Export

Peak Incident Management System

Call Reference	PC0051327	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- M1Clone	Top Ref	C
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	02/08/2000	Effort (Man Days)	0
Summary	FAD182432 - Receipt and Payments mismatch		
All References	Type	Value	
	Other	C	
	PowerHelp	E-0007280842	
	SSCKEL	KEL DSeddon37L.htm	

Progress Narrative

```
Date:28-Jul-2000 11:32:00 User:_Customer Call_
CALL PC0051327:Priority B:CallType L - Target 02/08/00 12:32:13
28/07/00 12:22 office 182432 reports for CAP17 a receipts total of
£412224.58 and a payments total of £430724.58. the difference is £18500.00.
this office earlier raised a query because a transfer for an amount of
£9250.00 seemed to have gone missing.the amount of the transfer is exactly
half the amount of the difference between the receipts & payments.a call
raised earlier PC0050974 was closed in error.
28/07/00 12:27 GB082158
Information: passing to EDSC as requested.
F} Call details
Diagnostician name:
Customer opened date 28/07/2000 12:22:18
CALL PC0051327 opened
```

```
Date:28-Jul-2000 12:11:00 User:Barbara Longley
The call summary has been changed from:-
office 182432 reports for CAP17 a receipts total o
The call summary is now:-
FAD182432 - Receipt and Payments mismatch
Target Release updated to CSR-CI3_2R
Product General/Other/Misc Reconciliation added
```

```
Date:28-Jul-2000 12:17:00 User:Richard Coleman
PRESCAN: Previous call closed in by yourself.
The Call record has been assigned to the Team Member: Steve Squires
Defect cause updated to 40:General - User
Hours spent since call received: 0 hours
```

```
Date:28-Jul-2000 14:01:00 User:Steve Squires
New evidence added - Complete Message Store
```

```
Date:28-Jul-2000 14:11:00 User:Steve Squires
F} Response :
PM advises that the problem started when she transfered from counter No8 (by
mistake - should have been from counter No1) £5590 to counter No3 and £3660
to counter No4 - while No8 was in the process ov rolling over! Consequently,
the cash left counter No8 in CAP 18 and arrived in counters Nos3 and 4 in CAP
17. She eventually rolled the office, accepting the £9250 discrepancy and
then transfered £9250 from counter No1 to counter No8.
How was she able to transfer out of counter No8 while it was rolling over?
[END OF REFERENCE 20607319]
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: QFP
Hours spent since call received: 0 hours
```

```
Date:28-Jul-2000 15:27:00 User:Lionel Higman
The Call record has been assigned to the Team Member: Steve Warwick
Hours spent since call received: 0 hours
```

```
Date:31-Jul-2000 11:08:00 User:John Moran
PLEASE NOTE THAT IN CAP 18 THE R VS P DIFFERENCE AT THIS OFFICE WAS +
27750.00.
```

Date:**31-Jul-2000 12:57:00** User:**Les Ong**
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 0 hours

Date:**01-Aug-2000 11:02:00** User:**Barbara Longley**
F} Response :
The Call record has been transferred to the Team: EPOSS-FP
[END OF REFERENCE 20689451]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**02-Aug-2000 14:16:00** User:**Lionel Higman**
QFP authorised categorisation C
Target Release updated to M1
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0007280842
T Other : C

Date:**04-Aug-2000 09:22:00** User:**David Seddon**
KEL Reference added - DSeddon37L.htm
The call references have been updated. They are now:-
ORIGINATOR : Phelp
PowerHelp : E-0007280842
T Other : C
SSCKEL : DSeddon37L.htm

Date:**04-Aug-2000 14:58:00** User:**David Seddon**
F} Response :
Receipts and payments issues still being reported at this office. All of
which seem to stem from the £9250 transfer detailed above.
CAP17 difference of -£18500
CAP18 difference of +£27750
CAP19 difference of -£9250
Will attach the latest copy of the complete messagestore for further
investigation.
[END OF REFERENCE 20832457]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**04-Aug-2000 15:25:00** User:**David Seddon**
Latest copy of complete messagestore added (Wouldn't let me update or zap the
old copy!).
New evidence added - Latest complete message store - FAD182432 (up to 4

Date:**07-Aug-2000 13:02:00** User:**Les Ong**
The Call record has been transferred to the Team: EPOSS-Dev
Hours spent since call received: 0 hours

Date:**07-Aug-2000 13:32:00** User:**Walter Wright**
The Call record has been assigned to the Team Member: Martin McConnell
Hours spent since call received: .1 hours

Date:**07-Aug-2000 15:49:00** User:**Barbara Longley**
F} Response :
The Call record has been assigned to EPOSS-Dev Team Member: Martin McConnell
[END OF REFERENCE 20869669]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**08-Aug-2000 15:49:00** User:**Martin McConnell**
The problem seems to be dow to JCA001 logged on to an indiviual StockUnit
'08' and being able to perform balances without any apparent warning.
Message written <Id:3><Num:9935ish> for the balancing and <Id:4><Num:9033>
for one of the sums transferred out. Passing to Dave Linten for a 'watchdog'
analysis.
The Call record has been assigned to the Team Member: David Linten
Defect cause updated to 14:Development - Code
Hours spent since call received: 2 hours

