**Export**

# Peak Incident Management System

| Call Reference | PC0132133 | Call Logger | _Customer Call_ -- EDSC |
|---|---|---|---|
| Release | Targeted At -- BI_3S90R | Top Ref | FSTK_2_0_WP23712 |
| Call Type | Live Incidents | Priority | B -- Business restricted |
| Contact | EDSC | Call Status | Closed -- S/W Fix Available to Call Logger |
| Target Date | 13/02/2006 | Effort (Man Days) | 0 |
| Summary | FAD378420: large discrepancy | | |

| All References | Type | Value |
|---|---|---|
| | Powerhelp | E-0602100449 |
| | Fast Track Fix | FSTK_2_0_WP23712 |
| | Release PinICL | PC0133131 |
| | Release PinICL | PC0133486 |
| | SSCKEL | KEL MScardifield2219S |
| | Work Package | PWY_WP_23712 |

## Progress Narrative

```
Date:10-Feb-2006 14:03:04 User:_Customer Call_
CALL PC0132133 opened
Details entered are:-
Summary:PM states that she had desprepency that seemed to
Call Type:L
Call Priority:B
Target Release:BI_3S82R
Routed to:EDSC - _Unassigned_
```

```
Date:10-Feb-2006 14:03:04 User:_Customer Call_
============================================================
Date/Time Raised: Feb 10 2006 1:12PM
Priority: B
Contact Name: Irene
Contact Phone: [____GRO____]
Originator: Phelp
Originator's reference: E-0602100449
Product Type: riposte
Product Serial No:
Product Site: 378420
============================================================
10/02/06 13:12 PM states that she had desprepency that seemed to become greater over the course of 20mins. Then a few minutes later
the descrepency vanished and normal figures remained normal

10/02/06 13:17 uk957320
Information: PM noticed this on daily cash report previews
10/02/06 13:17 uk957320
Information: PM referred by NBSC
10/02/06 13:20 uk957320
Information: Descrepency was at its highest £1000 shortage.
But PM insists within minutes the cash balance preview
stated that the balance was fine and descrepency was gone.
10/02/06 13:30 uk957320
Information: User - IB[IRRELEVANT] (PM)
Time / date - 1200pm 4th December
Node ID 2
10/02/06 13:43 uk957320
Information: PM staes that on the 4th of Feb pm was doing her cash
descrepency and the figure was showing a shortage of 470.00 pm
then came out of this pm then served customer s pm then amened
the cash the figure was around 5.00-10.00 pm then states
that the descrepency then went up to around 1,000 pm rechecked
the system and the cash went up to 1,453 pm states that the
figure pm then states that the system corrected it self and
is now back with the correct descrepancy

10/02/06 13:49 uk957320
Information: pm states she did a trail balance and was showing the 74
pence shortage which pm was happy with
10/02/06 13:51 uk957320
Information: pm states this was on sat 4th feb pm declared cash around
12.10 username IB[IRRELEVANT] node 2 stock unit EE


10/02/06 13:53 uk957320
KEL Ref No.: no kel found
10/02/06 13:54 uk957320
```

Information: down loading PS log
10/02/06 13:58 uk957320
Information: file id 710717 node 2
10/02/06 13:58 uk957320
Recommend: please check why when pm was doing her cash desprepency
a figure of 1,000 showed on her report when pm did the trail
balance it showed correct 74 pence shortage pm wants to
know why this figure of 1,000 showed in her desprepency please
see log for more details
10/02/06 14:01 SYSADM
Open OTI: Automatic Open OTI
***Updated by Ricky Law at 10/02/2006 14:01:48
10/02/06 14:01 uk957320
REASSIGN: Call # E-0602100449 was Reassigned from Ricky Law, Group
HSH1 to Group EDSC1

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Date:**10-Feb-2006 14:40:52** User:**Jim Anscomb**
Product EPOSS & DeskTop -- EPOSS added.

