

Message

From: Helen Rose [GRO]
Sent: 31/01/2013 09:00:48
To: Angela Van-Den-Bogerd [GRO]
CC: Elaine Spencer [GRO]
Subject: RE: transaction log
Attachments: image001.gif; image002.png; image020.png; image021.png; image022.png; image023.png; image025.png; image026.png; image027.png; image028.png; image003.png; image004.png; image008.png; image009.png; image010.png; image011.jpg; image018.png; image019.png

Good morning Angela

I have still got the request in for the full ARQ disc and will still look at this to see if I could have identified what Gareth has.

I have found this very useful, as you know from the data I can see I really believed that this was a transaction at the counter. I understand what Gareth has said and he has been extremely helpful but my main concern is that this is the sort of thing that we cannot see on either Horizon logs or credence data.

Fujitsu (Gareth) will probably be the best assistance now on this case, but I would really appreciate being kept updated as this will really help me when looking at future cases.

I am not sure if we could look at putting a change request in that would identify these kind of transactions in credence rather than just reporting as a reversal. This in my world would have identified the issue at source.

Helen Rose - Grapevine Analysis & Support team - Security Team



Post Office Ltd, Security Team, 3rd Floor, Clippers Quays, Salford, Manchester, M50 3NW



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From: Angela Van-Den-Bogerd
Sent: 31 January 2013 08:42
To: Jenkins Gareth GI; Thomas Penny
Cc: Elaine Spencer; Helen Rose
Subject: RE: transaction log

Gareth,

Thank you I appreciate your help. I thought we had already asked for formal help on this case but if this is not the case then I do wish to process such a request – could you advise of the process for doing this please? I absolutely need to be able to articulate what's happened here so given that you are probably the person that can help formally I look forward to our future correspondence.

Thanks,
Angela

Angela Van Den Bogerd | Head of Partnerships



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From: Jenkins Gareth GI GRO

Sent: 31 January 2013 08:34

To: Angela Van-Den-Bogerd; Thomas Penny

Cc: Elaine Spencer; Helen Rose

Subject: RE: transaction log

Angela,

A few clarifications below prefixed [GIJ], but it doesn't cover everything you are asking.

Please note that this is all outside of our official remit. I probably shouldn't be doing this investigation for you in this way. (Though if you ask for formal help, it is likely to be me who gets involved!)

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
Post Office Account

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From: Angela Van-Den-Bogerd [GRO]
Sent: 30 January 2013 20:08
To: Helen Rose; Jenkins Gareth GI
Cc: Elaine Spencer
Subject: RE: transaction log

Gareth,

Thanks for looking at this but this doesn't give me a complete explanation. What we don't have visibility of is the session in between the transaction and the reversal 537804 – can we see what went through the system against this number?

[GIJ] There was no such transaction. Session IDs do have gaps in them occasionally. When we get the raw logs we will be able to show that number 537804 corresponded to the Log On request.

Also isn't there a log somewhere of what did actually fail – so if a break in Comms link isn't this recorded somewhere?

[GIJ] This was certainly recorded at the counter at the time. However such logs are deleted after 28 days, so are of no help to us now. There may also be Events written to system Logs at the time. These are normally retrieved at the time an ARQ is done, but they are not normally passed on to POL. I can't be certain if they will show anything or not but there is no harm in looking. They would also show whether or not the Counter was rebooted (which I suspect it was).

Penny: Please can you also save the all the Event Files when you process this ARQ (same one as I mentioned yesterday – details at end of email trail)

The Spmr is convinced that there is a problem with Horizon as he completed the transaction at the time and other than the system not printing a receipt for the customer he believed all was well with the transaction until several weeks later he learnt the customer's phone had been cut off for non-payment.

[GIJ] Not printing the receipt should have been an indication that something was wrong. As far as horizon is concerned a Basket is not completed until all the receipts have been printed. (This could be a genuine mistake due to lack of training or guidance, but it is not a fault with Horizon.) He also must have noticed that he needed to Log On before carrying out any further transactions and a Recovery receipt should have been printed at that point. The Events show that this was printed successfully.

The Spmr did not show a corresponding surplus on the day of the reversal which he should have as he had taken the money but the bill wasn't subsequently processed. We need to be able to explain exactly what's happened here and at the moment I'm unable to do this. Can you help me with this explanation? If not could you suggest someone who can.

[GIJ] He could have seen the recovery receipt telling him about a Cash Refund for £76.09 and taken the money, but I would have expected him to remember that!

That is the best I can do without the full evidence. I don't think anybody else is going to be able to provide a better explanation.

Thanks for your help.

