:49 User: Customer Call
From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email from Ian

Date:03-Mar-2015 08:46:53 User: Sudip Sur
[Start of Response]
I am returning this call back as POL have not formally authorise to remove this session.

[End of Response]
Response code to call type L as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:03-Mar-2015 08:46:53 User: Sudip Sur
CALL PC0241242 closed: Category 68 Type L

Date:03-Mar-2015 08:46:53 User: Sudip Sur
Defect cause updated to 42 -- Gen - Outside Program Control

Date:03-Mar-2015 08:48:05 User: Customer Call
Call Reference:A7701255 Withdrawn by Consumer
Transfer Group from 'POA-FJ-PEAK' to 'POA-FJ-Service Desk'

Date:04-Mar-2015 15:11:44 User: Customer Call
CALL PC0241242 reopened by Customer Call

Date:04-Mar-2015 15:11:44 User: Customer Call
Transfer Note: Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'

Mr. Khatker
EAD: 2693232

GRO

Location: Meanwood

issue:

- error: not connecting to data center
- node 04
- as per user he already spoke with NBSC
- ref #: 822531

steps:

- did a hard reboot on the counter
- still getting the same error
- user id: GKH[RELEVANT]
- issue started today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

Incident History:

2015-02-23 18:15:37 [POA-HDI]
INIT : Create a new request/incident/problem/change/issue

2015-02-23 18:15:38 [POA-HDI]
zneut_en_poa : Transfer Notification

2015-02-23 18:15:38 [POA-HDI]
zneun_en_poa : Open Notification

2015-02-23 18:23:00 [Millman, Emma]
HDIoutSTU : User ID : GKH[RELEVANT]
Time: 18:27
Date: 23/02/2015
Node: 4

PM has advised the following happens when he logs in to node 4.

A recovery message. appears advising a failure occurred during a previous session.

PM presses continue - Recovery details:

Cash withdrawal 00-269323-4-4536297-1
PAN 633641*****0508
Date/Time: 23/02/2015 10:46:21
Stock unit: E1
User: DSI[RELEVANT]

PM advised they gave the customer f140, so PM presses yes.

Start recovery process, 'Horizon was processing a health lottery transaction when the system went down.'

This transaction will now be cancelled by the health lottery.

PM presses ok.

PM then receives the following message: 'Void not confirmed, recovery process was unsuccessful the cancel of the health lottery transaction cannot be confirmed. No further action is required.'

PM presses enter and it logs him out.

2015-02-23 18:36:00 [Millman, Emma]
HDIoutSTU : I think SSC KEL surs1034R may apply to this issue, but not entirely sure as the recovery details say it was a cash withdrawal. The following message the PM gets when doing the recovery says it is a health lottery transaction - 'Horizon was processing a health lottery transaction when the system went down.'

2015-02-23 18:39:28 [Millman, Emma]
zneut_en_poa : Transfer Notification

2015-02-23 18:40:12 [Tfs Connector]
HDIinACK : Provider Ref: PC0241242

2015-02-24 08:52:15 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sarah English:Reference Added: SSCKEL surs1034R

2015-02-24 08:52:47 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sarah English:Call routed to Team:EDSC Member:Sudip Sur

2015-02-24 09:51:55 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/24 09:51:04 GMT Log Comment Summary of Issue: Status Update - I6809136

Recommendation:

- User called in asked for the status update
- Called Mac Team, spoke Calvin. He informed its still under investigation
- User acknowledge and will call with an hour

2015-02-24 10:41:02 [Tfs Connector]

HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:This call is identical to another incident which is currently being investigated by development.

According to counter log, there were two transactions in the session 4-520273.

1. Health Lottery txn 00-269323-4-4536296 -1
2. Banking txn 00-269323-4-4536297 -1

The settlement failed due to poor communication with the data centre (Network issue) and user was logged out by the system.

When the user logged back in, the recovery kicked-in. But the recovery of the Health Lottery txn 00-269323-4-4536296 -1 failed. As the recovery failed, user was/in unable to logon to Node:4.

I have asked POL (via ATOS) to authorise us to remove the Health Lottery txn 00-269323-4-4536296 -1 which is preventing successful recovery. It is not clear when (if) authorisation will arrive. Until then Node:4 will NOT be usable.

2015-02-24 12:31:49 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/24 12:28:47 GMT Log_Comment User callback chased for update.

Informed user still waiting authorization to remove the health lottery transaction.

User informed she will callback one hour later chase for update

2015-02-24 14:44:37 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/24 14:43:49 GMT Log_Comment Contact name: Kam

Telephone Number:

FAD Code: 269323

Location: Meanwood

Summary of Issue: Status Update - I6809136

Recommendation:

- User callback chased for update.

- Informed user still waiting authorization to remove the health lottery transaction.

- User informed she will callback one hour later chase for update

2015-02-24 17:20:10 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/24 17:18:00 GMT Log_Comment Received a call from Kam, wants to know update regarding the incident.

Informed User that there is no further update and advised to call back later

User hang up.