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Date:**10-Feb-2006 14:41:16** User:**Jim Anscomb**
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Powerhelp

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Date:**10-Feb-2006 14:45:00** User:**Cheryl Card**
The call summary has been changed from:-
PM states that she had desprepency that seemed to
The call summary is now:-
FAD378420: large discrepancy

---

Date:**15-Feb-2006 10:09:47** User:**Cheryl Card**
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Powerhelp

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Date:**15-Feb-2006 16:12:19** User:**David Seddon**
Evidence **Added** - FAD378420 - Complete Messagestore

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Date:**15-Feb-2006 16:13:08** User:**David Seddon**
Evidence **Added** - All Ones Subscription Group

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Date:**15-Feb-2006 16:14:31** User:**David Seddon**
Evidence **Added** - FAD378420 - Event/Audit logs plus messagestore extracts

---

Date:**15-Feb-2006 17:01:10** User:**David Seddon**
[Start of Response]
Can see that on 4th Feb the PM made numerous cash declarations for stockunit EE. The PM was declaring all sorts of figures and
getting different variances. What does stick out though is the cash declaration done on counter 2 at 12:32. PM declared £1218.82
and the system calculated a -ve £1453.28 discrepancy. Moments later the PM logs onto counter 1 and declared £1218.82 cash once
again. This time the system calculated a -ve £93.12 discrepancy, which is roughly what the PM expected, even though no txns had
been done between these two declarations.

So at 12:32 the system when it calculated a -ve £1453.28 discrepancy it thought that there was £2672.10 of cash. Totting up the
cash txns it would actually have had this amount at 08:47 4th Feb. This is about the time that a Trial Balance was carried out for
stockunit EE on counter 2.

It would appear that when working out the cash discrepancies on counter 2 the system has used an old 'data tree' (the one it used
at the earlier trial balance) rather than creating a new one so the discrepancies were wrongly calculated. It wasn't until the PM
later moved to counter 1 that a new 'data tree' was produced and the discrepancies were calculated correctly.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

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Date:**15-Feb-2006 17:03:22** User:**David Seddon**
[Start of Response]
Passing call over to development for comment/investigation.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

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Date:**15-Feb-2006 17:03:27** User:**David Seddon**
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:**15-Feb-2006 17:16:56** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Mark Scardifield
Progress was delivered to Powerhelp

Date:**15-Feb-2006 17:36:23** User:**David Seddon**
[Start of Response]
Already spoken with Irene the PM at the office. She was most concerned about what had happened and had spent some time worrying
about where the large discrepancy had come from. Apologised and explained what looks to have happened. Reassured her that she
hasn't lost any txns or got any suspect txns on her system.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

Date:**16-Feb-2006 12:56:16** User:**Mark Scardifield**
The Call record has been transferred to the team: EPOSS-Dev
The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Powerhelp

Date:**16-Feb-2006 14:36:22** User:**David Seddon**
Didn't spot it earlier but I have since found a KEL that looks like it might fit the problem - KEL MScardifield2219S. Does it fit
or is it slightly different?

Date:**16-Feb-2006 14:36:42** User:**David Seddon**
Reference Added: SSCKEL MScardifield2219S

Date:**23-Feb-2006 14:37:24** User:**Gerald Barnes**
[Start of Response]
By totting up all cash transactions done up to the point of the spurious -ve £1453.28 discrepancy I can see that what has happened
has there has been a failure of the Notify mechanism from the point of the Trial Balance done on counter 2 on 4th. February
8:41:49. I can also see from the audit log that no Notifys were received after this point. I imported the message store to this
point and did the trial balance again; but afterwards when I sold a stamp the notify did work.

Originally this failure in the Notify was thought to be an Escher bug &#8211; see PC0121925. However the fact that in this case the
Notify mechanism was working perfectly well before the trial balance and then suddenly stopped working gives me cause to suspect
that there may be some other cause.

