

From: Paul Loraine [GRO]
To: Andrew Parsons [GRO]
Subject: CCRC KEL queries [BD-4A.FID26610170]
Date: Tue, 15 Aug 2017 08:29:26 +0000

Importance: Normal

Inline-Images: image001.jpg; image002.jpg; image003.jpg; image262342.JPG; imageb90b17.PNG; image31da29.PNG; image805e0c.PNG

Andy,

The CCRC have asked a few further questions about the KEL.

I have put my comments in red below. Is there anything you would add?

Thanks

Paul

We note the description at paragraph 50(4) of the defence, and also your previous description by email dated 13 November 2016. Taken together, I think these answer most of Amanda's original questions about the KEL. However, can I please ask:

- Paragraph 50(4) of the defence refers to the KEL as a "document" in the singular, am I right in thinking it exists as a single document rather than multiple different logs? **YES, IT IS A SINGLE DOCUMENT**
- In terms of scale, in your email of 13/11/2016 you referred to "thousands of entries" and "voluminous entries" in the KEL, is it possible to say how many pages the document runs to? **ANDY – PRESUMABLY ONLY FJ COULD ANSWER THIS? DOES THIS QUERY HAVE TO GO THROUGH THE USUAL PROCESS OF BEING PUT IN A QUEUE OF QUESTIONS FOR FJ OR ARE YOU HAPPY FOR ME TO ASK PETE NEWSOME (MY PREVIOUS FJ CONTACT ON THE KEL) DIRECT?**
- In your email of 13/11/2016 you stated: "We have asked Fujitsu for some random examples of these entries, and will provide these to you in due course". I don't think we have received any examples to date. I would be grateful if we could see some sample pages, as this would give us a clearer idea of the kind of information the KEL contains, and whether further analysis of the document is likely to be of any relevance to our review. **WE HAVE THE EXAMPLES BELOW FROM FJ. I WILL SUGGEST ROD PROVIDES THESE WITH HIS NEXT UPDATE EMAIL TO THE CCRC.**

View KEL dsed3033R Tuesday 15 Nov

PM is getting a system error when trying to produce a despatch report

A despatch report has not been produced and cut off daily so the number of records that are meant to appear in it have grown to the point that the counter is unable to process them.

Symptoms

The PM is unable to print or preview a despatch report as a system error is reported to them some time after pressing the print or preview button.

On Counter: MSG90025: SystemError - Error Code: 0291 (or 0991) has occurred
In POC log: java.lang.OutOfMemoryError

Problem

A despatch report had not been produced and cut off daily so the number of records that are supposed to appear in the report are growing by the day.
The message log on the counter shows that these have been received at the counter but it would seem that the counter business application is unable to process them given that a java.lang.OutOfMemoryError error is logged at the time.

Solution

ATOS | **SMC** | **SSC**

The problem is caused by the office not following the Post Office procedure: by not producing a cut off despatch report on a regular basis. The Horizon system is working as per agreed design.

SSC:
SSC resolve the issue by [155599](#). Then close the incident as "user error" so that it is referred back to NBSC as a business issue during monthly reporting.

Counter Eventing Team (CET) should ignore OutOfMemoryError events caused during despatch report printing as these will only be investigated on calls raised by individual offices.

Evidence

PostOfficeCounterLog

[+ More details](#)

KEL type: Information

Title: PM is getting a system error when trying to produce a despatch report

Summary: A despatch report has not been produced and cut off daily so the number of records that are meant to appear in it have grown to the point that the counter is unable to process them

Raised: by Dave Seddon on 02/07/2010

Last updated: by Steve Parker on 26/10/2016

Release: HW03

System product: CounterBusinessApplications

Additional Search Words: dispatch despatch not working freezing 0991 0291

Status: Authorised

Visibility: Medium

PSK: POC0206322

Old TFS: T3162996

Version: 18

Other versions of this KEL:

Version 17 (Deprecated) by Lina Kiang on 02/09/2013	View Changes
Version 16 (Deprecated) by Sudj Sur on 02/09/2011	View Changes
Version 15 (Deprecated) by Steve Parker on 29/03/2011	View Changes

PM states that AEI transaction keeps registering as a zero value which is unexpected

As part of the transaction the PM is asked if transaction is zero value and if they select Yes a zero value is registered.

Symptoms

PM is carrying out an AEI transaction, namely a SA Enrolment, but they have stated that it keeps being registered as a zero value transaction. They are expected it to be registered as a £110 transaction.