2015-02-24 19:20:43 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/24 19:19:30 GMT Log_Comment - Received an update from Sandie

- attached update

2015-02-24 19:21:14 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement A7711259 - I6809136 .msg ---

Update from Sandie Bothick

2015-02-24 19:25:05 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from IM

2015-02-24 19:27:25 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from IM

2015-02-24 19:29:03 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE A7711259 - I6809136 .msg ---

Email from Sandie

2015-02-25 10:29:33 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/25 10:25:15 GMT Log_Comment -User called back to chased for update

-Called MAC team, informed an update

-Informed user still waiting for while a recovery performed on node 4.

2015-02-25 13:20:16 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/25 13:17:23 GMT Log_Comment - Post Mistress rung to chase the call

- Advised PM that the call is still currently being investigated by the development team

- PM wish to speak with a Manager

- PM stated that it's been 3 days now and they dont know where the money from the Health Lottery and Bank Tarnsaction went through

2015-02-25 13:29:12 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/25 13:23:22 GMT Log_Comment SUP NOTE

spoke with Mrs. Khatker

caller inquiring how to proceed with the transaction

she has an option to select yes or no

advised caller that for transaction inquiry needs to contact NBSC

advised caller will assist her with the chasing the resolution from the Fujitsu

asked permission to place the call on hold to contact MAC

called MAC spoke with Mary

clarified update on the incident

Mary advised that it was provided on the email thread

checked attached email - last email came from Sandie Bothick and confirming if authorization request had been made to POL

clarified who should be making this request as email is sent to IM and MAC and POSD is only cc

Mary advised that POSD should be the one sending the request to POL

went back to the caller but caller no longer on the line

called back twice at **GRO** but line was busy

advised agent to send email to POL for authorization request

2015-02-25 13:29:14 [POA-HDI]

HDIoutADD : From ATOSSDM12: -

---Attachement LJ I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Mail to [REDACTED] GRO

2015-02-25 13:32:23 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/25 13:31:39 GMT Log_Comment - Supervisor's conversation with PM got cut-off

- Tried ringing the branch back however line is busy

- As per Supervisor's conversation with Mary from FJS MAC;

POL authorization is needed for FJS to remove the

Health Lottery txn 00-269323-4-4536296 -1

- This Health Lottery TXN is preventing successful recovery of node 4

- Counter on node 4 will not be useable until the said txn log is remove

- Sent email to [REDACTED] GRO requesting approval/authorization for FJS to remove the said Health Lottery txn log

2015-02-25 13:55:13 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/25 13:44:33 GMT Log_Comment Mrs. Khatker following up the ticket

-Informed her that we sent an authorization request to the reference data team so that Fujitsu can start working on the issue. Caller is a bit concerned since issue started Monday and it's already 3 days. She is asking if we could provide an ETA for the authorization.

-told user that we do not have an ETA but once the authorization is received we will forward it to fujitsu as soon as possible, also we can contact her if she wants.

-Caller said that she will call the helpdesk every hour or two, to get an update on the ticket.

-also Mrs. Khatker is requesting for a follow up email to be sent, told user that we can update the ticket

2015-02-26 09:56:45 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Response from Reference Data team.

2015-02-26 10:16:14 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Forwarded to POL servicemanagement team.

2015-02-26 12:13:12 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/26 12:11:07 GMT Log_Comment - Dale called for update.

- Told him that we are still waiting for POLSM reply to the email that was sent to them.

2015-02-26 13:24:53 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center from POLSM.msg --- Email from POLSM raising to Branch support team.

2015-02-26 13:52:32 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/26 13:51:01 GMT Log_Comment Received an email from POLSM raising the authorisation to Branch support team.

2015-02-26 17:26:56 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/26 17:25:45 GMT Log_Comment Name: Dale

Contact: [REDACTED] GRO

FAD Code: 2693232

Location: Meanwood

Node: 04

Summary: Status Call - I6809136 | A7701255

Issue:

- User is unable to login on Node 04 since 23/02/2015

- User is calling for an update for his login issue

- Advice user still awaiting response form the Branch Support team for authorisation

2015-02-26 17:56:48 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/26 17:55:49 GMT Log_Comment Name: Dale

Contact: [REDACTED] GRO

FAD Code: 2693232

Location: Meanwood

Node: 04

Summary: Status Call - I6809136 | A7701255

Issue:

- User called back again for update and is getting frustrated

- Advice Dale that SD is unable to provision a timeframe for the Fix

- Advice Dale still awaiting response for authorisation to come thru

- Advice Dale, once the issue is sorted. He will be contacted.

- Apologies for the delay

2015-02-27 09:03:24 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/27 09:01:44 GMT Log_Comment User called to follow up the issue

Advised that we are still waiting for an update as well and will contact him as soon as we got one User agreed but requesting for it to be resolved as soon as possible

2015-02-27 13:11:23 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/27 13:10:39 GMT Log_Comment Chased Branch support team.