I therefore recommend a small amount of extra diagnostics in DataServer. First of all I would like an extra audit line just before
the Notify mechanism is actually started &#8211; this is not done at the moment. It is controlled by a flag and if, for some
reason, this flag was not set you would get all the symptoms seen. In addition I would like an extra conditional audit line in the
routine in DataServer called on Notify &#8211; at the moment it does audit in certain conditions &#8211; I would like to leave this
as it is but in addition audit the entire command passed in if nothing is audited at all (in other words the command is slightly
different from the expected format which would, if it occurred, also give rise to exactly the symptoms described).

In addition I would like this PEAK cloned to address a problem I discovered whilst trying to duplicate this problem which in fact
gives rise to exactly the symptoms described as far as the clerk would see (but is not what happened because it would give a
different signature in the audit log).

If you start to rollover the Stock Unit and get the message

Warning

Warning The end data for TP 12 is not today &#8211; please double check that you wish to roll over into the next TP.

and you, at that stage, click Cancel then after that point all Notifys are ignored and subsequent cash declarations will not take
into account any additional transactions done. The fix is required in StockUnit where it says

Case "RollEarlyResponse"

If (ObjAttributeValue(sCommand, "ButtonClicked")) = "1" Then
objDesktop.DesktopButtonDisabled = True
sstock = CurrentStockUnit()
Me.CallInterface ObjMake("CmdStr", ObjMake("Cmd", "ProcessRolloverCommit") & ObjMake("ButtonClicked", "1"))
bRolloverQuestion = False

Else
'~PC0117205 MMc 13/04/05 Clear previous display messages and unlock desktop..
'~ WW PC0121111 2/6/2005 [BEGIN] - Remove screen flash during SU rollover
UserAbortFromFinalBalance

'~ objDesktop.HideMessage
'~ objDesktop.DesktopButtonDisabled = False
'~ LockDesktopRequest vbNullString, False, sUser, objDesktop
'~ HideWait objDesktop
'~ WW PC0121111 2/6/2005 [END]

End If

and what is required is an additional call

sResult = objCurrentFigures.UnFreeze("")

just after the UserAbortFromFinalBalance

```
LIVE FIX IMPACT
EPOSSDataServer diagnostics
COST: (man days in development)
1 man day
IMPACT ON DEVELOPMENT:
very little
IMPACT ON USER:
very little
IMPACT ON OPERATIONS:
very little
RISK: (any associated to releasing the fix, or risks if fix is not released)
very little
TARGET RELEASE:
S90r
FORECAST DATE OF DELIVERY WITHIN TARGET RELEASE:
27/02/06


LIVE FIX IMPACT
EPOSSStockUnit fix
COST: (man days in development)
1 man day
IMPACT ON DEVELOPMENT:
very little
IMPACT ON USER:
will stop cash declarations giving spurious results after a particular error
path has been taken on StockUnit rollover
IMPACT ON OPERATIONS:
will reduce the incidents of incorrect cash declaration results
RISK: (any associated to releasing the fix, or risks if fix is not released)
negligible
TARGET RELEASE:
S90r
FORECAST DATE OF DELIVERY WITHIN TARGET RELEASE:
28/02/06


[End of Response]
Response code to call type L as Category 42 -- Pending -- Product Error Diagnosed
Hours spent since call received: 21 hours
```

| | |
|---|---|
| Date:**23-Feb-2006 14:37:46** User:**Gerald Barnes** | |
| The Call record has been transferred to the team: RelMngmntForum<br>Progress was delivered to Powerhelp | |

| | |
|---|---|
| Date:**24-Feb-2006 11:57:55** User:**Mark Scardifield** | |
| Try and drop at the same time as 130089 | |

| | |
|---|---|
| Date:**24-Feb-2006 16:15:42** User:**Tyrone Cozens** | |
| The call Target Release has been moved to Targeted At -- BI_3S90R | |

