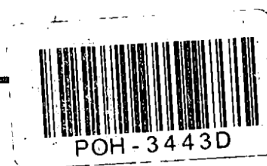


Thomas Penny



From: Jenkins Gareth GI
Sent: 11 October 2010 19:04
To: charles mclachlan
Cc: Warwick Tatford; Jarnail A Singh; Thomas Penny;
john.longman; GRO
Subject: Further info re Calendar Square

Attachments: ARQ436-490 Witness Statement Support for West Byfleet 126023 22022010 1142.xls;
ARQ436-490 Witness Statement Support for West Byfleet 126023 22022010 1142
Rejects.zip; 8080_XpandCallDetails.jsp_Call.pdf

Dear Charles,

As requested I have some further info for you regarding the problem that occurred in Calendar Square Falkirk:

The Event Log I showed you this afternoon:



ARQ436-490
Witness Statement S.

The Events that were filtered out when the spreadsheet was produced



ARQ436-490
Witness Statement S.

The Incident report from Calendar Square describing the problem there



8080_XpandCallDet
ails.jsp_Call...

I'll be in the court from about 10am tomorrow if you want any further info or help in interpreting the data. I'll have access to my email until about 9am tomorrow if you need to ask me anything before I set out to Guildford.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

FUJITSU
Lovelace Road, Bracknell, Berkshire, RG12 8SN
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email: [Redacted]
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PC0126376 -- FAD160868 transfer is not showing on node 4

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Expanded

File

Call

Conference

Options

Peak Incident Management System[back to detail](#)[print](#)

Call Reference	PC0126376	Call Logger	Customer Call -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	PWY_WP_22240
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Fixed at Future Release
Target Date	24/09/2005	Effort (Man Days)	0
Summary	FAD160868 transfer is not showing on node 4		
All References	Type	Value	
	Powerhelp	E-0509210898	
	SSCKEL	KEL JSimpkins338Q	
	SSCKEL	KEL JBallantyne5245K	
	Call reference	PC0126042	
	Supplier reference	03734 (Escher)	
	Work Package	PWY_WP_22240	

Progress Narrative

Date:21-Sep-2005 17:47:24 User:_Customer Call_
CALL PC0126376 opened
Details entered are:-
Summary:pm states that he has been put through from nbsc,
Call Type:L
Call Priority:B
Target Release:BI_3S82R
Routed to:EDSC - _Unassigned_

Date:21-Sep-2005 17:47:24 User:_Customer Call_

=====

Date/Time Raised: Sep 21 2005 4:42PM
Priority: B
Contact Name: alan brown
Contact Phone:
Originator: Phelp
Originator's reference: E-0509210898
Product Type: Riposte
Product Serial No:
Product Site: 160868

=====

21/09/05 16:42 pm states that he has been put through from nbsc, he has a node that will not accept a transfer it will not appear on the screen. only on node 5 the transfer is not there but on node 1 it is there.

21/09/05 16:49 UK955763
Advice: advised pm that this has to come from nbsc to go through checks.
21/09/05 17:06 UK955763
Information: call raised last week for similar issue - transfers not showing on all nodes. E-0509150123
21/09/05 17:07 UK955763
Advice: pm stated that the following transfer is not showing on node 4

IRRELEVANT

11/10/2010

transfer out
user BF[RELEVANT] S/U F

transfer in
user AJO001 S/U G

This transfer is showing on nodes 3 & 1 but not on node 4.

21/09/05 17:09 UK955763

Information: pm experienced similar problems last week and wants us to investigate why this is happening.

Pm stated he has not had any disconnected node messages or any on line issues.

21/09/05 17:14 UK955763

Information: Another transfer of £45.40 approx

Transfer out - node 2
user GM[RELEVANT] S/U E

Transfer in node 3 & 4
user AJ[RELEVANT] & LL[RELEVANT] S/U F

This transfer appeared on both nodes 3 & 4.

When clerk accepted transfer in it accepted it. After she accepted it she went back into transfers and node 4 transaction for £608.13 appeared.

