

Export

Peak Incident Management System

Call Reference	PC0043811	Call Logger	Customer Call -- EDSC
Release	Targeted At -- CSR-CI3_2R	Top Ref	E-0004271707
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Fixed at Future Release
Target Date	04/05/2000	Effort (Man Days)	0
Summary	The pm is having problems rolling the office over.		

Progress Narrative

Date: 28-Apr-2000 15:02:00 User: Customer Call
 CALL PC0043811: Priority B: CallType L - Target 04/05/00 16:02:17
 27/04/00 14:28 The pm is having problems rolling the office over. There are figures missing from the cash account which is one person entire work.
 27/04/00 14:30 uk079786
 Advice: Got the pm to check all the stock unit and they are in cap06.
 Got the pm to try and get a trial cash account.
 It says balancing error receipts and payments do not match, investigate the error the error may be corrected using the reversal function.
 27/04/00 14:50 uk079786
 Information: Discrepancy on the cash account for redeemed stamp nat saving deposits, out by £111
 Nat savings withdrawels out by £450.95
 MVL stamps out by £75
 Tv stamps out by £200
 In each case the figures are the same as this stock unit has taken.
 Stock unit DD
 User id CS [RELEVANT]
 27/04/00 14:53 uk079786
 Advice: These figures are far too similar to the figures the women has taken in this stock unit.
 27/04/00 16:16 uk066871
 Repeat Call: pm called chasing call ...voiced Sandra Clegg
 27/04/00 16:35 uk059697
 Information: voiced SMC to this call
 28/04/00 10:28 uk061537
 Repeat Call: Caller has rung back again. At 18:21 on wednesday night they did a sales report and it included all the transactions, however, they could not roll the clerk over. Yesterday morningn SU DD was rolled over and she is not in CAP 06. All her work is missing from the CA> When she did a blaance snapshot she was £9,000 over and all her stock is showing as minus. It is all showing minus.
 28/04/00 10:36 uk061537
 Advice: I asked caller to do a reprint of the final balance for SU DD to see what the figures looked like. Everything is minus of what she sold. I think that she rolled over with nothing in her Stock, and everything went as an over. Advised caller to roll over the SU into the next BP and declare stock stamps and cash
 28/04/00 10:44 uk061537
 Advice: The manager will call in as they rolled the SU over and the caller cannot carry out the tasks as she does not have managerial access
 28/04/00 11:37 uk080106
 Repeat Call: asked pm to check figures on trial bal. pm says she cannot find this. asked to print a bal snapshot. it shows all minus against everything she has sold. the SU DD is individual and has been rolled over.
 advised to create correctional SU ZZZ. already has ZZZ, so created XXX. individual. had pm attach to XXX. has pm declare everything in XXX what should have been declared in DD on wednesday using bal snpashot printed then.
 28/04/00 11:45 uk080106
 Advice: advised to go into stock bal and declare stock, then stamps then cash. advised to then roll over XXX. then to transfer the stock from XXX to DD and then roll over office. pm ok to do this.
 28/04/00 11:53 uk080106
 Advice: will leave call open for further contact from pm.
 28/04/00 13:18 uk061537
 Repeat Call: Caller has rung back in again. She has rolled SU XXX over with all the stock missing from the clerks SU. This is the incorrect. Caller should never have been advised to do this.
 If my update had been read from when she rang in before it would have been clear that the caller rolled over DD SU with no stock in it. Everything was zero and then she started serving in CAP06 with no stockm tus creating the minus figures.
 By creating a correctional SU in CAP 05 and putting the

figures in showing as a minus from CAP06 it will now roll with CAP 06 figures. If anything, they should never have added stock from this cap, they should have added stock from last cap. This faulty advise has caused even more trouble and the PM has not rolled XXX over

28/04/00 13:24 uk061537

Advice: Advised caller to go into Admin, SU, view Su as she states she is unable to roll over the CA. I do not want her to roll over her CA as because of XXX SU which has got CAP06 figures in. All SU are in CAP 6. Asked caller to go to office balancing, office CAP, the office is in CAP 05.