Problem

As part of the transaction the PM is asked if the transaction is zero value and is given the option to select Yes or No. If Yes is selected the transaction is registered as being zero value, which is what happened in this instance. If No is selected the PM is asked to enter the amount displayed on the barcode label. Note that at the end of the transaction the PM is also asked to confirm that the amount of the transaction matches the price from the label. They pressed Continue rather than using Prev to correct the amount.

Solution

ATOS | SMC | SSC

When asked if the transaction is zero value the PM must correctly select Yes or No.

+ More details

KEL type: Information
Title: PM states that AEI transaction keeps registering as a zero value which is unexpected
Summary: As part of the transaction the PM is asked if transaction is zero value and if they select Yes a zero value is registered.
Raised: by Dave Seddon on 25/10/2016
Last updated: on 26/10/2016
Release: HIXX
System product: HIX-Counter(OIT)
Additional Search Words: Security Industry Authority biometric
Status: Authorised
Visibility: Medium
PEAK: PC0254779
TFS: A13851534
Version: 1

View KEL Ramanar5955K

Tuesday, 15 Nov

IOException URL- Error in postcodeanywhere service

IOException URL- Error in postcodeanywhere service - Error in postcodeanywhere service

Symptoms

URL-Error in postcodeanywhere service may have different errors please review carefully -

Server Name : LRRPCWSnrm

Time of Occurrence : DD/MM/YY HH:MM:SS

Severity : Critical

Alert text1 : IOException URL-Error in postcodeanywhere service-ALERTID-3009- Error during postcodeanywhere service-IOException URL- Check logs for detail exceptions-@@-

Alert text2 : IOException URL-Error in postcodeanywhere service)-javac.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification pa

Alert text3 :Open quote is expected for attribute REL associated with an element type LINK - 3009: Error in postcodeanywhere service)-Alert Internal Server Error-@@-

Alert text4 :Exception URL-Error in postcodeanywhere service)-org.xml.sax.SAXParseException: lineNumber: 6; columnNumber: 11; Open quote is expected for attribute REL associated with an element type LINK . at org.apache.xml.parsers.DOMParser.parse(Unknown Source)

Alert text5 :The element type meta must be terminated by the matching end-tag </meta> - 3009: Error in postcodeanywhere service)-Alert Internal Server Error-

Problem

This alert is raised when CWS unable to connect to postcodeanywhere service. The reasons could be either postcodeanywhere is down or slower response than normal or Internal domain issue like firewall restrictions. Probably Sec Ops issue

Solution

ATOS | **SMC** | SSC

SMC Action:

First check with ATOS whether the PostCodeAnywhere service is under maintenance or otherwise having issues. If the PostCodeAnywhere service is confirmed as up and the errors are continuing then:

For Alert text 1 and 2:

Raise a P1 call with SSC and follow normal escalation process of voicing.

As per the TFS#A12629765 For Alert text 3,4 and 5:

Look for clear event which will be like as highlighted below, since alert 3 and 4 trigger together normally. If clear alert found ignore. If no clear alert raise a P1 call with SSC and follow normal escalation process of voicing.

Clear Alert: "postcodeanywhere service is running-ERROR 3009 is resolved}-ERROR 3009 is resolved-@@-

For CWS alerts: ALERTID-3009, please follow KEL ybra193BQ in future. (For more info: refer TFS# A12895875/A13397893/A1397726)

Evidence

Event Text, Date, Time Server Name

+ More details

KEL type:

Title:

IOException URL- Error in postcodeanywhere service

Summary:

IOException URL- Error in postcodeanywhere service - Error in postcodeanywhere service

Raised:

by Ramana Ravula on 25/07/2013

Last updated:

by SriTeja Kalagampudi on 07/11/2016

Release:

WSDX

System product:

CollectandReturnWebServer(CWS)

Server name:

LRRPCWSnrm

Additional Search Words:

URL- Error in postcodeanywhere, URL- Check logs for

Status:

Authorised

Visibility:

Medium

External:

Visible to support teams outside Fujitsu

PEAK:

PC0244660

TFS:

A91960999

Version:

5

Other versions of this KEL:

Version 4 (Deprecated) by Akash Sharma on 24/06/2016

[View Changes](#)

Version 3 (Deprecated) by Mark Wright on 02/07/2015

[View Changes](#)

Version 2 (Deprecated) by Ramana Ravula on 27/09/2013

[View Changes](#)

Version 1 (Deprecated) by Ramana Ravula on 28/07/2013

[View Changes](#)

Paul Loraine
Associate
Bond Dickinson LLP

Bond Dickinson

Direct:
Mobile:
Office: **GRO**

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