21/09/05 17:18 UK955763

Access Times: confirmed access times

Mon - Friday 0900 - 1730

21/09/05 17:21 UK955763

REASSIGN: Call # E-0509210898 was Reassigned from Rachel Parkinson, Group HSH7 to Kenneth Hudson, Group HSH2

21/09/05 17:44 GB082200

Information: have downloaded ps log for nodes 3 and 4

file id node 3 654377 node 4 654381

21/09/05 17:45 GB082200

Recommend: please check why transfer s are not showing please see logs for details

21/09/05 17:46 SYSADM

Open OTI: Automatic Open OTI

***Updated by Kenneth Hudson at 21/09/2005 17:46:17

21/09/05 17:45 GB082200

REASSIGN: Call # E-0509210898 was Reassigned from Kenneth Hudson, Group HSH2 to Group EDSC1

Date:22-Sep-2005 08:23:41 User:Barbara Longley

The call summary has been changed from:-

pm states that he has been put through from nbsc,

The call summary is now:-

FAD160868 transfer is not showing on node 4

Date:22-Sep-2005 08:38:17 User:Barbara Longley

Product EPOSS & DeskTop -- EPOSS added.

Date:22-Sep-2005 08:38:25 User:Barbara Longley
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Powerhelp

Date:22-Sep-2005 15:30:07 User:Cheryl Card
Reference Added: SSCKEL JSimpkins338Q

Date:22-Sep-2005 15:30:59 User:Cheryl Card
Reference Added: SSCKEL JBallantyne5245K

Date:22-Sep-2005 15:32:10 User:Cheryl Card
Reference Added: Call reference PC0126042

Date:22-Sep-2005 16:13:08 User:Cheryl Card
[Start of Response]
This is another occurrence of last week's problem (PC0126042), where messages were not replicated due to Riposte errors. Last week the PM did some duplicate Transfer In transactions which caused reconciliation errors - fortunately this week he has not done so. The PM wants to know why these problems have occurred twice within 2 weeks. I will pass the call to development for comment.
[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:22-Sep-2005 16:14:47 User:Cheryl Card
Evidence Added - Message store and logs for 14/09/05

Date:22-Sep-2005 16:15:17 User:Cheryl Card
Evidence Added - Message store and logs for 21/09/05

Date:22-Sep-2005 16:16:03 User:Cheryl Card
Evidence Added - Subscription groups

Date:22-Sep-2005 16:20:37 User:Cheryl Card
The errors
'Timeout while waiting for thread completion'
followed by many occurrences of
'An unexpected error occurred while attempting to insert a message. Timeout occurred waiting for lock'
have occurred at this site on 2 consecutive weeks:
14/09/05 at 15:07 on counter 3
21/09/05 at 15:06 on counter 4
Can development comment on why this has happened again at the same site.
(Note - a few of these errors seem to occur every week at different sites).

Please route to EPOSS-Dev for comment.

Date:22-Sep-2005 16:20:54 User:Cheryl Card
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:22-Sep-2005 18:12:16 User:Lionel Higman
The Call record has been assigned to the Team Member: Mark Scardifield
Progress was delivered to Powerhelp

IRRELEVANT

11/10/2010

<p>Date:23-Sep-2005 16:13:32 User:Ric Craig The Call record has been transferred to the team: EPOSS-Dev The Call record has been assigned to the Team Member: Martin McConnell Progress was delivered to Powerhelp</p>
<p>Date:26-Sep-2005 16:29:11 User:Martin McConnell This is a Riposte problem, nothing I can do about this I'm afraid as a replication problem. Passing over to the Escher-Dev stack.</p>
<p>Date:26-Sep-2005 16:29:22 User:Martin McConnell The Call record has been transferred to the team: Escher-Dev Progress was delivered to Powerhelp</p>
<p>Date:29-Sep-2005 09:55:07 User:Mike Coon Reference Added: Supplier reference 03734 (Escher)</p>
<p>Date:29-Sep-2005 09:55:49 User:Mike Coon The Call record has been assigned to the Team Member: At-Escher Progress was delivered to Powerhelp</p>
<p>Date:08-Nov-2005 15:19:10 User: Customer Call EMPTY 08/11/05 15:12 uk952602 HSD IMT Information: Jez Murray from Service Support called to advise that this called was linked to a reconcilliation issue, and that Julie Dart from there HQ had been chasing this call and would like an update as to what is happening. 08/11/05 15:15 uk952602 HSD IMT Advice: advised Jez that i would look into this and will then update Julie Dart.</p>
<p>Date:08-Nov-2005 15:22:15 User: Customer Call EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 08/11/05 15:18 uk952602 HSD IMT Information: I have asked Matt Saunders to have a look through the call</p>
<p>Date:08-Nov-2005 15:26:04 User: Customer Call EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 08/11/05 15:22 uk080066 HSD IMT Escalate: I have spoken to Ann Chambers of SSC to put a chase on this. Ann will do this and update the call</p>
<p>Date:08-Nov-2005 15:28:43 User:Anne Chambers [Start of Response] I've asked Mike Coon to get an update from Escher. [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</p>
<p>Date:10-Nov-2005 08:13:13 User: Customer Call EMPTY 10/11/05 08:08 uk952602 HSD IMT Contacted: I have left a voicemail</p>

