Export

Peak Incident Management System

Call Reference	**PC0246997**	Call Logger	Deleted User -- EDSC
Release	Targeted At -- HNG-X 12.88	Top Ref	CTR_APP_X1288_V646
Call Type	Cloned call	Priority	B -- Progress stopped
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	17/10/2015	Effort (Man Days)	0
Summary	2248433 - horizon - transaction discrepancies		

All References	Type	Value	
	SSCKEL	KEL acha621P	
	Release PEAK	PC0248024	
	Product Baseline	CTR_APP_X1288_V646	
	DevIntRel-Director	Live Supp.Test	
	DevIntRel-Director	Live Supp.Test	
	Clone Master	PC0246949	
	TRIOLE for Service	A10504260	

Collections	Name	User	Date
	BIFApproved	Lorraine Elliott	02-Nov-2015 08:06:36

Impact Statement	User	Date	
	Unknown	15-Oct-2015 13:13:33	

Branch has a discrepancy of £24000. 4 other branches have had a similar problem in the last 2 months. 3 of these resolved by remming out the excess. Since these were all branch-to-branch rems and there is no cross-branch accounting within Horizon, this removes the discrepancy.

Progress Narrative

```
Date:14-Oct-2015 15:23:24 User:Anne Chambers
CALL PC0246997 opened
Details entered are:-
Summary:2248433 - horizon - transaction discrepancies
Call Type:C
Call Priority:C
Target Release:HNG-X 12.11
Routed to:EDSC - Anne Chambers
```

```
Date:13-Oct-2015 14:46:37 User:_Customer Call_
CALL PC0246949 opened
Details entered are:-
Summary:2248433 - horizon - transaction discrepancies
Call Type:L
Call Priority:C
Target Release:HNG-X 12.11
Routed to:EDSC - _Unassigned_
```

```
Date:13-Oct-2015 14:46:37 User:_Customer Call_
===============================================================
INCIDENT MANAGEMENT
Date/Time Raised: Oct 12 2015 5:10PM
Priority: C
Contact Name: PostOffice__Unknown
Contact Phone:|   GRO   |
Originator: XXXXXX@TFS01
Originator's reference: GY:I7991774
Product Serial No:
Product Site: 224843
===============================================================

Transfer Note: ****Please can PEAK investigate this discrepancy issue. NBSC has confirmed that following discussions and checks
with the user that this is not a user error issue, but an issue within the system requiring Fujitsu investigation.****:
Received the following email:
Hi Eden,
Need to raise an incident for below issue &amp; provide Fujitsu re.. It?s been confirmed with SM.
(previous ref: I7992295)
Note: NBSC has confirmed that they following discussions and checks with the user that this is not a user error issue, but an
issue within the system requiring Fujitsu investigation
```

```
-Name: Anne Ireland
-Phone #: 01292 550 321
-Caller type: Dalmellington Outreach Service
-FAD code (for branch) / PATH code (for supplier): 2248433
Problem/Request:
-user has discrepancies when transferring cash from one branch to another (specifically between their main branch to their
outreach branch); OUTREACH BRANCH ISSUE
-user said instead of the system logging it as 8000 pound transaction, it recognizes it as a 32,000 pound transaction
-user already contacted NBSC and was right away directed to us, POSD; reference# 1358666
FAD code *2248433
Node id *gellar kit
User id *AIR001
Date / Time of transaction 8th October 2015 @ 1300
Session ID *1-12440-1 | 1-12441-1 | 1-12442-1 | 1-1243-1
Transaction number(s) * none
Amounts *8000 pounds over 32000 pounds
First 6 and last 4 digits of card number (if applicable) *n/a
Current TP / BP / Stock unit *TP - 6, BP - n/a, Stock Unit - AA
Key strokes *Back Office&gt; Remittances and Transfers&gt; Delivery&gt; Scan your barcode&gt; type in the amount&gt; confirm the
amount&gt; Enter

Regards,
Abhishek Rane
Incident Management
T    GRO
abhishek.rane  GRO
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India
-------------------------------
-email attached and forwarded to Fujitsu
-access attached
POL-SD-Horizon-Minimum Dataset for Software Calls
---
Incident History:
---
2015-10-12 17:10:56 [ POA-HDI]
INIT : Create a new request/incident/problem/change/issue
---
2015-10-12 17:10:57 [ POA-HDI]
zneut_en_poa : Transfer Notification
---
2015-10-12 17:10:57 [ POA-HDI]
zneun_en_poa : Open Notification
---
2015-10-12 17:12:58 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement 2248433 Dalmellington Outreach Service - horizon transaction discrepancies .msg ---
email from Rane
---
2015-10-12 17:14:29 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies .msg ---
email from Katie
---
2015-10-12 17:15:00 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/12 17:13:39 GMT Log_Comment -received the following:
Thank you Abhishek.
Eden ? grateful if this one can be raised today. Please let myself and Abhishek know immediately if Fujitsu reject this call.
Thanks,
Katie
-email attached
---
2015-10-12 17:15:31 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/12 17:14:41 GMT Status Status changed to -
