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**From:** Jenkins Gareth GI  
**Sent:** Fri 09/06/2006 2:33:13 PM (UTC)  
**To:** Pinder Brian [GRO]  
**Cc:** Thomas Penny [GRO]  
**Subject:** | RE: Post Office Limited v Mr L Castleton

Brian,

It is correct that we do update the software remotely and that a software update could result in the desktop being closed and restarted. However even then, I don't see how it would result in losses as is being claimed. Also software updates are relatively rare and normally only take place between 20:00 and 01:00 and again between 04:00 and 07:00 with occasional extensions at the weekends. This puts them well outside the normal operational hours of Horizon.

I think he is clutching at straws. However I guess we do need to cover this angle.

I would expect the system to record details of all software updates and when they took place at which branches. However I don't know how long these are retained and whether they are included in the Audit Trail so that you can check out the history for Marine Drive in 2004.

Jane Collins is probably a good place to start, particular for confirmation of when exactly the software distribution windows are and what would have been likely to happen at the time in question. If more detail as to finding exact software update details is required, may need to go to Glenn Stephens, but I'd start with Jane.

Hope this moves you in the right direction

Regards

Gareth

Gareth Jenkins  
Distinguished Engineer  
Applications Architect  
Post Office Account

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**From:** Pinder Brian  
**Sent:** 09 June 2006 14:22  
**To:** Jenkins Gareth GI  
**Cc:** Thomas Penny  
**Subject:** FW: Post Office Limited v Mr L Castleton

Gareth ci Penny

I would like to run this by you first as I hope you might be able to either answer the query (hopefully) or point

me in the right direction?  
See below request for information.

Regds Brian

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**From:** Stephen Dilley [GRO]  
**Sent:** 08 June 2006 15:59  
**To:** Pinder Brian  
**Cc:** graham.c.ward [GRO]; mandy.talbot [GRO]  
**Subject:** Post Office Limited v Mr L Castleton

Dear Brian

Firstly, I would like to thank you and your team for finding the time to meet us on Tuesday. We found the meeting to be really worthwhile, helpful and productive. We will circulate a note of the meeting shortly, just for everybody's record.

In the meantime, I attach a letter received on 7 June from Mr Castleton's solicitors. I have highlighted the two paragraphs that I would like you to have a quick look at. Basically they state the Horizon system is equipped with a facility via which its operating software can be updated remotely via the connection to the PO's head office and that the system sometimes went off line when there are software updates. They have therefore asked for documents relating to the updating of the software of the system. My view is that they are making a stab in the dark, but please could you ask your team whether they would have or could obtain any records of software updates?

I look forward to hearing from you as soon as possible.

Kind regards.

Stephen Dilley  
Solicitor  
for and on behalf of Bond Pearce LLP

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**Please note our new contact details from 8 May 2006 as set out above.**

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