

**To:** Thomas Penny [GRO]  
**Cc:** Jenkins Gareth G [GRO]  
**From:** Chambers Anne O [O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ANNE.CHAMBERS]  
**Sent:** Tue 10/21/2008 9:19:05 AM (UTC)  
**Subject:** RE: ARQs 356-374

Penny,

I've looked in detail at what happened on 4th/5th Jan 2006 at branch 107026.

User JHO001 was logged onto counter 1 all evening of 4th Jan, doing various activities associated with balancing, and started to product a balance report at 23:38.

User JKI001 was logged onto counter 2, where some other balancing activities took place (in the same stock unit) but logged out at 22:43, after a currency declaration.

From 00:04 to 2:27 5th Jan, counter 2 generated repeated Riposte lock events. These were caused by a known Riposte problem where, after a declaration, messages written on another counter could not immediately be copied in.

After Cleardesk reloaded Riposte at 2:27, the problem cleared and counter 2 then had visibility of all messages. Since counter 2 was not in use while the events were occurring, they had no impact whatsoever on the balance done.

The counter 1 messages were all generated and written as expected.

So these events have in no way contributed to or affected the shortage calculated by the system during the balance.

*Anne*



GRO

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**From:** Thomas Penny  
**Sent:** 21 October 2008 08:53  
**To:** Chambers Anne O  
**Subject:** RE: ARQs 356-374

Hi Anne

Please find attached the additional reports, as requested.

Let me know if you need any further info.

Kind regards  
Penny

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**From:** Chambers Anne O  
**Sent:** 20 October 2008 11:11  
**To:** Thomas Penny  
**Subject:** RE: ARQs 356-374

Both done in the early hours of 5th Jan - I can see the messages in what you've provided but they aren't in a readable format.

I'm 99.9% sure there's no problem (the user was logged in and balancing on counter 1 but the events are on counter 2), but I would hate to get it wrong.

*Anne*



GRO

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**From:** Thomas Penny  
**Sent:** 20 October 2008 11:07  
**To:** Chambers Anne O  
**Subject:** RE: ARQs 356-374

Hi Anne

Yes, I can, that's no problem, but I'll have to do it tomorrow as I'm working from home today. Will the messagestore for 5 Jan be sufficient or will I need to retrieve more data?

Kind regards  
Penny

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**From:** Chambers Anne O  
**Sent:** 20 October 2008 10:52  
**To:** Thomas Penny  
**Subject:** RE: ARQs 356-374

Penny, could you also extract the balance report and branch trading statement that were produced, using the tool we provided? I could do it but I'd have to load up the messagestore, and I'm still in the middle of 20 other things.

*Anne*



GRO

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**From:** Thomas Penny  
**Sent:** 20 October 2008 10:14  
**To:** Chambers Anne O  
**Subject:** RE: ARQs 356-374

Hi Anne

Events attached.

Penny

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**From:** Chambers Anne O  
**Sent:** 20 October 2008 10:05  
**To:** Thomas Penny  
**Subject:** RE: ARQs 356-374

Penny,  
Yes they were doing their balance in the middle of the night.  
I haven't got the events spreadsheet for this one, I think Gareth looked at it. Could you forward it to me? - then I can look at both in conjunction.

*Anne*



GRO

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**From:** Thomas Penny

**Sent:** 16 October 2008 10:33  
**To:** Jenkins Gareth GI; Chambers Anne O  
**Subject:** FW: ARQs 356-374

Hi Anne/Gareth

1. FAD 107026:

- a. Lots of events between 00:00 and 02:30 on 5/1/2006 (all counter 2). OK provided no one was Logged on at the time

Unfortunately JHO001 was logged on during this time. I attach messagestore - would one of you please be able to check all is OK for me?

Many thanks  
Penny

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**From:** Chambers Anne O  
**Sent:** 09 October 2008 09:35  
**To:** Thomas Penny; Meek Steven  
**Subject:** RE: ARQs 356-374

Yes they can all be filtered out.