| | |
|---|---|
| Date:**24-Feb-2006 16:16:33** User:**Tyrone Cozens** | |
| [Start of Response]<br>RMF authorise a fix for S90R. Routing to Eposs Dev for progression.<br>[End of Response]<br>Response code to call type L as Category 56 -- Pending -- Live Fix Authorised<br>Hours spent since call received: 0 hours | |

| | |
|---|---|
| Date:**24-Feb-2006 16:16:48** User:**Tyrone Cozens** | |
| The Call record has been transferred to the team: EPOSS-Dev<br>Progress was delivered to Powerhelp | |

| | |
|---|---|
| Date:**24-Feb-2006 16:18:15** User:**Tyrone Cozens** | |
| To be delivered alongside PC0129639. | |

| | |
|---|---|
| Date:**24-Feb-2006 17:27:53** User:**Mark Scardifield** | |
| Ignore my comment about dropping at the same time as 130089 | |

| | |
|---|---|
| Date:**24-Feb-2006 17:28:21** User:**Mark Scardifield** | |
| The Call record has been assigned to the Team Member: Gerald Barnes<br>Progress was delivered to Powerhelp | |

| | |
|---|---|
| Date:**27-Feb-2006 13:32:34** User:**Gerald Barnes** | |
| [Start of Response]<br>A new release of EPOSSStockUnit has been produced to fix the problem that if you click Cancel on the Message "Warning The end data<br>for TP 12 is not today &#8211; please double check that you wish to roll over into the next TP." produced during Stock unit | |

rollover and then do more transactions they are not added to the tree and Declare Cash shows the wrong discrepancy.

A new release of DataServer has been prepared with extra diagnostics around the area of the notification mechanism. One immediate result is that when the notify mechanism is enabled you will get a message of the form "DS:: clsInternalSession.CompletePopulateTree: Just about to create a message port number 4 and filter criteria <Filter:<TxnData.Container:IND><EPOSSTransaction.PM.L5:3017>>". In addition if the Notify mechanism receives an unrecognised command you will get a message "DS C/I Unprocessed command received <CmdStr:<Cmd:DataServerNewRecord005><Data:<Filter:<TxnData.Container:IND><EPOSSTransaction.PM.L5:3017>><Message:<GroupId:901777><Id :1><Num:3013><Date:27-Feb-2006><Time:12:56:12><User:MIGR01><Expiry:42><TranStartNum:3012><TxnData:<SessionId:44-901777-1-3011-1><TxnId:44-901777-1-3011-3><Container:IND><Start:<Date:27-Feb-2006><Time:12:56:12><TF:4>><End:<Date:27-Feb-2006><Time:12:56:12><TF:6>><Mode:SC>><Application:EPOSSAppMain><EPOSSTransaction:<CofA:551000><ProductNo:1><PVer:43><Qty:-1><SaleValue:-0.3><BlackBoxData:<M:SC><V:15><UnitPrice:0.3><S:1>><TranType:S><PM:<L1:1001><L2:1000><L3:3003><L4:3008><L5:3017>><SM:><TM:>><Debit:30><CRC:717F5DE7>>>>". It is possible to integration test the former message but not the latter which will only occur in exception conditions.


[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 7 hours

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Date:**27-Feb-2006 13:33:00** User:**Gerald Barnes**
The Call record has been transferred to the team: EPOSS-Rel
Progress was delivered to Powerhelp

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Date:**28-Feb-2006 08:40:47** User:**Mike Coon**
[Start of Response]
Fix released (with diagnostic) in WP23712 for BI3S90R
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 0 hours

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Date:**28-Feb-2006 08:41:02** User:**Mike Coon**
Reference Added: Work Package PWY_WP_23712

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Date:**28-Feb-2006 08:41:05** User:**Mike Coon**
TOP Reference set to: Work Package PWY_WP_23712

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Date:**28-Feb-2006 08:44:08** User:**Mike Coon**
The Call record has been transferred to the team: Dev-Int-Rel
Progress was delivered to Powerhelp