Received the following email:
Hi Eden,
Need to raise an incident for below issue & provide Fujitsu re.. It?s been confirmed with SM.
(previous ref: I7972295)
Note: NBSC has confirmed that they following discussions and checks with the user that this is not a user error issue, but an
issue within the system requiring Fujitsu investigation
-Name: Anne Ireland
-Phone #:  GRO
-Caller type: Dalmellington Outreach Service
-FAD code (for branch) / PATH code (for supplier): 2248433
Problem/Request:
-user has discrepancies when transferring cash from one branch to another (specifically between their main branch to their
outreach branch); OUTREACH BRANCH ISSUE
-user said instead of the system logging it as 8000 pound transaction, it recognizes it as a 32,000 pound transaction
-user already contacted NBSC and was right away directed to us, POSD; reference# 1358666
FAD code *2248433
Node id *gellar kit
User id  GRO
Date / Time of transaction *today @ 1300
Session ID *1-12440-1 | 1-12441-1 | 1-12442-1 | 1-1243-1
Transaction number(s) * none
Amounts *8000 pounds over 32000 pounds
First 6 and last 4 digits of card number (if applicable) *n/a
Current TP / BP / Stock unit *TP - 6, BP - n/a, Stock Unit - AA
Key strokes *Back Office> Remittances and Transfers> Delivery> Scan your barcode> type in the amount> confirm the amount> Enter

Regards,
Abhishek Rane
```

```
Incident Management
T [ GRO ]
abhishek.rane[ GRO ]
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India
------------------------------
-email attached and forwarded to Fujitsu
-access attached
POL-SD-Horizon-Minimum Dataset for Software Calls
****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****
---
2015-10-12 17:16:01 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/12 17:15:10 GMT Status Status changed to -
Received the following email:
Hi Eden,
Need to raise an incident for below issue & provide Fujitsu re.. It?s been confirmed with SM.
(previous ref: I7972295)
Note: NBSC has confirmed that they following discussions and checks with the user that this is not a user error issue, but an
issue within the system requiring Fujitsu investigation
-Name: Anne Ireland
-Phone #: [ GRO ]
-Caller type: Dalmellington Outreach Service
-FAD code (for branch) / PATH code (for supplier): 2248433
Problem/Request:
-user has discrepancies when transferring cash from one branch to another (specifically between their main branch to their
outreach branch); OUTREACH BRANCH ISSUE
-user said instead of the system logging it as 8000 pound transaction, it recognizes it as a 32,000 pound transaction
-user already contacted NBSC and was right away directed to us, POSD; reference# 1358666
FAD code *2248433
Node id *gellar kit
User id [ GRO ]
Date / Time of transaction *today @ 1300
Session ID *1-12440-1 | 1-12441-1 | 1-12442-1 | 1-1243-1
Transaction number(s) * none
Amounts *8000 pounds over 32000 pounds
First 6 and last 4 digits of card number (if applicable) *n/a
Current TP / BP / Stock unit *TP - 6, BP - n/a, Stock Unit - AA
Key strokes *Back Office> Remittances and Transfers> Delivery> Scan your barcode> type in the amount> confirm the amount> Enter

Regards,
Abhishek Rane
Incident Management
T [ GRO ]
abhishek.rane[ GRO ]
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India
------------------------------
-email attached and forwarded to Fujitsu
-access attached
POL-SD-Horizon-Minimum Dataset for Software Calls
****START****MON0900TUE0900WED0900THU0900FRI0900SAT0900SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON0000TUE0000WED0000THU0000FRI0000SAT0000SUN0000BNK0000
MON1730TUE1730WED1730THU1730FRI1730SAT1230SUN0000BNK0000****END****
---
2015-10-12 17:27:00 [ Millman, Emma ]
HDIoutSTU : Hi

In regards to the above call, in the call notes it states the Date & Time of the
issue as 'today @ 1300.' I think you will find this is incorrect as the issue was originally raised on 8th October.

Please provide us with the correct date so we can investigate this.

Regards
Emma Millman
---
2015-10-12 17:45:11 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies
I7991774 - A10504260.msg ---
email to Rane and Katie
---
2015-10-12 18:27:12 [ Millman, Emma ]
zneut_en_poa : Transfer Notification
---
2015-10-13 04:19:29 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement A10504260I7991774 .msg ---
email from MAC
---
2015-10-13 04:20:02 [ POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies
I7991774 - A10504260.msg ---
email sent to Katie Austin and Abhishek Rane
---
2015-10-13 04:21:33 [ POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/13 04:19:26 GMT Log_Comment - received an email from MAC asking for a correct time and date
of the issue occurred
```