2015-02-27 13:21:43 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/27 13:20:31 GMT Log_Comment Update from Branch Support team:

Please see reply from Rebecca Barker sent 26/02.

Hi SM

The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.

We cannot authorise

Regards

Rebecca

2015-02-27 13:23:18 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/02/27 13:22:04 GMT Log_Comment Requested Service Desk to help gain the suthorization fro the sub

postmaster.

2015-02-27 13:36:55 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/27 13:36:11 GMT Status Status changed to -
Mr. Khatker
FAD: 2693232

GRO
Location: Meanwood
issue:
- error: not connecting to data center
- node 04
- as per user he already spoke with NBSC
- ref #: 822531

steps:
- did a hard reboot on the counter
- still getting the same error
- user id: GKH [RELEVANT]
- issue started today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

Nina- Notes:
I6809136 - A7701255

Contact name: Dale
Telephone Number: [RELEVANT] GRO
FAD Code: 2693232
Location: Meanwood
Counter/s: 04
Node Affected: 04

Solution:
-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
-saying that it has flashing red light
-Dale compared it with the other counters, and the others has flashing green
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
-called MAC team and spoke to Calvin and informed him of what Dale has reported
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no later than end of day
-called Dale and informed him, Dale acknowledged

****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****

2015-02-27 13:40:32 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/27 13:39:29 GMT Status Status changed to -
Mr. Khatker
FAD: 2693232

GRO
Location: Meanwood
issue:
- error: not connecting to data center
- node 04
- as per user he already spoke with NBSC
- ref #: 822531

steps:
- did a hard reboot on the counter
- still getting the same error
- user id: GKH [RELEVANT]
- issue started today (02/24/15) at 4:30PM
- keystrokes: login>recovery screen>error
- TP: 12; BP: 01; SU: E1

Nina- Notes:
I6809136 - A7701255

Contact name: Dale
Telephone Number: [RELEVANT] GRO
FAD Code: 2693232
Location: Meanwood
Counter/s: 04
Node Affected: 04

Description:
-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
-saying that it has flashing red light
-Dale compared it with the other counters, and the others has flashing green
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
-called MAC team and spoke to Calvin and informed him of what Dale has reported
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no later than end of day
-called Dale and informed him, Dale acknowledged

****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****

2015-02-27 13:42:37 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/27 13:41:22 GMT Log Comment

Contact name: Dale
Telephone Number: [GRO]
FAD Code: 2693232
Location: Meanwood
Counter/s: 04
Node Affected: 04

Solution:
-called in regarding the black box where in you insert a floppy disk and has an intel inside sticker (base unit) under node 4
-saying that it has flashing red light
-Dale compared it with the other counters, and the others has flashing green
-wanted an engineer visit to replace it, saying that this might be the reason why he can't use the counter
-called MAC team and spoke to Calvin and informed him of what Dale has reported
-was advised to change the ticket to a base unit replacement and is for an engineer visit tomorrow, no late than end of day
-called Dale and informed him, Dale acknowledged

ticket updated
briedged to fujitsu for a base unit replacement as advised by Calvin/MAC

2015-02-27 14:01:24 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:Please note that the base unit swap will be a total waste of time and money.

The problem is in transaction Recovery software which we are currently looking at.

The work around is to delete this session from branch database which is causing this problem. But we need approval from Post Office in order to delete this session causing the problem.

The authorisation request was sent via ATOS but so far no response has been received.

Unless this session is deleted Node:4 will remain unusable.

2015-02-27 14:32:00 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:Looking through the responses, I have just noticed that ATOS received a response (Date:2015-02-27 13:22:00) from Post Office Branch Support team and they are not willing to authorise to delete this session. They are suggesting Sub-postmaster should be authorisation. Unfortunately, this is a business issue and Post Office (POL) need to authorise this.

2015-02-27 15:20:55 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email chase from IM

2015-02-27 15:46:31 [POA-HDI]
HDIoutADD : From ATOSSDM12: ---Attachement RE I6809136 A7701255 -- Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email from Branch Support Team [GRO]

2015-02-27 15:47:04 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/27 15:45:37 GMT Enquiry Received an email from Branch support Team saying that the Subposmaster is the one who can authorize the removal of transaction

2015-02-27 15:52:28 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/27 15:51:32 GMT Log Comment Called Branch and spoke to KAM the sub-post master, but she was too busy
Asked to call them back

2015-02-27 15:56:34 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email to and from IM

2015-02-27 16:03:19 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:As I have said earlier; Formal authorisation need to arrive from POL.
We are unable to delete txn session with PM's authorisation.