Date:**09-Aug-2000 13:10:00** User:**Barbara Longley**

F} Response :
The Call record has been assigned to EPOSS-Dev Team Member: David Linten
Defect cause updated to 14:Development - Code
[END OF REFERENCE 20914284]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**21-Aug-2000 09:52:00** User:**Deleted User (David Linten Oct/00)**
F} Response :
The problem exists on line 11366 of the message store, whereby a user has
managed to attach to an already attached individual Stock Unit. This can be
seen in the EPOSSUsers Collection for the Stock Unit "01". This problem,
therefore, is a failure in the logon checks within EPOSSStockUnit.
[END OF REFERENCE 21241999]
Responded to call type L as Category 42 -Product Error Diagnosed
The response has been flagged to the gateway team for validation

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Date:**05-Sep-2000 15:07:00** User:**del(01/01 Denise Jackson)**
Target Release updated to M1Clone

Date:**26-Sep-2000 14:10:00** User:**Barbara Longley**
F} Response :
The Call record has been assigned to EPOSS-Dev Team Member: David Linten
[END OF REFERENCE 21870839]
Responded to call type L as Category 42 -Product Error Diagnosed
The response was delivered to: PowerHelp

Date:**04-Oct-2000 06:44:00** User:**Walter Wright**
The Call record has been assigned to the Team Member: Gerald Barnes
Hours spent since call received: .1 hours

Date:**04-Oct-2000 15:15:00** User:**Gerald Barnes**
F} Response :
The problem was caused by user JCA001 logging in on counter 4 (see message
<GroupId:182432><Id:4><Num:9008>) whilst a stock unit was being balanced on
counter 3 where user JCA001 was already logged in. A message
<GroupId:182432><Id:3><Num:9921> was produced on counter 3 saying that the
session transfer had failed but in fact the log in succeeded and hence you
got a user logged in to two terminals at once. This is a situation not
catered for in EPOSS code and hence you get the later problems already
described.
If it is desired to progress this further the bug must be assigned to the
Agent team to find out why the Stop Desk Transfer service failed to prevent
the user logging in on counter 4 (and subsequently doing the Transfer Out
which caused the problems).
[END OF REFERENCE 22010339]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: 4.7 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

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Date:**04-Oct-2000 15:26:00** User:**Paul Steed**
The Call record has been assigned to the Team Member: Steve Squires
Hours spent since call received: 0 hours

Date:**04-Oct-2000 16:29:00** User:**Steve Squires**
F} Response :
Please progress
[END OF REFERENCE 22014134]
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: TSC-Dev
Hours spent since call received: 0 hours

Date:**05-Oct-2000 15:18:00** User:**Barbara Longley**
F} Response :
The Call record has been transferred to the Team: TSC-Dev
[END OF REFERENCE 22034877]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp

Date:**01-Nov-2000 15:46:00** User:**Nick Lawman**
The Call record has been assigned to the Team Member: Les Andrew
Hours spent since call received: 0.1 hours

```
Date:14-Nov-2000 16:11:00 User:Tara Mills
F} Response :
The Call record has been assigned to the Team Member: Les Andrew
[END OF REFERENCE 22939885]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
```

```
Date:22-Nov-2000 10:24:00 User:Les Andrew
There was a short period on live where the EPOSS code was out of step with
the StopDeskTransfer code. The EPOSS code was still writing USERLOCKREQUEST
objects instead of using interfaces in the new UserLockRequest library. With
both sets of code now using the UserLockRequest library the problem should
not reoccur.
The Call record has been transferred to the Team: EDSC
Defect cause updated to 26:Integration - Build
Hours spent since call received: 3 hours
```

```
Date:22-Nov-2000 10:44:00 User:Barbara Longley
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 0 hours
```

```
Date:22-Nov-2000 11:29:00 User:John Moran
The Call record has been assigned to the Team Member: John Moran
Hours spent since call received: .3 hours
```

```
Date:24-Nov-2000 14:40:00 User:Tara Mills
F} Response :
The Call record has been assigned to the Team Member: John Moran MSU
[END OF REFERENCE 23227595]
Responded to call type L as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
```

```
Date:30-Nov-2000 13:46:00 User:John Moran
F} Response :
AS this is fixed at CI45 then I am happy to close this call.
Please close this call.
[END OF REFERENCE 23415222]
Responded to call type L as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation
```

```
Date:30-Nov-2000 14:40:00 User:Barbara Longley
F} Response :
30/11/2000 13:46:18 - By John Moran - MSU
AS this is fixed at CI45 then I am happy to close this call.
Please close this call.
closing as Reconciliation resolved.
[END OF REFERENCE 23417675]
Responded to call type L as Category 90 -Reconciliation - resolved
Hours spent since call received: 0 hours
CALL PC0051327 closed: Category 90, Type L
The response was delivered to: PowerHelp
```

```
Date:30-Nov-2000 14:45:00 User:_Customer Call_
Date and time complete: 30/11/2000 14:48:51
Service Complete (Confirmation) Received
```

Root Cause	Integration - Build
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	30-Nov-2000 14:45 -- _Customer Call_