- forwarded email to Katie Austin and Abhishek Rane of IM
From: Post Office Service Desk
Sent: Tuesday, October 13, 2015 12:18 PM
To: Austin, Katie (ext); Rane, Abhishek
Subject: RE: 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies / I7991774 - A10504260

Good Morning,
We receive a new email from Fujitsu, please see below:
In regards to the above call, in the call notes it states the Date & Time of the issue as ?today @ 1300.? I think you will find
this is incorrect as the issue was originally raised on 8th October.
Please provide us with the correct date so we can investigate this.
Incident is still assigned to Fujitsu.
We will try to call the branch later to get the right information needed by them.
- will try to call the branch later if queue persist

2015-10-13 04:22:34 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement Automatic reply 2248433 Dalmellington Outreach Service - horizon transaction
discrepancies I7991774 - A10504260.msg ---
OOO email from Katie Austin

2015-10-13 04:23:04 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/13 04:22:08 GMT Log_Comment - OOO email from Katie Austin
From: Austin, Katie (ext)
Sent: Tuesday, October 13, 2015 1:44 AM
To: Post Office Service Desk
Subject: Automatic reply: 2248433 | Dalmellington Outreach Service - horizon | transaction discrepancies / I7991774 - A10504260

Thank you for your email.
I am travelling to offsite meetings on Tuesday 13th October and will therefore have limited access to email.
For any urgent issues, please call me on my mobile [GRO]

2015-10-13 08:50:22 [POA-HDI]
HDIoutADD : From ATOSSDM12: 2015/10/13 08:49:34 GMT Log_Comment email from Katie to IM:

Abhishek ? Please can you correct this with Fujitsu ? I believe the issue was reported on the 8th in the morning?

K

2015-10-13 08:50:56 [POA-HDI]
HDIoutADD : From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies
I7991774 - A10504260.msg ---
email from Katie to IM

2015-10-13 13:43:00 [Millman, Emma]
HDIoutSTU : Abhishek from Atos IMT called for an update.

I advised we are currently awaiting an update the SD regarding the correct date of when the issue occurred.

Abhishek advised the correct date is 8th October.

I advised I will amend the call and now I will send it over for investigation.

2015-10-13 13:46:11 [Millman, Emma]
zneut_en_poa : Transfer Notification
****Please can PEAK investigate this discrepancy issue. NBSC has confirmed that following discussions and checks with the user
that this is not a user error issue, but an issue within the system requiring Fujitsu investigation.****

Date:**13-Oct-2015 15:33:39** User:**Jonathan Pegg**
Product HNG-X Platforms -- HNG-X Counter App (CNT) (version unspecified) added.