A TFS call A7711259 has been raised for this:

2015-02-28 13:00:58 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 12:53:09 GMT Log Comment Contact name: Dale
Telephone Number: [GRO]
FAD Code: 2693232

Location: Meanwood
Summary of Issue:
- I6809136 - A7701255
- A7711259
- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC
- No open ticket for Engineer call
- Called MAC for update
- Needs authorization from PM to delete the txn session
- Advised caller to provide the authorization via email
- Asked them to send an email authorization to [GRO]
- We need to forward the authorization to MAC for them to fix this
- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

2015-02-28 13:00:59 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 12:59:37 GMT Enquiry Contact name: Dale
Telephone Number: [GRO]
FAD Code: 2693232

Location: Meanwood
Summary of Issue:

- I6809136 - A7701255
- A7711259
- Caller is expecting an Engineer from Fujitsu to fix the base unit as advised by NBSC
- No open ticket for Engineer call
- Called MAC for update
- Needs authorization from PM to delete the txn session
- Advised caller to provide the authorization via email
- Asked them to send an email authorization to [REDACTED] GRO
- We need to forward the authorization to MAC for them to fix this
- Once you POSD receives the email, please send to MAC and provide the reference numbers and ask them to provide an update to the caller

2015-02-28 13:53:16 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 13:49:15 GMT Enquiry -Kam called in reporting that she already sent us an email regarding the authorization to delete session.
-Told her that I will be forwarding their email now to MAC team to investigate.
-I checked the mailbox and Julius is now working on that.

2015-02-28 14:03:39 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 14:02:52 GMT Enquiry Authentication:
Name: Martin - Area manager
Contact #: [REDACTED] GRO
Branch: yes
FAD/Path code: 2693232 Meanwood PO
Issue:
-user called for reference number I6809136
-as per notes, needs authorization from PM to delete the txn session
-user is dissatisfied and needs this escalated
-user refused to have subpostmaster send an email and they just basically needs an engineer to assist on the site
-checked email logs, seems subpostmaster doesn't have an email for her to send this to
-called MAC team, spoke with Ross and relayed issue
-while awaiting for resolution, received an email via POSD mailbox from the subpostmaster and will just forward it to MAC team
-relayed caller the same

2015-02-28 14:05:14 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
email sent to MAC

2015-02-28 15:40:41 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement regarding call A7711259 I6809136.msg ---
Update from MAC

2015-02-28 15:42:15 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 15:40:07 GMT Enquiry Email received from MAC providing update

2015-02-28 16:16:31 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 16:12:00 GMT Enquiry -Jess called in for I6809136, she is chasing for an update.
-Told her that it's already been sent to our Software team, as per the latest update they advised us to get POL to authorize the Fujitsu to delete the session which we already have done and now awaiting for the response.
-Jess understood.

2015-02-28 16:21:06 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136 A7701255 - Meanwood Branch - Authorization to delete session.msg ---
Sent email to Branch Support; copied IM and Sandie Bothick

2015-02-28 16:23:08 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 16:20:49 GMT Log_Comment Polly received email from MAC to get email authorization from POL; sent them the authorization from PM as required by Branch Support; Sent email to Branch Support copied IM and Sandie Bothick seeking assistance on how to proceed with a resolution (email attached)

2015-02-28 16:53:07 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/02/28 16:51:01 GMT Log_Comment PM called in and is asking on how they should proceed. Told caller that Fujitsu needs authorization to move forward and we already sent an email to branch Support and IM to know which authorization is needed.

2015-03-02 08:11:00 [Wilcock, Jacqueline Denise]
LOG : Authorisation request has been received fro the Pm - see attachment.

2015-03-02 08:52:29 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - RC.msg ---
Email from MAC

2015-03-02 08:53:32 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/02 08:52:17 GMT Log_Comment - received an email from MAC.
- sent an email to Nick Khatker requesting for the information needed by MAC.

2015-03-02 09:19:35 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/02 09:17:11 GMT Log_Comment Bill called in to chase for a resolution. informed the user that an email was sent to the PM (Nick Khatker) requesting for the Session ID number to be identified.

2015-03-02 09:21:21 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:Increasing the forecast date as we are still waiting for POL authorisation.

2015-03-02 09:27:07 [Tfs Connector]
HDIoutSTU : From PINICL: Update by Sudip Sur:Category 38 -- Pending -- Potential Problem Identified:I have already supplied the sessionId and transactionId earlier in this call.
Please advise ATOS that we need formal POL authorisation and NOT sub-postmasters authorisation. We can not accept Sub-postmaster's authorisation to delete txn session.

A separate TFS call A7711259 has also been raised for ATOS for this.

2015-03-02 12:33:10 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/02 12:30:36 GMT Log_Comment Dale called in asking for an update

Checked email and have seen a confirmation from the Subpostmaster

Although MAC needed confirmation from POL themselves not from sub post master

Already checked with service management/reference data and branch support but as they have stated this needs to be authorized by the sub post master

forwarded authentication to MAC team

2015-03-02 12:33:47 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement FW I6809136A7701255 authorisation to delete session.msg ---

Email to MAC forwarding Authentication

2015-03-02 14:06:00 [Wilcock, Jacqueline Denise]

LOG : Update from Atos

Good afternoon,

Regarding your advice on the incident I6809136/A7701255

asked to get POL to formally authorise Fujitsu to delete this Health Lottery session so that office is able to use Node:4 again. This will enable the office to use Node:4 again quickly.