28/04/00 13:32 uk061537

Advice: Escalated to STSA Amanda, Sandra and Elizabeth. Spoke to John Simpkins at EDSC for his advice. he advised to create another SU, and put in the difference between the correction SU and the actual Stock in DD (e.g. if DD had 100 first class stamps in CAP05 and sold 20, the balance snapshot would show minus 20. The XXX SU would have shown 20 first class stamps, so the other correctional SU would have to show 80)

28/04/00 13:56 uk061537

Contacted: Attempted to contact the PM but the line is currently engaged.

28/04/00 14:00 uk061537

Contacted: Attempted to contact the PM, the line is ringing off

28/04/00 14:06 uk061537

Contacted: Phone line is still ringing off. I cannot get through

28/04/00 14:08 uk061537

Contacted: I have tried three times in an attempt to contact the PO but the line just rings out.

28/04/00 14:10 uk061537

Information: Tried again, and it times out. Checked with 192 of the PO number and it is **GRO**

28/04/00 15:17 uk061537

Contacted: Attempted to contact the PO but the line is engaged!

28/04/00 15:24 uk061537

Contacted: Contacted PM (finally!) Spoke her through attaching herself to DD SU and doing a balance snapshot. Asked her to get the final balance from SU XXX. Compare the two and work out what is left.

28/04/00 15:34 uk061537

Advice: Caller advises she declared it already in SU XXX, so advised her to do a trial CA and see if the figures were correct. Spoke her through doing a trial CA.

28/04/00 15:44 uk061537

Advice: The trial balance is not showing any of the receipts and payments. It is showing the stock but none of the receipts and payments.

28/04/00 15:53 uk061537

Information: SU DD user name is **CS[RELEVANT]** there is no set position. The balance report was carried out and was rolled over yesterday. Caller is trying to do the final CA from position 6. Please investigate why the SU DD receipts and payments are not on the trial CA.

Advised caller not to roll over CA - advise NBSC of this

28/04/00 15:57 uk059130

Information: I have downloaded the event logs for this counter which can be found in the web page.

Passing call to SSC for further investigation.

F) Call details

Diagnostician name:

Customer opened date 27/04/2000 14:28:01

CALL PC0043811 opened

Date: **28-Apr-2000 15:12:00** User: **Customer Call**

27/04/00 14:28 The pm is having problems rolling the office over. There are figures missing from the cash account which is one person entire work.

27/04/00 14:30 uk079786

Advice: Got the pm to check all the stock unit and they are in cap06.

Got the pm to try and get a trial cash account.

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Tv stamps out by £200

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Stock unit DD

User id **CS[RELEVANT]**

27/04/00 14:53 uk079786

Advice: These figures are far too similar to the figures the women has taken in this stock unit.

27/04/00 16:16 uk066871

Repeat Call: pm called chasing call ...voiced Sandra Clegg

27/04/00 16:35 uk059697

Information: voiced SMC to this call

28/04/00 10:28 uk061537

Repeat Call: Caller has rung back again. At 18:21 on wednesday night they did a sales report and it included all the transactions, however, they could not roll the clerk over. Yesterday morning SU DD was rolled over and she is not in CAP 06. All her work is missing from the CA> When she did a balance snapshot she was £9,000 over and all her stock is showing as minus. It is all showing minus.

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Repeat Call: asked pm to check figures on trial bal. pm says she cannot find this. asked to print a bal snapshot. it shows all minus against everything she has sold. the SU DD is individual and has been rolled over.

advised to create correctional SU ZZZ. already has ZZZ, so created XXX. individual. had pm attach to XXX. has pm declare everything in XXX what should have been declared in DD on wednesday using bal snapshot printed then.

28/04/00 11:45 uk080106

Advice: advised to go into stock bal and declare stock, then stamps then cash. advised to then roll over XXX. then to transfer the stock from XXX to DD and then roll over office. pm ok to do this.

28/04/00 11:53 uk080106

Advice: will leave call open for further contact from pm.

28/04/00 13:18 uk061537

Repeat Call: Caller has rung back in again. She has rolled SU XXX over with all the stock missing from the clerks SU. This is the incorrect. Caller should never have been advised to do this.

If my update had been read from when she rang in before it would have been clear that the caller rolled over DD SU with no stock in it. Everything was zero and then she started serving in CAP06 with no stock thus creating the minus figures.

By creating a correctional SU in CAP 05 and putting the figures in showing as a minus from CAP06 it will now roll with CAP 06 figures. If anything, they should never have added stock from this cap, they should have added stock from last cap. This faulty advice has caused even more trouble and the PM has not rolled XXX over

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28/04/00 15:44 uk061537

Advice: The trial balance is not showing any of the receipts and payments. It is showing the stock but none of the receipts and payments.