Date:**13-Oct-2015 15:37:03** User:**Jonathan Pegg**
[Start of Response]

PRESCAN
Comments:
KEL Reference:
Assigned User: Cheryl Card

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

Date:**13-Oct-2015 15:37:38** User:**Jonathan Pegg**
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Consumer

Date:**13-Oct-2015 15:53:44** User:**Cheryl Card**
The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:**13-Oct-2015 16:32:09** User:**_Customer Call_**
From ATOSSDM12: 2015/10/13 15:29:41 GMT Log_Comment incident raised on 8th Oct

called & updated PM the situation
spoke with Fujitsu, updated them the correct incident raised date. they are currently investigating

---

Date:**13-Oct-2015 17:42:11** User:**Anne Chambers**
[Start of Response]
I can see that the clerk pressed Enter 4 times after the Delivery Receipts were printed, and each time a rem in transaction for
£8000 and its cash settlement were recorded. This should not be possible. Continuing to investigate.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:**14-Oct-2015 07:12:40** User:**_Customer Call_**
From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies I7991774 -
A10504260.msg ---
email from Abishek Rane

Date:**14-Oct-2015 07:13:11** User:**_Customer Call_**
From ATOSSDM12: ----Attachement RE 2248433 Dalmellington Outreach Service - horizon transaction discrepancies I7991774 -
A10504260.msg ---
response to Abishek Rane

Date:**14-Oct-2015 07:14:11** User:**_Customer Call_**
From ATOSSDM12: 2015/10/14 06:11:36 GMT Log_Comment -email from Abishek Rane:
" Yes, it?s for 8th Oct
Details were send with ref with I7972295
Regards,
Abhishek Rane
Incident Management
T [GRO]
abhishek.rane[GRO]
Embassy Tech Zone,
Hinjewadi, Phase-2, Pune-411057
Atos India "
-responded to Abishek Rane
-emails attached

Date:**14-Oct-2015 15:23:24** User:**Anne Chambers**
Call cloned from original call:PC0246949 by User:Anne Chambers

---

Date:**14-Oct-2015 15:25:02** User:**Anne Chambers**
Clone taken for investigation into the root cause. Original call PC0246949 will be used to make sure the financial implications
at the branch are resolved.

Date:**14-Oct-2015 15:35:38** User:**Anne Chambers**
Evidence **Added** - 01_poc151008.txt - File will be Obfuscated and made available to download soon.

Date:**14-Oct-2015 15:36:33** User:**Anne Chambers**
Evidence **Added** - 01_poc151001.txt - File will be Obfuscated and made available to download soon.

Date:**14-Oct-2015 15:36:53** User:**Anne Chambers**
Evidence **Added** - working day set 8th Oct

Date:**14-Oct-2015 15:37:05** User:**Anne Chambers**
Evidence **Obfuscated File (CTRPOC)** Added - 8th Oct poc.log - rem ins at 11:53 ff.

Date:**14-Oct-2015 15:37:07** User:**Anne Chambers**
Evidence **Obfuscated File (CTRPOC)** Added - 1st Oct poc.log - successful rem in at 09:13.

Date:**14-Oct-2015 15:37:14** User:**Anne Chambers**
Evidence **Added** - Session data 1-8 Oct

Date:**14-Oct-2015 15:42:25** User:**Anne Chambers**
[Start of Response]
Routing to GDC to investigate why user was able to press enter and settle the same "rem in" basket multiple times. I have not
managed to reproduce this. non-core links 7167 and 20290 enabling Outreach and Branch to Branch Rems, which may or may not be
relevant.
[End of Response]
Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

---

Date:**14-Oct-2015 15:49:15** User:**Anne Chambers**
A new Business Impact has been added:
Branch has a discrepancy of £24000 which they cannot resolve themselves. Only one known instance.

Date:**14-Oct-2015 15:49:42** 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:**14-Oct-2015 16:12:51** User:**Anne Chambers**
The call Priority has been changed from C
The call Priority is now B

Date:**14-Oct-2015 17:21:38** User:**Anne Chambers**
Evidence **Added** - 207828_01_poc151012.txt - File will be Obfuscated and made available to download soon.

Date:**14-Oct-2015 17:22:07** User:**Anne Chambers**
Evidence **Added** - 106444_01_poc150909.txt - File will be Obfuscated and made available to download soon.

Date:**14-Oct-2015 17:24:36** User:**Anne Chambers**
Evidence **Added** - 110444_01_poc150914.txt - File will be Obfuscated and made available to download soon.