If nothing is done then after 5 days both txns will enter into failed transaction state and will have to be removed manually.

Please advise POL that POA Development investigations lead us to believe that the AP_ADC Script developed in Post Office domain may be the underlying cause of the issue.

2015-03-02 17:50:41 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/02 17:49:34 GMT Log_Comment From: Brearley, Sharon

Sent: Monday, March 02, 2015 11:16 PM

To: Rebecca Barker; ITSupplierManagement

Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; Branch Support Team; IT-Solutions R SMC PostOffice

Incident Management; Thomas, Ian

Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi Rebecca

I have referred this matter to our Operations Security Manager to raise with POL Security as I have not seen any documented process to support this and I'm not comfortable Atos Desk taking instruction from a branch to remove transactions as I'm unsure we are authorised to do this ? for example how would we even validate who the PM is. With all the issues relating to Second Sight, I just want to make sure we have an agreed process that POL Security have agreed to. In the meantime, if this is an existing process, can you provide me with a copy please.

Many thanks, Sharon

Sharon Brearley

Service Manager ? Post Office

GRO

GRO

Longfields Court

Middleswoods Way

Wharncliffe Business Park

Carlton

Barnsley, S71 3GN

www.atos.net

From: Branch Support Team [GRO]

Sent: Friday, February 27, 2015 1:18 PM

To: IT-Solutions R SMC PostOffice Incident Management; Branch Support Team

Cc: Post Office Service Desk; ITSupplierManagement; POLServiceManagement ; Brahmhatt, Rina; Brearley, Sharon; Rebecca Barker

Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

All,

Please see reply from Rebecca Barker sent 26/02.

Hi SM

The process for this type of issue is that the authorisation for this is to be gained from the subpostmaster only.

We cannot authorise

Regards

Rebecca

2015-03-02 21:57:55 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Rebecca

2015-03-02 22:16:38 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Rebecca

2015-03-02 23:51:15 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---

Email from Ian

2015-03-03 08:47:27 [Tfs Connector]

HDIinSRS : Provider Ref: PC0241242

Resolution Details: Update by Sudip Sur:Category 68 -- Final -- Administrative Response:I am returning this call back as POL have not formally authorise to remove this session.

2015-03-03 08:47:28 [POA-HDI]

zneur_en_poa : Status changed from 'Acknowledged' to 'Resolved'

2015-03-03 08:47:28 [POA-HDI]
RE : Status changed from 'Acknowledged' to 'Resolved'

2015-03-03 10:10:18 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 10:08:54 GMT Log Comment Dale called in to make a follow up for ticket I6809136, at the onset of the call, he is already upset, he said that his system has been down since last week and it is unacceptable, he would like to speak with a sup, deescalate the call, would like to received a callback around 12:30 from a sup, consulted PA April for updates

2015-03-03 10:23:44 [Watts, James Marcus]
zneut_en_poa : Transfer Notification

2015-03-03 10:37:00 [Watts, James Marcus]
HDIoutSTU : Atos called ofr the latest update, given latest update from PEAK

2015-03-03 10:43:41 [Cowie, Ross Silverstone]
zneut_en_poa : Transfer Notification

2015-03-03 11:03:43 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 11:02:31 GMT Enquiry Name: KAM
Contact: **GRO**
GRO
FAD Code: 2693232
Location: Meanwood
Node: 04
Summary: Status Call - I6809136 | A7701255
Issue:
- Kam called in for an update for the Incident
- Advice Kam that the Software team is still awaiting for authorization to delete session
- Advice that the team is still awaiting for response for POL
- PM is pressing that she needs the incident resloved as soon as possiable
- Advice will update the Log and keep the team aware for her concerns

2015-03-03 11:24:20 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- email by April Padilla in which POSD was copied

2015-03-03 12:07:24 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 12:04:34 GMT Log Comment - Supervisor Log
- Spoke with Ian H. of Service Management (Incident was endorsed to him by Ian Thomas)
- Lync Conversation
Humphries, Ian 7:01 PM
I've asked Fujitsu if they would accept a note from POL to say we have delegated authority.
they need to check with their Security team
- Call branch, spoke with KAM
- Provided the update from Ian H.
- PM is not yet satisfied with the update
- Apologized to PM for the delay and informed her that I will give her another call within the day for updates

2015-03-03 12:38:20 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 12:36:01 GMT Log Comment Martin (manager of KAM)
269323 - Meanwood
07540642308
user calling in for reference I6809136
advised Martin that this has been already escalated to POLservicemanagement and they are the ones currently looking into getting an approval from POL for the authorization to delete the specific transaction.
Advised him that the update would be given within the day.
EU not happy to hear about the update.
advised that this has already been highlighted at the servicedesk and the Polservicemanagement team already as soon as an update is available the desk will contact both of them.