Angela

Angela Van Den Bogerd I Head of Partnerships



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From: Helen Rose
Sent: 30 January 2013 16:55
To: Angela Van-Den-Bogerd
Cc: Elaine Spencer
Subject: FW: transaction log

Angela

For info

Helen Rose - Grapevine Analysis & Support team - Security Team



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From: Jenkins Gareth GI [GRO]
Sent: 30 January 2013 16:27
To: Helen Rose
Subject: RE: transaction log

Helen,

Attached are the transactions and events for 4th October 2012 from 09:30 to 09:40 GMT (ie 10:30 to 10:40 BST).

This shows that Session 537803 was successfully saved to the BRDB, but when the user JAR001 Logged On again Recovery reversed the session in session 537805.

It isn't clear what failed, but if it was a comms error, then the system would have printed a disconnected session receipt and the Clerk should have given the customer £80 and told him his Bill was unpaid. The fact that there is no indication of such a receipt in the events table suggests the counter may have been rebooted and so perhaps may have crashed in which case the clerk may not have been told exactly what to do.

The reversal was due to recovery (Counter Mode Id = 118) so this was not an explicit reversal by the clerk.

This scenario is fairly rare so it is certainly quite easy for the clerk to have made a mistake and either he or the customer could be in pocket / out of pocket (depending on exactly what happened!).

The system is behaving as it should.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
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From: Helen Rose **GRO**

Sent: 30 January 2013 15:49

To: Jenkins Gareth GI

Subject: RE: transaction log

191320	04/10/2012	10:32:52	JAR001	537803	0	2947	British Telecom	01815098033609517004		1	76.09
							Lloyds TSB			-	-
191320	04/10/2012	10:33:01	JAR001	537803	0	5055	Cash withdrwl		4462720000003046	1	80.00
191320	04/10/2012	10:33:33	JAR001	537803	0	1	Cash			1	3.91
191320	04/10/2012	10:37:44	JAR001	537805	1	2947	British Telecom	01815098033609517004		1	76.09
191320	04/10/2012	10:37:44	JAR001	537805	2	1	Cash			0	76.09

thanks

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From: Jenkins Gareth GI [GRO]
Sent: 30 January 2013 15:37
To: Helen Rose
Subject: RE: transaction log

Helen,

Can you give me a more precise Date and Time (say with 10 mins) for the problem? I can look at data up to 6 months old and October 2012 is within that 6 month window. (I don't want to try and trawl through a month's worth of data!)

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
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From: Helen Rose [GRO]
Sent: 30 January 2013 13:35
To: Jenkins Gareth GI
Subject: RE: transaction log

Thanks Gareth, that sounds great.

From the credence data it just looks like an AP transaction and 5 minutes later a reversal, however the banking withdrawal went through for £80 and was debited from the customers account. PMR did a banking withdrawal rather than payment by debit card. From the data I can see, I would have just said that this was a reversal at the counter,

He denies transacting the reversal and has involved a forensic accountant to prove horizon fault.

I would have expected the office to be £76 up due to the reversal but it wasn't. (Customer was give the change for £3.61 for the difference from the withdrawal and the BT bill)

Helen Rose - Grapevine Analysis & Support team - Security Team



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From: Jenkins Gareth GI GRO

Sent: 30 January 2013 13:27

To: Helen Rose

Subject: RE: transaction log

Helen,

I've tracked it down and it has been received here but not processed. I've asked if the raw lag can be returned as well as the normal stuff so that I can confirm exactly what happened.

If you can show what you need from the normal extract then fine. If not I can probably help you find the info in the raw log.

Regards

Gareth

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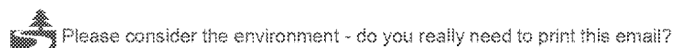
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From: Helen Rose [GRO]
Sent: 30 January 2013 13:22
To: Jenkins Gareth GI
Subject: FW: transaction log

Gareth

This is the ARQ request I logged last week.

Helen Rose - Grapevine Analysis & Support team - Security Team



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From: Helen Rose
Sent: 25 January 2013 14:44
To: Post Office Security
Cc: Andrew Winn; Angela Van-Den-Bogerd; Elaine Spencer [GRO]
Subject: transaction log

Hi

Could I please order the fujitsu transaction log for Lepton 191320 for 4th October 2012 to 25th October 2012. (please let me know if these dates fall outside one disc)

Could we please request that **all** session numbers are included not just sales and transactions - including any reason for those not showing in sales, i.e. background comments, error messages, receipt printed or receipt not printed etc

POS, could you please let me know roughly the timescales on ordering these (as you know it's a long time since I needed one).

Many thanks

Helen Rose - Grapevine Analysis & Support team - Security Team



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