Date:**14-Oct-2015 17:27:02** User:**Anne Chambers**
Evidence **Obfuscated File (CTRPOC)** Added - Possible further instance: 207828_poc.log.

Date:**14-Oct-2015 17:27:08** User:**Anne Chambers**
Evidence **Obfuscated File (CTRPOC)** Added - Possible further instance: 106444_poc.log.

Date:**14-Oct-2015 17:27:17** User:**Anne Chambers**
Evidence **Obfuscated File (CTRPOC)** Added - Possible further instance: 110444_poc.log.

Date:**15-Oct-2015 08:53:45** User:**Shanmukha Bhogireddy**
The Call record has been assigned to the Team Member: Venkata Peddapothula

Date:**15-Oct-2015 08:56:00** User:**Pavan Vejendla**
Action placed on Team:xCtr_GDC, User:Venkata Peddapothula

Date:**15-Oct-2015 10:13:21** User:**Venkata Peddapothula**
Followed the above steps for reproducing the issue. But not able to reproduce the issue.I can see in the log file that BarCode(905002216551) has been used in different sessions 1-12440,1-12441,1-12442,1-12443, which seems strange.Investigation is in progress and trying to reproduce the problem

Date:**15-Oct-2015 10:31:05** User:**Anne Chambers**
The Business Impact has been updated:
Branch has a discrepancy of £24000 which they cannot resolve themselves. 4 other branches have had a similar problem in the last 2 months.

Date:**15-Oct-2015 11:05:18** User:**Anne Chambers**
[Start of Response]
I just managed to reproduce this on a test system, by logging into a stock unit which required an immediate cash declaration, then after printing a declaration receipt leaving the counter to timeout and log me off. Then logged back on, Pouch Delivery, manual entry. After the 2 delivery receipts were printed I pressed Enter which printed the Rem In slip. Then instead of the 'Remittances & Transfers Home' screen being displayed, the Pouch Delivery screen was still showing, with Enter enabled. Pressing Enter again repeated the rem in and slip print.

Don't know whether this can be reproduced reliably, will retry.

Of the examples we've seen so far, before the multiple rem ins:
2 counters had inactivity logout after cash dec
2 had system logouts due to lack of connectivity when settling TAs
[End of Response]
Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

Date:**15-Oct-2015 11:40:43** User:**Steven Porter**
Any kind of log-out *should* have resulted in ScriptControllerBLO.resetControler() being called (this listens to log off events), so I'd be interested to understand why that's not being called or why the BLO stack is not being reset as a result of log out in the cases that Anne outlines.

Date:**15-Oct-2015 13:09:25** User:**Anne Chambers**
I have reproduced the second variant too, by creating a TA, logging on, then removing the network cable before pressing Process TAs. This caused a System Logout. Then I replaced the cable, logged back on, processed the TA then did the rem in as before.

Date:**15-Oct-2015 13:13:33** User:**Anne Chambers**
The Business Impact has been updated:
Branch has a discrepancy of £24000. 4 other branches have had a similar problem in the last 2 months. 3 of these resolved by remming out the excess. Since these were all branch-to-branch rems and there is no cross-branch accounting within Horizon, this

removes the discrepancy.

Date:**15-Oct-2015 13:24:14** User:**Steven Porter**
I've had a further look at the code, and it seems to me that the code does not clean up properly if we are force logged off
during the post-login-checks. More generally, if the user has been authenticated but not completed the log on process completely
(i.e. has not yet reached the front office home menu) then force log off can leave the CBA in a bad state.

The issue seems to be around BasicLogOffBLO and ApplicationHelperBLO. It seems that ApplicationHelperBLO.abandonApplication() has
no effect if the user is in the middle of post login checks. Further careful analysis needed to understand where the issue is.

A belts-n-braces change could be to add a call to resetController() when the "log off" event is received in ScriptControllerBLO.

Date:**15-Oct-2015 13:50:14** User:**Steven Porter**
Evidence **Added** - potential mitigation - patch

Date:**15-Oct-2015 15:39:14** User:**Anne Chambers**
Reference Added: SSCKEL acha621P

Date:**15-Oct-2015 15:40:16** User:**Anne Chambers**
[Start of Response]
KEL acha621P raised.
[End of Response]
Response code to call type C as Category 40 -- Pending -- Incident Under Investigation

---

Date:**16-Oct-2015 09:58:25** User:**Venkata Peddapothula**
I am able to reproduce the issue based on 2 scenarios mentioned above.
And after applying the code patch issue has been resolved.Tested the above 2 scenarios.