2015-03-03 14:21:58 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 14:20:31 GMT Log Comment Received Email from Ian thomas, addressed to Ian Humphries

2015-03-03 14:26:52 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - Email from Ian Thomas.msg ---
Email from ian thomas, addressed to ian humphries

2015-03-03 17:17:45 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 17:13:47 GMT Log Comment - Called PM and advised them that ATOS is still chasing POL for the approval
- Lync conversation with Ian H.
Humphries, Ian 10:42 PM
Just spoke to Rebecca Barker who has been in touch with a POL contact. They are asking for details of the transaction.
I sent over the information provided by Fujitsu but will see if there is anything further in the incident log.
Hopefully I can get someone in POL to authorise.
- PM is asking for an ETA, apologized to PM that we can't provide an ETA because the approval will come from POL and it is already out of our hand BUT advised her that will continue chasing this ticket POL
- Will update PM tom

2015-03-03 17:18:48 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/03 17:17:33 GMT Log Comment - Called Martin (manager of KAM)
269323 - Meanwood
GRO
- No answer

2015-03-04 11:02:24 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/04 10:59:31 GMT Log Comment Received mail from Sandie B (Fujitsu SDM) as below:
Can you please chase POL for authorisation to delete the transactions ? the PM is constantly chasing out 4th line support time
Can you treat this as an escalation and provide an update to the PM on your actions to get this resolved

Fujitsu requested to escalate the call.

2015-03-04 11:08:02 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 10:59:31 GMT Log_Comment Received mail from Sandie B (Fujitsu SDM) as below:
Can you please chase POL for authorisation to delete the transactions ? the PM is constantly chasing out 4th line support time
Can you treat this as an escalation and provide an update to the PM on your actions to get this resolved
Fujitsu requested to escalate the call.

2015-03-04 11:14:12 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:13:02 GMT Log_Comment Chased Service Management and Ian H for updates.

2015-03-04 11:21:21 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:19:56 GMT Log_Comment Jackie from Fujitsu MAC called in to chase the ticket. Asked for advise from TL Eden and she spoke with Jackie and explained the current status

2015-03-04 11:22:27 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement A7711259I6815009 - From MAC.msg ---
Email update from MAC, this is already with POLservicemanagement team

2015-03-04 11:35:37 [POA-HDI]

HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Email sent to Atos Service Manager and Ian T. chasing the approval from POL

2015-03-04 11:38:31 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:36:35 GMT Log_Comment - Spoke with Jacquie
- Atos is still awaiting for the approval from POL
- Sent an email to Atos Service Managers to request assistance in chasing the approval needed
- See attached email for reference

2015-03-04 11:48:08 [POA-HDI]

HDIoutADD : From ATOSSDM12: 2015/03/04 11:47:01 GMT Log_Comment From: Brearley, Sharon
Sent: Wednesday, March 04, 2015 5:13 PM
To: CASTRO, Eden; Thomas, Ian; PADILLA, April
Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; IT-Solutions R SMC PostOffice Incident Management;
LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle; Humphries, Ian; Egan, James
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center
Eden
This has been escalated to Post Office via Ian Humphries yesterday, Atos are awaiting response but the issue seems to be that POL do not seem to be able to confirm who this responsibility sits with hence the delay.
Regards, Sharon

Sharon Brearley
Service Manager ? Post Office
M: **GRO**
GRO
Longfields Court
Middleswoods Way
Wharncliffe Business Park
Carlton
Barnsley, S71 3GN
www.atos.net

From: CASTRO, Eden
Sent: Wednesday, March 04, 2015 11:33 AM
To: Thomas, Ian; PADILLA, April; Brearley, Sharon; Humphries, Ian; Egan, James
Cc: Post Office Service Desk; POLServiceManagement ; Brahmhatt, Rina; IT-Solutions R SMC PostOffice Incident Management;
LOMATAO, Mel; GALICIA, Lucky; Brady, Danielle
Subject: RE: I6809136 / A7701255 - Meanwood Branch - Unable to Connect to the Data Center

Hi, all.
The desk received a call from FJS Team, they are chasing the approval from POL so that they can proceed with deleting the session. The PM keeps on calling them for an update.
@James, can you please help us chasing the approval from Rebecca Barker since Ian H is out today? As per my last conversation with Ian yesterday, he is coordinating with her for the approval.

Thank You.
Regards,

Ma. Eden B. Castro
Service Desk ? Team Manager
M: **GRO**

2015-03-04 14:46:32 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg ---
Received approval from POL

2015-03-04 14:48:41 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/04 14:47:04 GMT Log_Comment - Received approval from POL
- We will contact FJS to proceed with deleting the transaction

2015-03-04 15:00:17 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/03/04 14:57:40 GMT Log_Comment -
Received email from Sharon Brearley of POLServiceManagement Team
Advised that the authorization has been provided by POL
-Forwarded the authorization to Fujitsu/MAC
Please see attached file

2015-03-04 15:00:18 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center - Email
from Sharon Brearley with POL Authorization.msg ---
Email from Sharon Brearley with POL Authorization