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Date:**28-Feb-2006 11:15:11** User:**PIT Automated User**
Reference Added: Fast Track Fix FSTK_2_0_WP23712 (TOP Reference)

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Date:**28-Feb-2006 12:33:47** User:**Arun Singh**
The Call record has been transferred to the team: Live Supp.Test
Progress was delivered to Powerhelp

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Date:**07-Mar-2006 10:48:52** User:**Edward Willis**
Reference Added: Release PinICL PC0133131

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Date:**15-Mar-2006 11:57:32** User:**Edward Willis**
Reference Added: Release PinICL PC0133486

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Date:**22-Mar-2006 14:36:09** User:**Sheila Bamber**
[Start of Response]
Tested in LST (See release Peak for details). Please close
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

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Date:**22-Mar-2006 14:36:43** User:**Lorraine Guiblin**
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Powerhelp

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Date:**23-Mar-2006 16:17:10** User:**David Seddon**
[Start of Response]
Response from development:

A new release of EPOSSStockUnit has been produced to fix the problem that if you click Cancel on the Message "Warning The end data for TP 12 is not today ? please double check that you wish to roll over into the next TP." produced during Stock unit rollover and

then do more transactions they are not added to the tree and Declare Cash shows the wrong discrepancy.

A new release of DataServer has been prepared with extra diagnostics around the area of the notification mechanism. One immediate result is that when the notify mechanism is enabled you will get a message of the form "DS::clsInternalSession.CompletePopulateTree: Just about to create a message port number 4 and filter criteria <Filter:<TxnData.Container:IND><EPOSSTransaction.PM.L5:3017>>". In addition if the Notify mechanism receives an unrecognised command you will get a message "DS C/I Unprocessed command received <CmdStr:<Cmd:DataServerNewRecord005><Data:<Filter:<TxnData.Container:IND><EPOSSTransaction.PM.L5:3017>><Message:<GroupId:901777><Id:1><Num:3013><Date:27-Feb-2006><Time:12:56:12><User:MP [IRRELEVANT] ><Expiry:42><TranStartNum:3012><TxnData:<SessionId:44-901777-1-3011-1><TxnId:44-901777-1-3011-3><Container:IND><Start:<Date:27-Feb-2006><Time:12:56:12><TF:4>><End:<Date:27-Feb-2006><Time:12:56:12><TF:6>><Mode:SC>><Application:EPOSSAppMain><EPOSSTransaction:<CofA:551000><ProductNo:1><PVer:43><Qty:-1><SaleValue:-0.3><BlackBoxData:<M:SC><V:15><UnitPrice:0.3><S:1>><TranType:S><PM:<L1:1001><L2:1000><L3:3003><L4:3008><L5:3017>><SM:><TM:>><Debit:30><CRC:717F5DE7>>>>". It is possible to integration test the former message but not the latter which will only occur in exception conditions.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Powerhelp
Hours spent since call received: 0 hours

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Date:**23-Mar-2006 16:20:32** User:**David Seddon**
[Start of Response]
New versions of software have been released to the live estate both to fix a specific variant of the problem and also to provide additional diagnostics to help identify the root cause of other variants.

KEL MScardifield2219S updated.

Returning call for closure.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Service Response was delivered to Powerhelp

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Date:**23-Mar-2006 16:20:32** User:**David Seddon**
CALL PC0132133 closed: Category 60 Type L

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Date:**23-Mar-2006 16:20:32** User:**David Seddon**
Hours spent since call received: 0 hours
Defect cause updated to 14 -- Development - Code

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Date:**23-Mar-2006 16:23:16** User:**_Customer Call_**
Consumer Phelp has received the call closure

| Root Cause | Development - Code |
|---|---|
| Logger | _Customer Call_ -- EDSC |
| Subject Product | EPOSS & DeskTop -- EPOSS (version unspecified) |
| Assignee | _Customer Call_ -- EDSC |
| Last Progress | 23-Mar-2006 16:23 -- _Customer Call_ |