Date:**16-Oct-2015 09:58:42** User:**Venkata Peddapothula**
[Start of Response]

[End of Response]
Response code to call type C as Category 41 -- Pending -- Product Error Diagnosed

---

Date:**22-Oct-2015 09:23:27** User:**Tony Wicks**
This issue has high visibility in ATOS and Post Office. Consideration was given to producing a Hot Fix possibly for R12.88.
However, due to the impact this would have on other scheduled activities and as the issue can be avoided it was proposed that a
KEL is raised for this and the fix is released within counter release 13.05. I have asked the SSC to produce a KEL. Would you
please progress this Peak so that Release Management take it to BIF and onto the Peak Targeting Forum for release in R13.05

Date:**27-Oct-2015 11:13:09** User:**Steven Porter**
The call Target Release has been moved to Proposed For -- HNG-X 13.05

Date:**28-Oct-2015 13:50:06** User:**Ramesh Kalavakolla**
BIF Summary:

After completing delivery transaction,user is allowed to press ENTER button multiple times, which leads to print multiple
delivery receipts and also cash settlements were recorded.

By fixing this issue, we can avoid the transaction discrepancies.
Fix is simple and low risk.
Please approve for fix.

Date:**28-Oct-2015 13:50:15** User:**Ramesh Kalavakolla**
Action has been removed from the call

Date:**28-Oct-2015 13:50:32** User:**Ramesh Kalavakolla**
Action placed on Team:BIF

Date:**02-Nov-2015 08:06:55** User:**Lorraine Elliott**
The call Target Release has been moved to Targeted At -- HNG-X 13.05

Date:**02-Nov-2015 08:07:07** User:**Lorraine Elliott**
BIF approved and targeted as requested

Date:**02-Nov-2015 08:07:10** User:**Lorraine Elliott**
Action has been removed from the call

Date:**02-Nov-2015 10:35:18** User:<u>**Pavan Vejendla**</u>
Action placed on Team:xCtr_GDC, User:Venkata Peddapothula

Date:**25-Nov-2015 09:32:10** User:<u>**Iain Janssens**</u>
The call Target Release has been moved to Proposed For -- HNG-X 12.88

Date:**26-Nov-2015 09:55:38** User:<u>**Vijesh Pandya**</u>
The call Target Release has been moved to Targeted At -- HNG-X 12.88

Date:**26-Nov-2015 13:16:41** User:<u>**Venkata Peddapothula**</u>
DEVELOPMENT IMPACT OF FIX:
==

SPECIFY THE HNG-X PLATFORMS IMPACTED:
Product & Product Group specified?
Yes.

TECHNICAL SUMMARY:

This change will affect 1 java class (ScriptControllerBLO.java)

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:
None

DEPENDENCIES:
NONE.

DEPLOYMENT DETAIL:

None.

DEV EFFORT IN MANDAYS:
2 man days for development and testing.

IMPACT ON USER:

Benefit of making the fix.
After the Rem In slip is printed, the Remittances & Transfers Home screen will display.

IMPACT ON OPERATIONS:
After completing delivery transaction,user is allowed to press ENTER button multiple times, which leads to print multiple
delivery receipts and also cash settlements were recorded.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?
Yes , acha621P.

IMPACT ON TEST:

Senario 1:
==================
1.Logon counter which is required an immediate cash declaration.
2.After printing a cash declaration receipt leave the counter to timeout and logout.
3.Again logon counter
4.Do the pouch Delivery transactions
5.After the delivery receipts printed,Remittances & Transfers Home's screen should come.Earlier user is able to press the ENTER
button multiple times,which is causing the descripency.

Senario 2:
==================
1.Performed the TAs.
2.Logon counter and don't process the TAs,leave the counter to timeout and force logout.
3.Again logon counter.
4.Do the pouch Delivery transactions.
5.After the delivery receipts printed,Remittances & Transfers Home's screen should come.Earlier user is able to press the ENTER
button multiple times,which is causing the descripency.