28/04/00 15:53 uk061537

Information: SU DD user name is CST001 there is no set position. The balance report was carried out and was rolled over yesterday. Caller is trying to do the final CA from position 6. Please investigate why the SU DD receipts and payments are not on the trial CA.

Advised caller not to roll over CA - advise NBSC of this

28/04/00 15:57 uk059130

Information: I have downloaded the event logs for this counter which can be found in the web page.

Passing call to SSC for further investigation.

F) Call details

Diagnostician name:

Date:28-Apr-2000 15:51:00 User:Richard Coleman

PRESCAN: It's so good they've told us 3 times by the looks of it.

Target Release updated to CSR-C13R

Product EPOSS & DeskTop Cash Account added

The Call record has been assigned to the Team Member: John Simpkins

Defect cause updated to 40:General - User

Hours spent since call received: 0 hours

Date:28-Apr-2000 17:15:00 User:John Simpkins

New evidence added - Stock unit DD from 20-Apr-2000 to 28-Apr-2000

F) Response :

The openingstock figures from the roll CAP4 BP2 to CAP5 BP1 had a lot of stock items. However I can not find a Stock Declaration DrawerItemid:2 (stock) anywhere. I also cannot find a lot of DDNs that would match this. I cannot find a lot of SANs to remove the stock. I believe that the mapping must somehow be incorrect locating the CAP5 opening figures.

I will attache the message store extract for SU DD.

I will route this back to the main stack to be re-assigned while I am on holiday.

[END OF REFERENCE 17724827]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: EDSC

Hours spent since call received: 0 hours

Date:28-Apr-2000 17:26:00 User:John Simpkins

New evidence added - ObjectName:DD

F) Response :

I have followed the openingfigures markers from the StockUnits collection (attached as evidence) and they seem to be correct.

[END OF REFERENCE 17724933]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:29-Apr-2000 09:24:00 User:John Simpkins

Please route to EPOSS Dev.

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0 hours

Date:29-Apr-2000 10:12:00 User: Customer Call

EMPTY 29/04/00 10:21 uk079746 HSH1 Repeat Call: Pm rang in for update.

Spoke to EDSC, they advised will need to go to development team.

Advised pm of this.

Date:02-May-2000 09:16:00 User:Lionel Higman

The Call record has been assigned to the Team Member: Steve Warwick

Hours spent since call received: 0 hours

Date:02-May-2000 12:05:00 User:Paul Steed

F) Response :

Someone from Horizon says that the PM is chasing this one. The call is currently with fourth line.

[END OF REFERENCE 17751933]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

Date:02-May-2000 13:08:00 User: Customer Call

EMPTY 02/05/00 12:43 uk080109 HSH1 Repeat Call: pm rang back chasing, voiced 3rd line who said somebody

will callback asap.

Date:02-May-2000 16:35:00 User:Steve Warwick
F) Response :
Having looked at the evidence supplied there does seem to be an issue with the CAP 5 balance on Stock Unit DD. However to investigate fully we need to see a complete copy of the message store, not just the 'Container:DD' messages.
[END OF REFERENCE 17762185]
Responded to call type L as Category 96 -Insufficient evidence
Hours spent since call received: 2 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:03-May-2000 08:07:00 User:Barbara Longley
The Call record has been assigned to the Team Member: John Simpkins
Hours spent since call received: 0 hours

Date:03-May-2000 12:47:00 User:John Simpkins
New evidence added - Complete message store
The Call record has been transferred to the Team: EPOSS-Dev
Hours spent since call received: 0 hours

Date:03-May-2000 14:07:00 User:Barbara Longley
F) Response :
New evidence added - Complete message store by John Simpkins in EDSC -
The Call record has been transferred to the Team: EPOSS-Dev
[END OF REFERENCE 17783656]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:03-May-2000 14:08:00 User: Customer Call_
EMPTY 03/05/00 15:07 uk066702 HSH1 Advice: rnm - carl motion chasing this call for an update - tried
paul steed but unavailable - voiced barbara longley for
update on this call - if possible the pm needs a callback to
explain the situation so far.....