<p>--- 2015-03-04 15:04:30 [POA-HDI] HDloutADD : From ATOSSDM12: 2015/03/04 15:02:55 GMT Log_Comment called MAC spoke to MANpreet team to informed him that we sent the authorization. --- 2015-03-04 15:10:00 [Dhillon, Manpreet Singh] LOG : Email sent to SSC duty mail box with authorisation to delete session. --- 2015-03-04 15:11:04 [Dhillon, Manpreet Singh] zneut_en_poa : Transfer Notification Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'</p>
<p>Date:04-Mar-2015 15:25:08 User:Adam Woodley Evidence Added - Email sent to SSC DM with approval to delete session</p>
<p>Date:04-Mar-2015 15:45:59 User:Customer Call From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Email from IM.</p>
<p>Date:04-Mar-2015 16:17:15 User:Customer Call From ATOSSDM12: ----Attachement Lj - I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Eden Castro's email to; Thomas, Ian <[redacted]>; PADILLA, April <[redacted]>; Brearley, Sharon &lt;[redacted]>; Humphries, Ian & [redacted]; Egan, James &lt;[redacted]></p>
<p>Date:04-Mar-2015 16:30:08 User:Sudip Sur The Call record has been assigned to the Team Member: Sudip Sur Progress was delivered to Consumer</p>
<p>Date:04-Mar-2015 17:32:13 User:Customer Call From ATOSSDM12: 2015/03/04 17:29:35 GMT Log_Comment -attached email update from problem management to IM, service management at POSD OPS: Good Afternoon, FYI ? The PR ref for this is GY:P6335678. Could you please provide us with the following details so that we can request Fujitsu to raise a corresponding PR ticket.</p> <ul style="list-style-type: none"> · Date and time of first incident detected · Description of symptoms · Volumes of incidents · business area(s) impacted · Affected service(s) · Details of current workaround in place · A list of all incident references for both ongoing and closed tickets <p>Kind Regards, Robert Shaw Robert Shaw Problem Analyst</p>
<p>Date:04-Mar-2015 17:34:14 User:Customer Call From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- email from Problem mgmt to all</p>
<p>Date:04-Mar-2015 22:48:41 User:Customer Call From ATOSSDM12: ----Attachement RE I6809136 A7701255 - Meanwood Branch - Unable to Connect to the Data Center.msg --- Email from IM</p>
<p>Date:05-Mar-2015 08:45:17 User:Sudip Sur Target Date/Time updated: new value is 13/03/2015 18:39 [Start of Response] Investigating [End of Response] Response code to call type L as Category 40 -- Pending -- Incident Under Investigation Response was delivered to Consumer</p>
<p>Date:05-Mar-2015 12:46:06 User:Customer Call From ATOSSDM12: 2015/03/05 12:44:36 GMT Log_Comment From: Ibrahim Kizildag [mailto:[redacted]] Sent: Thursday, March 05, 2015 6:01 PM To: ITSupplierManagement; IT-Solutions Post Office complaints ; IT-Solutions R SMC PostOffice Incident Management Cc: Humphries, Ian Subject: RE: Meanwood Post Office- Branch Code2693232 Hi Rebecca; I copied complaints at atos because originally I sent this complaint to them and branch and I didn't receive a response. Kind Regards;</p>

Ibrahim Kizildag Team Leader

NBSC
Dearne House
Cortonwood Drive
Brampton
Barnsley
S73 0UF
Phone Number: [GRO]
[GRO]

From: ITSupplierManagement
Sent: 05 March 2015 12:05
To: Ibrahim Kizildag; [GRO] IT-Solutions R SMC PostOffice Incident Management
Cc: Ian Humphries
Subject: RE: Meanwood Post Office- Branch Code2693232

Hi Ib
I'm not sure why you have copied complaints into the mail, this is currently with the incident management team. Anne Allaker has agreed for the transaction to be cleared.
IM please could you keep the branch updated

Becks
From: Ibrahim Kizildag
Sent: 05 March 2015 11:17
To: [GRO]
Cc: ITSupplierManagement
Subject: RE: Meanwood Post Office- Branch Code2693232

Hi Rebecca and Paula;
Branch haven't had any response and their terminal is still down and PM said it has been down last two weeks, PM is not happy and she said she is losing customers and wants a solution asap. I also haven't had any response from ATOS also.

Kind Regards;
Ibrahim Kizildag Team Leader

NBSC
Dearne House
Cortonwood Drive
Brampton
Barnsley
S73 0UF
Phone Number: [GRO]
[GRO]

From: Ibrahim Kizildag
Sent: 03 March 2015 13:52
To: [GRO]
Cc: ITSupplierManagement
Subject: RE: Meanwood Post Office- Branch Code2693232

Hi All;
Please see attached email, is there any update for this complaint?