message to advise Julie Dart that
the information is being chased and when the call has been
updated i will let her know

Date:10-Nov-2005 10:43:29 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
10/11/05 10:40 uk952602 HSD IMT Information: Julie Welsh has advised that IMT
are not responsible for
updating Julie Dart on this call.
If Julie requires further information for reconciliation
purposes, she should raise her own query through the
reconciliation process, the desk will NOT be providing her with any
updates on this call.
Julie Welsh has passed this information on to Jez Murray

Date:10-Nov-2005 11:58:30 User:Jez Murray
1/ This problem is the route cause of the reconciliation error closed in
PC0126042

2/ Presumably the route cause is deemed to be software not hardware

3/ The Postmaster has a workaround in place which is not to duplicate
transactions (e.g. Transfer In) just because the original attempts were
successful but not showing on all nodes

4/ POA CS MSU have a workaround in place which is that if 3/ above is not
followed & PC0126042 reoccurs, a BIMS will be issued advising POL to issue a
Transaction Correction

5/ There is no SLT for software fixes as they are delivered based upon the
priority or severity of the issue and could remain open until both businesses
decide a fix is necessary or the work around is adequate

JeZ Murray has advised Julie Dart of this by email as could not voice at the
timestamp of this update

Date:04-Jan-2006 15:31:13 User:_Customer Call_
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL
04/01/06 15:24 uk532725 SMC1 Information: Assuming this call is referring to
Node 5. This counter is
storming with the following critical event: An unexpected
error occurred while attempting to insert a message. Timeout
occurred waiting for lock. (0xC1090003).

Date:30-Jan-2006 15:48:38 User:Mike Coon
[Start of Response]
I should have updated this call long ago.

Escher assert that this problem is fixed in their latest delivery to us,
"UK10", which is included with S90.

Therefore this call should be closed accordingly and resurrected only if the
problem recurs in S90.
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 0 hours

Date:30-Jan-2006 16:01:55 User:Mike Coon Reference Added: Work Package PWY_WP_22240	
Date:30-Jan-2006 16:01:59 User:Mike Coon TOP Reference set to: Work Package PWY_WP_22240	
Date:30-Jan-2006 16:04:02 User:Mike Coon [Start of Response] Accordingly I've added the "UK10" WP number to the references for this PEAK. [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	
Date:30-Jan-2006 16:15:24 User:Jim Anscomb The Call record has been assigned to the Team Member: Cheryl Card Progress was delivered to Powerhelp	
Date:31-Jan-2006 08:44:55 User:Cheryl Card [Start of Response] Update from Mike Coon: Escher assert that this problem is fixed in their latest delivery to us, "UK10", which is included with S90. Therefore this call should be closed accordingly and resurrected only if the problem recurs in S90. [End of Response] Response code to call type L as Category 74 -- Final -- Fixed at Future Release. Routing to Call Logger following Final Progress update. Service Response was delivered to Powerhelp	
Date:31-Jan-2006 08:44:55 User:Cheryl Card CALL PC0126376 closed: Category 74 Type L	
Date:31-Jan-2006 08:44:55 User:Cheryl Card Hours spent since call received: 0 hours Defect cause updated to 14 -- Development - Code	
Date:31-Jan-2006 08:47:49 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	31-Jan-2006 08:47 -- Customer Call

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