Date:08-May-2000 12:53:00 User: Customer Call_
EMPTY 08/05/00 13:20 uk080111 HSH1 Repeat Call: voiced through Barbara Longley as pm needs to know what is
happening. A development team are investigating this. Pm
reports that this has happended again with this weeks CA on the
same counter

Date:08-May-2000 13:50:00 User:Les Ong
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0 hours

Date:09-May-2000 16:23:00 User:Les Ong
Target Release updated to CSR-CI3_2R
F) Response :
Potential target release updated to CI3_2R since date for existing target
release has passed.
[END OF REFERENCE 17936240]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 0 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:09-May-2000 16:31:00 User:Barbara Longley
The Call record has been assigned to the Team Member: John Simpkins
Hours spent since call received: 0 hours

Date:09-May-2000 16:34:00 User:Barbara Longley
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0 hours

Date:11-May-2000 10:41:00 User:Barbara Longley
F) Response :
HSH rang to say that NBSC are chasing for an update on this call. Have informed them that call currently with the EPOSS development team.
[END OF REFERENCE 17989436]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:11-May-2000 13:22:00 User:Barbara Longley
F) Response :
HSH have chased call again. Call is still being progressed by EPOSS-FP. Have prompted team.
[END OF REFERENCE 17995831]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:11-May-2000 13:24:00 User: Customer Call
EMPTY 11/05/00 11:38 uk080007 HSH1 Repeat Call: repeat call from NBSC. voiced through to EDSC, with eposs development team. advised that she will put an update on the call.
11/05/00 14:12 uk066744 HSH1 Repeat Call: rnm Carl Motion called chasing - is not happy at lack of apparent progression from support on this matter - office have had no contact for 4-5 days and rnm wants to ensure the urgency of this matter is realised - rnm would like to support to call him on [GRO] Voiced ssc.

Date:11-May-2000 14:18:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: 0 hours

Date:11-May-2000 14:21:00 User:Lionel Higman
Failed to contact Steve personally, left a message on his answering service asking him to look at it.

Date:16-May-2000 15:12:00 User: Customer Call
EMPTY 16/05/00 16:16 uk079680 HSH1 Repeat Call: the rnm is chasing this call she would like someone to call the office asap as the call has been going on for too long .

Date:16-May-2000 16:11:00 User: Customer Call
EMPTY 16/05/00 17:06 uk080147 HSH1 Repeat Call: RNM has called back for updt on the situation. RNM has reporting a problem whereby the transactions carried out on the counter are being lost from SU TT. Stock was balanced on Tuesday and it was noticed that there was a £6343.07 surplus discrepancy. The counter daily and weekly reports were showing zero. The RNM put £6343.07 into the suspense account. The discrepancy has now doubled and is showing as a £12686.14 surplus.

Date:17-May-2000 13:27:00 User:Steve Warwick
F) Response :
Looking at the message store it seems that Stock Unit DD has failed to balance properly. The rollover records for the stock unit on 27th April include only records for Cash, Stamps (Product 21) and Discrepancies (Product 145). These records are present only because they were the values of the declarations used prior to balancing, all other stock, receipts and payments values are missing from the rollover records. At the time of declaration, the values declared for Cash and Stamps were converted to discrepancies, presumably because the system had failed to accumulate any current stock holding for either product.
The call needs to be looked at in detail by the EPOSS team in order to establish why the system appears to have failed to locate any transactions for this stock unit in CAP 5.
[END OF REFERENCE 18177392]
Responded to call type L as Category 38 -Potential Problem Identified
The response has been flagged to the gateway team for validation
The Call record has been assigned to the Team Member: Walter Wright
Hours spent since call received: 1 hours

Date:18-May-2000 15:32:00 User:Barbara Longley
F) Response :
The Call record has been assigned to EPOSS-FP Team Member: Walter Wright
[END OF REFERENCE 18237650]
Responded to call type L as Category 38 -Potential Problem Identified
The response was delivered to: PowerHelp

Date:23-May-2000 08:29:00 User:Walter Wright
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: .1 hours

Date:26-Jun-2000 07:39:00 User: Customer Call
EMPTY 26/06/00 08:36 uk079674 HSH1 Follow Up: Shelley Lewis - Service Control Team - 7281-5432
Have mailed Walter Wright to request an update for this call.
Call has now received 11 Repeat calls from PM.