*Anne*



GRO

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**From:** Thomas Penny  
**Sent:** 09 October 2008 08:47  
**To:** Chambers Anne O  
**Cc:** Meek Steven  
**Subject:** FW: ARQs 356-374

Hi Anne

Please could you check Gareth's comments below and then Steven can add to the filter.

Kind regards  
Penny

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**From:** Jenkins Gareth GI  
**Sent:** 08 October 2008 17:23  
**To:** Meek Steven; Thomas Penny  
**Subject:** RE: ARQs 356-374

Penny,

1. FAD 107026:

- a. Lots of events between 00:00 and 02:30 on 5/1/2006 (all counter 2). OK provided no one was Logged on at the time

2. FAD 223217:

- a. EPOSSDataServer error "Error Message: Error in node retrieval for node(s) 2575". I think this is one Anne said was benign. If so, Steven can add into the filter.
- b. EMV Launch: These are benign. Again Steven can add to the filter
- c. Riposte Errors are all Benign. Again I think Anne said that "An error occurred

within a message port recovery thread. Message not processed by checkpointed message port because the port's queue is full. (0x810D0006)" could be ignored and so added into the filter

3. FAD 318632:

- a. SwDistrib: "SwDistrib: (152) SOFT\_DIST\_CNT 39\_1 No distribution found" is benign and can be added to the filter (probably as startswith "SwDistrib: (152)")
- b. 2 instances of "An unexpected error occurred while attempting to modify an entry in the run map. Timeout occurred waiting for lock. (0xC1090003)" at 07:28 on 14/12/07 on Counter 1. OK if no one Logged on at that time.

4. FAD 475329 (part 1):

- a. EPOSSSetMain: Message "Unexpected VB error in clsEPOSSSet.PrintReceipt() Error: [6 - Overflow]" is benign and can be added to the filter.
- b. LFSCConfirm: Message "Error Message: clsPouchDeliveryS90.fePrintREMINReceipt The call to EPOSSSetMain returned the following: <Result:<Success:0>>" is benign and can be added to the filter.
- c. Riposte Error is benign (see 2c above)

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Royal Mail Group Account

FUJITSU

Lovelace Road, Bracknell, Berkshire, RG12 8SN

Tel:   
Mobile:   
email:   
Web: <http://uk.fujitsu.com>



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**From:** Meek Steven  
**Sent:** 08 October 2008 12:57  
**To:** Jenkins Gareth GI; Thomas Penny  
**Subject:** FW: ARQs 356-374

Gareth,

Please find attached the Audit events file for your consideration.

Penny,

Not events were returned for FADs 005113 and 194205.

Please note that event checking has only been performed for 475329 for 2007. We need to import the latest batch of events to check the 2008 date range.

Regards,

Steven

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**From:** Thomas Penny  
**Sent:** 08 October 2008 10:12  
**To:** Meek Steven  
**Subject:** FW: ARQs 356-374

Hi Steven

Just noticed 005113 - 1 May 08 is an urgent request - any chance you can fast track?

Kind regards  
Penny

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**From:** Thomas Penny  
**Sent:** 08 October 2008 08:50  
**To:** Meek Steven  
**Subject:** ARQs 356-374

Hi Steven

Please could you run error events for the following:-

Outlet

From	To
005113	01-May-08 01-May-08
194205	07-Jul-08 07-Jul-08
223217	06-Oct-05 05-Jan-06
107026	01-Dec-05 05-Jan-06
475329	21-Aug-07 20-Sep-07
475329	18-Aug-08 17-Sep-08
318632	04-Oct-07 02-Jan-08

Many thanks  
Penny

**Penny Thomas**  
**Security Analyst, Customer Services**

Fujitsu Services Retail & Royal Mail Group Account  
Lovelace Road, Bracknell, Berks RG12 8SN

Tel: +44 [redacted] GRO  
Mob: [redacted] GRO  
Fax: [redacted] GRO  
E-Mail: [redacted] GRO  
Web: <http://uk.fujitsu.com>

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