Kind Regards;
Ibrahim Kizildag Team Leader

NBSC
Dearne House
Cortonwood Drive
Brampton
Barnsley
S73 0UF
Phone Number: [GRO]
[GRO]

From: Ibrahim Kizildag
Sent: 27 February 2015 10:36
To: [GRO]
Cc: ITSupplierManagement; Kendra Dickinson
Subject: Meanwood Post Office- Branch Code2693232

Hi All;
I took a manager call from Meanwood Post Office, branch code is; [GRO] PM said one of the counter has not been working since last week and engineer visit has been arranged for last Monday but engineer failed to attend to this site, branch contacted service desk and option 7 numbers of times this week but nothing has been done and service desk have not provided any help and they referred PM to NBSC and ask for a manager. Can you please investigate this complaint asap and provide a response to PM. Service desk reference number is; I6809136. PM is not happy and wants a resolution asap.

Hi Paula and Rebecca;
This is the second case this week, service desk referred branch to NBSC and their complaints have not been addressed. Has the process changed regarding service desk complaints?

Kind Regards;
Ibrahim Kizildag Team Leader

NBSC
Dearne House
Cortonwood Drive
Brampton
Barnsley
S73 0UF
Phone Number: [GRO]

Date:05-Mar-2015 12:46:07 User: Customer Call
From ATOSSDMI2: ----Attachement RE Meanwood Post Office- Branch Code2693232.msg ---
email to supplier team

Date:05-Mar-2015 12:48:45 User: Customer Call
From ATOSSDMI2: 2015/03/05 12:47:41 GMT Log Comment called [GRO] spoke to daile informed about the status.

Date:05-Mar-2015 14:45:49 User:Sudip Sur
[Start of Response]
TFS:A7711259 was raised on 24/2/15 in order for ATOS to obtain permission from POL to delete this Health Lottery session. I am not sure why it has taken so long for authorisation to arrive!

Finally we received the necessary permission yesterday 4/3/15.

I have produced a work around for this issue and currently waiting for development to validate my solution before I implement on live estate.

Once this has been resolved we will supply the necessary reconciliation details to POL (using BIMS) for the Banking transaction which is also stuck along with the Health Lottery txn.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:05-Mar-2015 15:46:35 User:Sudip Sur
MSU please do the necessary reconciliation for the following:

This office was doing the following cash withdrawal txn for £70.66 on 23/2/15 @10:46.
The session also contained a non financial Health Lottery txn.

The settlement failed due to poor communication with the data centre. The disconnected session receipts were printed which advised PM to pay the money out. Spoke to PM who confirmed that the money exchanged hands.

When PM tried to log back the recovery kicked-in. However the Health Lottery APADC recovery script failed and left counter unusable.

Yesterday POL Branch Support team authorised us to remove/update the session.

Today I have carried out and completed the task. PM is now able to use the node again.

Reconciliation needed for the banking transaction:
The cash withdrawal txn was authorised and PM said they paid the money out.
This will leave this office £70.66 short (cash shortage) as the session not completed fully.
POL need to do appropriate reconciliation; transaction correction.

MSU: Please send the call back to me once BIMS have been raised.

Date:05-Mar-2015 15:53:08 User:Sudip Sur
The Call record has been transferred to the team: MSU-Indt Mgt
The Call record has been assigned to the Team Member: Tyrone Cozens
Progress was delivered to Consumer

Date:05-Mar-2015 16:06:49 User:Sudip Sur
Correction:
MSU please note that it was a CAPO cash withdrawal for £140 and NOT £70.66.
00-269323-4-4536297-1

Date:05-Mar-2015 16:12:04 User:Tyrone Cozens
Update by Sudip:-

Please note that it was a CAPO cash withdrawal for £140 and NOT £70.66.
00-269323-4-4536297-1

Date:05-Mar-2015 16:26:16 User:Sudip Sur
Reference Added: MSC Task 043T0086258

Date:06-Mar-2015 10:48:23 User:Jason Muir
BIMS has been sent to POL. Returning call to SSC.

Date:06-Mar-2015 10:48:39 User:Jason Muir
The Call record has been transferred to the team: EDSC
Progress was delivered to Consumer

Date:06-Mar-2015 10:49:50 User:David Seddon
The Call record has been assigned to the Team Member: Sudip Sur
Progress was delivered to Consumer

Date:09-Mar-2015 09:06:56 User:Sudip Sur
[Start of Response]
The work was completed on Thursday 5/3/15 and advised PM that they should be able to logon.

PM confirmed that everything was ok.

I have also advised MSU to do the necessary reconciliation and raise BIMS with POL for the Cash Withdrawal txn for £140

This call may now be closed.

[End of Response]
Response code to call type L as Category 95 -- Final -- Advice after Investigation
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:09-Mar-2015 09:06:56 User:Sudip Sur
CALL PC0241242 closed: Category 95 Type L

Date:09-Mar-2015 09:08:22 User:_Customer Call_
Call Reference:A7701255 Withdrawn by Consumer
Transfer Group from 'POA-FJ-PEAK' to 'POA-FJ-Service Desk'

Date:09-Mar-2015 12:44:29 User:_Customer Call_
Consumer XXXXXX@TFS01 has acknowledged the call closure

Root Cause	Gen - Outside Program Control
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Platforms -- Horixon Counter (CNH) (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	09-Mar-2015 12:44 -- _Customer Call_