RISKS (of releasing and of not releasing proposed fix):
Not Releasing the fix:
After completing delivery transaction,user is allowed to press ENTER button multiple times, which leads to print multiple
delivery receipts and also cash settlements were recorded.

Releasing the fix:
After the Rem In slip is printed, the Remittances & Transfers Home screen will display.

LIST OF LIKELY DELIVERABLES:
ScriptControllerBLO.java

Date:**26-Nov-2015 13:18:57** User:<u>**Venkata Peddapothula**</u>

```
HNGX CODE FIX
-------------

FIX DESCRIPTION
Explained Above.

PROPOSED BRANCH
R12.88.

COUNTER JAVA FILES CHANGED
Yes.

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
NA.

REGRESSION TEST CLASS
NA.

BACKWARDS COMPATIBILITY
NA.

DEVELOPMENT DOCUMENTATION
None.

REQUIREMENTS DOCUMENTATION
None.

HELP
None.
```

Date:**26-Nov-2015 13:19:52** User:**Venkata Peddapothula**
[Start of Response]

[End of Response]
Response code to call type C as Category 46 -- Pending -- Product Error Fixed

Date:**26-Nov-2015 17:06:58** User:**John Budworth**
Reference Added: Release PEAK PC0248024

Date:**27-Nov-2015 13:38:26** User:**Pavan Vejendla**
CIT Test details

Peak has been verified successfully in CIT environment. Tested both scenarios now, after the receipt is printed control back to
Remittances & Transfers Home's screen.

Date:**27-Nov-2015 13:38:42** User:**Pavan Vejendla**
Defect cause updated to 14: Development - Code

Date:**27-Nov-2015 13:40:23** User:**Pavan Vejendla**
Reference Added: Product Baseline CTR_APP_X1288_V646

Date:**27-Nov-2015 13:40:25** User:**Pavan Vejendla**
TOP Reference set to: Product Baseline CTR_APP_X1288_V646

Date:**27-Nov-2015 14:36:38** User:**Pavan Vejendla**
The Call record has been transferred to the team: Dev-Int-Rel
User:Pavan Vejendla Confirmed that this Incident may be passed to the external company with the attached evidence.

Date:**01-Dec-2015 10:13:28** User:**Graham Jennings**
Delivery rejected due to issues caused we believe by the move to Dimensions 12.
Counter Distrib is failing as we get an ERRORLEVEL 16 returned by HashUtil
Failing checksum counts

Date:**09-Dec-2015 15:13:27** User:**Rick Carter**
The Call record has been transferred to the team: Live Supp.Test

Date:**09-Dec-2015 15:14:36** User:**James Guy**
Action has been removed from the call

Date:**09-Dec-2015 15:20:41** User:**James Guy**
[Start of Response]
Completed testing in LST
Rem ins after a interrupted login now work as expected. No duplication.
[End of Response]
Response code to call type C as Category 49 -- Pending -- Fix Available for IndependentTest

Date:**09-Dec-2015 15:20:53** User:**James Guy**
The Call record has been assigned to the Team Member: Release to Live

Date:**14-Jan-2016 10:45:36** User:**John Budworth**
[Start of Response]
CTR_APP_X1288_V646 Released to live via COUNTER_APP 77_7.
Roll Out to live estate commenced overnight Tuesday Jan 12th 2016. About 400 counters outstanding. Routing to call logger for closure.
[End of Response]
Response code to call type C as Category 60 -- Final -- S/W Fix Available to Call Logger
Routing to Call Logger following Final Progress update.

Date:**14-Jan-2016 10:54:50** User:**Anne Chambers**
[Start of Response]
KEL updated. Closing call.
[End of Response]
Response code to call type C as Category 60 -- Final -- S/W Fix Available to Call Logger
Routing to Call Logger following Final Progress update.

Date:**14-Jan-2016 10:54:58** User:**Anne Chambers**
CALL PC0246997 closed: Category 60 Type C

Root Cause	Development - Code
Logger	Deleted User -- EDSC
Subject Product	General/Other/Misc -- Unknown (version unspecified)
Assignee	Deleted User -- EDSC
Last Progress	14-Jan-2016 10:54 -- Anne Chambers