

Message

From: Helen Rose [GRO]
Sent: 30/01/2013 12:35:35
To: Angela Van-Den-Bogerd [GRO]
Subject: FW: AP recoveries
Attachments: image001.gif; image008.png; image017.png; image009.png; image010.png; image011.png; image012.png; image013.png; image014.png; image015.png; image016.png

Angela

For info only.. once I receive the ARQ discs then hopefully we should be able to confirm if this transaction was a recovered/reversed horizon incident as Gareth says that this should show in the ARQ data.

Helen Rose - Grapevine Analysis & Support team - Security Team



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From: Jenkins Gareth GI [GRO]
Sent: 28 January 2013 09:28
To: Helen Rose
Subject: RE: AP recoveries

Helen,

Please see comments below prefixed [GIJ].

Hopefully it covers everything.

If it helps I'm happy to talk through any follow up questions with you.

Regards

Gareth

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Please consider the environment - do you really need to print this email?

From: Helen Rose [REDACTED] **GRO**

Sent: 28 January 2013 08:41

To: Jenkins Gareth GI

Subject: AP recoveries

Hi Gareth

I have been copied into a reply by you to Jane Smith in Chesterfield and although I can understand your reply, Jane has added comments in her email that have left me confused so I am hoping you could give me a brief explanation on AP recoveries please.

My understanding is that when AP's fail there is a way to recover these on horizon.

[GIJ] Not normally. Most AP transactions are not recoverable. There are some AP-ADC scripts that are recoverable such as Postal Order sales / encachments. (As these are all under POL's control, I can't give a full list.)

Recoverable transactions are:

1. **Online Banking transactions**
2. **E Top Ups**
3. **Selected AP ADC scripts (as above). Note these usually produce Immediate receipts rather than waiting for them to be printed out at settlement.**
4. **Plastic payments (though refunds will be calculated where non recoverable transactions are cancelled)**

Would the user have to re-boot the system?

[GIJ] Not normally. Really need to consider the type of failure. There are two broad categories:

1. **Where the terminal fails at some point while service a customer**

In this case the terminal probably does need to be rebooted as it has failed. Also there is no help from the terminal as to exactly what to do for the current customer (as it has failed!). In simple terms, all recoverable transactions should be assumed to have worked OK while all non-recoverable transactions should be assumed to have failed.

2. **Where there is a failure to communicate with the Data Centre during the settlement process (ie after everything is paid for but before the receipts are printed)**

In this case after Cancelling following one or more retries, the system should produce a Disconnected Session receipt making it clear which transactions were recoverable and so should be considered to be successful and which were not and so should be considered not to have happened. This information should be used in communication with the customer. Specifically no AP receipts will be generated at settlement time in this scenario.

Would there be an error message on the screen to prompt the AP recovery?

[GU] Unlike the old Horizon system there is no specific AP recovery when restarting after a failed session. There may be prompts on the screen as a result of running various recovery scripts and in particular if an AP ADC transaction is recoverable, then a special recovery script is run as part of the recovery process.

Would the office be clear that they have had to run AP recovery or would it run automatically without their knowledge?

[GU] Recovery is always run automatically the next time the terminal is Logged On. NB it must be the same logical terminal 9er Node ID), but if the physical terminal has been replaced 9ie a box swap0 then recovery is still invoke, but there may be questions to the class regarding the last successful session (this is held on the hard disk and so not available if the box has been swapped)

How long would this take?

[GU] It is pretty quick. It really depends on the recovery script.

How would the transaction show on the system once recovered?

[GU] It would show as a normal transaction for Credence. It is marked in the audit trail as having been recovered.

Would the horizon create an existing reversal on the system and how would this show on credence/at the office?

[GU] There is a circumstance under which this can happen. Specifically in the following scenario:

1. The basket has no recoverable transactions
2. The settlement information is sent from the counter to the Data Centre
3. It is successfully recorded in the Data Centre
4. The response fails to get back to the counter
5. Subsequent retries fail
6. The customer is told that the transaction has failed and given their money back
7. On the next Log On recovery takes place. Recovery will detect that the Basket had been recorded and then generate an existing reversal for everything in the basket as the counter should have assumed that it had failed.
8. A suitable recovery receipt is produced indicating this.

I understand that the initial transaction would show against the clerk serving the customer and the AP recovery would show against the user running the recovery.

[GU] Correct. Also in BRDB the reversal basket would be marked as a rollback recovery. However in Credence this would look like a normal Existing Reversal. Also it could take place "late".

We have a very high level issue where a bill has been paid, then reversed out 5 mins later. The PMr is denying this is his fault, but I can't understand how horizon would create an existing reversal transaction. I have requested the transaction logs, is there anything else I would be best looking at to prove or dis-prove these claims.

[GU] This could be the scenario I have described above. If this has happened in the last 4 weeks we would have access to detailed counter logs. If it has happened in the last 90 days our support people could confirm if the existing reversals were due to rollback recovery. In all cases the ARQ data would confirm this.

Many thanks

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