Date:26-Jun-2000 07:56:00 User: Walter Wright
The Call record has been transferred to the Team: EPOSS-Pre-Dev
Hours spent since call received: .1 hours

Date:26-Jun-2000 08:18:00 User: Walter Wright
The Call record has been assigned to the Team Member: Martin McConnell
Hours spent since call received: .5 hours

Date:26-Jun-2000 09:32:00 User: Martin McConnell
This PINICL has just been assigned to me. I have a copy of the full messagestore which I've just started loading on my system. In the meantime (whilst I'm looking) , it would be useful for EDSC to supply event logs that might point to any further clues. Route back to EPOSS-Pre-Dev when finished please..
The Call record has been transferred to the Team: EDSC
Defect cause updated to 99:General - Unknown
Hours spent since call received: 1 hours

Date:26-Jun-2000 12:07:00 User: Barbara Longley
The Call record has been assigned to the Team Member: John Simpkins
Hours spent since call received: 0 hours

Date:26-Jun-2000 12:55:00 User: Martin McConnell
After my first run through, the StockBalancing process has worked successfully as of 27-Apr-2000. BEFORE PASSING THIS BACK WITH THE EVENT LOG, MAY I REQUEST THAT THE MESSAGESTORE FOR NODE 1 IS RETRIEVED DIRECTLY FROM IT. I suspect there is a serious problem (Ripostewise??) with this as opposed to the correspondance view of it.
I shall still continue looking at subsequent weeks to see why the situation never recovered itself.

Date:26-Jun-2000 20:22:00 User: John Simpkins
I have emailed Martin a textual copy for the message store extracted from the gateway counter. Routing to EPOSS_PRE_DEV.
The Call record has been transferred to the Team: EPOSS-Pre-Dev
Hours spent since call received: 0 hours

Date:28-Jun-2000 13:08:00 User: Martin McConnell
This is another instance of PC0038631 where Dataserver trees have failed to build. This has now been fixed in CI4 and in conjunction with CP2587 (where the data tree rebuild is minimised to 2 attempts instead of 4) should return an abort right back up to the user to retry the balancing process. Instances where this can potentially occur is for example if the Riposte service has stopped/failed/unable to complete an IO request issued etc.
The Call record has been transferred to the Team: EDSC
Defect cause updated to 14:Development - Code
Hours spent since call received: 20 hours

Date:28-Jun-2000 13:41:00 User: Barbara Longley
The Call record has been assigned to the Team Member: John Simpkins
Hours spent since call received: 0 hours

Date:29-Jun-2000 09:34:00 User: John Simpkins
New evidence added - event log - may only

Date:29-Jun-2000 11:22:00 User: John Simpkins
F) Response :
In early May (01-May-2000) the event log shows a corrupt storage unit, and riposte queries were destroyed as a result. This would have caused the described errors. Unfortunately the event logs do not go back to include 27-Apr-2000.
[END OF REFERENCE 19591884]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:01-Jul-2000 14:38:00 User:John Simpkins
 F) Response :
 This is another instance of PC0038631 where Dataserver trees have failed to build. This has now been fixed in CI4 and in conjunction with CP2587 (where the data tree rebuild is minimised to 2 attempts instead of 4) should return an abort right back up to the user to retry the balancing process. Instances where this can potentially occur is for example if the Riposte service has stoped/failed/unable to complete an IO request issued etc.
 In early May (01-May-2000) the event log shows a corrupt storage unit, and riposte queries were destroyed as a result. This would have caused the described errors. Unfortunately the event logs do not go back to include 27-Apr-2000.
 This type of problem will be detected in CI4 (CSR+) and the user will be prompted to run the Cash Account again.
 I have not contacted the PM due to the length of time the call has been under investigation.
 [END OF REFERENCE 19669955]
 Responded to call type L as Category 74 -Fixed at Future release
 Hours spent since call received: 0 hours
 CALL PC0043811 closed: Category 74, Type L
 The response was delivered to: PowerHelp

Date:01-Jul-2000 14:43:00 User:Customer Call_
 Date and time complete: 01/07/2000 15:42:53
 Service Complete (Confirmation) Received

Root Cause	Development - Code
Logger	Customer Call -- EDSC
Subject Product	EPOSS & DeskTop -- Cash Account (version unspecified)
Assignee	John Simpkins -- EDSC
Last Progress	01-Jul-2000 14:43 -- Customer Call_