

Thomas Penny



From: Thomas Penny
Sent: 26 February 2010 09:33
To: Dunks Andy
Subject: FW: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Andy

I requested the events to be checked to support your witness statement; I've had a chat with Gareth this morning and as no transaction data has been requested it is pointless going further with the exercise.

However, you may like to check Anne's comments against the calls in your witness statement.

Penny

Penny Thomas
Security Analyst, Customer Services

Fujitsu Services Retail & Royal Mail Group Account
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From: Jenkins Gareth GI
Sent: 26 February 2010 08:38
To: Thomas Penny
Cc: Chambers Anne O
Subject: FW: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

Anne has looked at the event logs.

She's identified a number of things below to check out.

Are you able to check out the specific times she has indicated, firstly to see if anyone was Logged on and secondly against Andy Dunk's Call logs.

If you need some help with the specifics, then please let me know.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN

26/02/2010

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From: Chambers Anne O
Sent: 25 February 2010 15:20
To: Jenkins Gareth GI
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gareth, sending just to you initially.

I know you have even more on your plate than I do, but my involvement has always been unofficial and on the basis that I had time to do it. If I need to do more detailed analysis on this (and I'm not sure what I would be able to find, without knowing what their specific problem was) it will have to be officially agreed with my manager - you can instigate that if you like, but I don't think I can keep volunteering.

There are several entries on the 1 Sysman 2 126023 tab which require some further investigation. I've added some highlighting.

Counter 1 on 2/3 May 2006, and 4 Feb 2008. I don't know whether the counter was replaced, or whether the messagestore was deleted and copied from another counter. The Powerhelp / TfS calls may illuminate this.

I don't know if the counter was used while these errors were occurring - it may have been. If they have any complaints specific to these times, perhaps they should be checked out???

There are some isolated timeout waiting for lock messages, but in general these appear to be associated with checksums being written. To be on the safe side, it could be checked whether anyone was logged on


counter 1 or 2, 3-Apr-2007, 20:30
counter 2 28-May-2008, 01:33
counter 1 18-Aug-2008, 11:04

and if so check the messages to find which processes were in contention.

It is notable that the branch does not have the repeated lock messages which were a feature of the Callender Square problem.

Error Message: Error in node retrieval for node(s) 1010 - as far as I know this hasn't been investigated but on the other hand no one has complained of a problem linked to it. I'll try to check it out.

Anne

external  GRO

From: Barnes Gerald
Sent: 24 February 2010 10:04
To: Thomas Penny
Cc: Chambers Anne O; Jenkins Gareth GI; Holmes Alan; Mansfield Andrew
Subject: RE: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Penny,

I attach the results of the query.

Note that on the advice of Alan all BAL events are included for the date range. They are identified by a blank FAD. They may not be relevant for a Horizon counter.

Regards,
Gerald Barnes

From: Thomas Penny
Sent: 22 February 2010 10:57
To: Barnes Gerald
Cc: Chambers Anne O; Jenkins Gareth GI
Subject: ARQ436-490 Witness Statement Support for West Byfleet, 126023

Gerald

Could you please check events for the following:-

126023 - 30 Jun 05 to 31 Dec 09

Kind regards
Penny

Penny Thomas
Security Analyst, Customer Services

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Witness Statement

(CJ Act 1967, s9; MC Act 1980, ss 5A(3)(a)
and 5B, MC Rules 1981, r 70)



Statement of Andrew Paul Dunks

Age if under 18 over 18 (If over 18 insert 'over 18')

This statement (consisting of 1 pages signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe true.

Dated the 11th day of February 2010

Signature

GRO

Further to my statement dated 29th January 2010, I can confirm that all the calls mentioned from West Byfleet Post Office to the Horizon System Helpdesk (HSH) are of a routine nature.

Signature

GRO

Signature witnessed by

GRO