

To: Allen Graham (BRA01) [GRO]; Holmes Alan [GRO]; Mansfield Andrew [GRO]; Spurgeon Adam [GRO]
From: Jenkins Gareth GI
Sent: Thur 6/24/2010 4:30:45 PM (UTC)
Subject: RE: PC0200468 - Duplication of Transaction Records
RE: Duplication of Transaction Records on ARQ Returns

Graham,

I'm not sure how acceptable the workaround will be to POL.

There is a separate email exchange with Guy who is suggesting we don't tell POL about the issue until the HNG-X programme (he's included Alan and Geoff) have a chance to consider things to ensure it doesn't impact acceptance next week (see attached email trail)

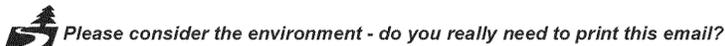
Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel: [GRO] Internal: [GRO]
Mobile: [GRO] Internal: [GRO]
email: Gareth.Jenkins@[GRO]
Web: <http://uk.fujitsu.com>



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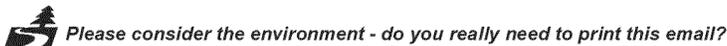
From: Allen Graham (BRA01)
Sent: 24 June 2010 17:28
To: Holmes Alan; Mansfield Andrew; Spurgeon Adam
Cc: Jenkins Gareth GI
Subject: RE: PC0200468 - Duplication of Transaction Records

Thanks Alan,

Then I suspect neither will get targeted until post R2 as Gareth has identified a workaround I believe.

Graham Allen
Application Services – Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
Tel: [GRO] or Internally [GRO]
Mob: [GRO] or Internally [GRO]
E-mail: [graham.allen@\[GRO\]](mailto:graham.allen@[GRO])
Web: <http://uk.fujitsu.com>



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From: Holmes Alan
Sent: 24 June 2010 17:17
To: Allen Graham (BRA01); Mansfield Andrew; Spurgeon Adam
Cc: Jenkins Gareth GI
Subject: RE: PC0200468 - Duplication of Transaction Records

Graham

The fix for PC0200468 is a Audit server application change. Gerald is currently producing a fix to the R1 code, this will need carrying forward to R2.

PC0194639 will require a change to the workstation applications only. It would also conflict with the R2 version. We have worked out how to handle this, but I don't think Andy has started any code changes for this as yet (he is on leave at the moment). If we get the PC0200468 fix in, I think that we can leave this for the time being.

Alan

From: Allen Graham (BRA01)
Sent: 24 June 2010 14:11
To: Mansfield Andrew; Spurgeon Adam
Cc: Holmes Alan; Jenkins Gareth GI
Subject: RE: PC0200468 - Duplication of Transaction Records

Thanks Andy,

Is this fix on the Audit Workstation ONLY? And does it conflict with any R2 changes for Audit?

If the answers are Yes and No we should be able to push this through for Penny even if Penny has to test it on LST herself?

Alan, Gareth, views?

Graham Allen
Application Services – Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire. RG12 8SN.
Tel: or Internally
Mob: or Internally
E-mail: graham.allen@
Web: <http://uk.fujitsu.com>

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From: Mansfield Andrew
Sent: 23 June 2010 16:32
To: Allen Graham (BRA01); Spurgeon Adam
Cc: Holmes Alan
Subject: RE: PC0200468 - Duplication of Transaction Records

Graham,

PC0200468

Gerald has prepared and started testing a fix for this problem that will remove the duplicate messages from the Horizon

transaction data. It should take him about 1 day to complete the testing and handover a new baseline.

(We have seen cases of duplicate message **numbers** – not duplicate messages themselves – in HNG-X data. These will not be removed by this fix so there will still be a need for PC0194639 to highlight the duplicates.)

This Peak was proposed for release 01.23 and is currently with RMF for targeting.

PC0194639

This Peak is probably less serious. The information that shows that duplicates have been found in the data is displayed to the user but may be hard to spot in large output. The purpose of the Peak is to highlight more clearly that duplicates have been found.

We do not yet have a fix - it will take 2 - 3 man days.

The Peak is currently proposed for release 02.11 and is with RMF for targeting. (We may want to propose/target this for an earlier release if Penny considers it to be important.)

Andy

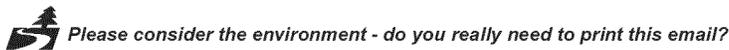
From: Allen Graham (BRA01)
Sent: 23 June 2010 15:22
To: Spurgeon Adam; Holmes Alan; Mansfield Andrew
Subject: FW: PC0200468 - Duplication of Transaction Records

Hi All,

Do we have fixes for these peaks? If not how long to have them ready; presuming they actually get targeted?

Graham Allen
Application Services – Post Office Account

FUJITSU
Lovelace Road, Bracknell, Berkshire. RG12 8SN.
Tel: or Internally
Mob: or Internally
E-mail: graham.allen@GRO
Web: <http://uk.fujitsu.com>



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From: Welsh Graham
Sent: 23 June 2010 13:14
To: D'Alvarez Alan; Allen Graham (BRA01); Andrews Mark (GD HQ); Cochrane Vince; Davidson James; Van Achte Gaetan; Butts Geoff; Richardson Debbie DB; Thompson Peter
Subject: FW: PC0200468 - Duplication of Transaction Records

All,

Please see below and attached FYI. In essence we have a problem with the ARQ extraction tool. Under Horizon this would inhibit the duplicate transactions held from the Audit Server and thus supply evidence for Court etc without duplicated records.

However the HNGx tool does not and thus duplicate records that can not be differentiated are supplied as evidence. Thus could allow for legal challenge to the integrity of the system.

Regards,

Graham

From: Thomas Penny
Sent: Wednesday, June 23, 2010 11:56 AM
To: Welsh Graham
Cc: Munro Donna
Subject: FW: PC0200468 - Duplication of Transaction Records

Graham

Could you spare a few minutes to discuss, please?

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: [GRO]
Mob: [GRO]
Fax: [GRO]
E-Mail: penny.thomas@[GRO]
Web: <http://uk.fujitsu.com>

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From: Lywood Pat
Sent: 23 June 2010 11:53
To: Thomas Penny; Welsh Graham; Spurgeon Adam
Subject: RE: PC0200468 - Duplication of Transaction Records

Penny,

I will add to CS Prayers but your chances of getting it fixed before R2 is deployed are not good.

Can I suggest that you explain the urgency to Graham and get him to raise it at management prayers?

Can you also add a business impact to the peak using the Impact button?

Adam,

Please can you get your guys to take a look at this and let me know where the fix might be?

Cheers

Pat
Service Implementation Manager

FUJITSU

Mob : [GRO] Internal: [GRO]

E-mail: pat.lywood@[GRO]

Web: <<http://uk.fujitsu.com>>



From: Thomas Penny
Sent: 23 June 2010 10:29
To: Lywood Pat
Subject: PC0200468 - Duplication of Transaction Records

Hi Pat

We have a very significant problem which has been recorded in PEAK PC0200468. In a nut shell the HNG-X application is not removing duplicate transactions (which may have been recorded twice on the Audit Server) and they are appearing in the ARQ returns. For the old Horizon application Riposte automatically removed duplicate entries. An initial analysis shows that one third of all ARQ returns (since the new application has been in play) have duplicated transactions.

Also, we have a PEAK PC0194639 which would highlight any duplication of records (this obviously isn't happening now).

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: 
Mob: 
Fax: 
E-Mail: penny.thomas@
Web: <http://uk.fujitsu.com>

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