

## Export

## Peak Incident Management System

Call Reference	PC0153009	Call Logger	Gerald Barnes -- Deleted Team
Release	Proposed For -- T80	Top Ref	96082
Call Type	Cloned call	Priority	C -- Progress restricted
Contact	Gerald Barnes	Call Status	Closed -- Administrative Response
Target Date	20/01/2008	Effort (Man Days)	2.00
Summary	FAD 226242 unable to roll over		
All References	Type	Value	
	TRIOLE for Service	96082	
	SSC OCR	OCR 17725	
	Clone Master	PC0152828	

## Progress Narrative

Date:15-Jan-2008 12:19:52 User:Gerald Barnes

CALL PC0153009 opened

Details entered are:-

Summary:FAD 226242 unable to roll over

Call Type:C

Call Priority:C

Target Release:T70

Routed to:EPOSS-Raised - Gerald Barnes

Date:10-Jan-2008 11:33:06 User:\_Customer Call\_

CALL PC0152828 opened

Details entered are:-

Summary:Please advise when branch last rolled over for bot

Call Type:L

Call Priority:C

Target Release:T70

Routed to:EDSC - \_Unassigned\_

=====

Date/Time Raised: Jan 10 2008 11:30AM

Priority: C

Contact Name: Denise Miller

Contact PH: [GRO]

Originator: XXXXXX@TFS01

Originator's reference: 96082

Product Serial No:

Product Site: 226242

=====

Please advise when branch last rolled over for both Office and SU and whether this branch is at risk of archive thanks

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Incident History:

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2008-01-10 11:30:45 [ Miller, Denise]

INIT : create a new request/incident/problem/change/issue

Date:10-Jan-2008 11:38:15 User:Lorraine Guiblin

The call summary has been changed from:-

Please advise when branch last rolled over for bot

The call summary is now:-

FAD 226242 advise when branch last rolled over

Date:10-Jan-2008 11:38:22 User:Lorraine Guiblin

Product EPOSS &amp; DeskTop -- EPOSS (version unspecified) added.

Date:10-Jan-2008 11:38:29 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Lina Kiang

Progress was delivered to Provider

Date:10-Jan-2008 15:40:39 User:Lina Kiang

[Start of Response]

The last BTS was for TP 08 on 28/11/07; the first stock unit (AA) rolled into TP 09 on the same day (43 days ago).

DisableArchiving is switched on at the counters so the msgs will not be archived nonetheless the Branch is at risk if it does not roll soon (e.g. if there is a fire).

[End of Response]

Response code to call type L as Category 68 -- Final -- Administrative Response



Routing to Call Logger following Final Progress update. Service Response was delivered to Consumer
Date:10-Jan-2008 15:40:39 User:Lina Kiang CALL PC0152828 closed: Category 68 Type L
Date:10-Jan-2008 15:40:39 User:Lina Kiang Defect cause updated to 99 -- General - Unknown
Date:10-Jan-2008 16:12:49 User:_Customer Call_ Consumer XXXXXX@TFS01 has acknowledged the call closure
Date:10-Jan-2008 16:28:24 User:_Customer Call_ CALL PC0152828 reopened by _Customer Call_ Please advise when branch last rolled over for both Office and SU and whether this branch is at risk of archive thanks --- Incident History: --- 2008-01-10 11:30:45 [ Miller, Denise] INIT : create a new request/incident/problem/change/issue --- 2008-01-10 11:32:10 [ OTI] OTIACKINFO : Provider Ref: PC0152828 --- 2008-01-10 11:37:14 [ OTI] OTISTU : Detail:Update by Lorraine Elliott:Call routed to Team:EDSC Member:Lina Kiang --- 2008-01-10 15:39:40 [ OTI] OTIRES : Provider Ref: PC0152828 Resolution Details: Update by Lina Kiang:Category 68 -- Final -- Administrative Response:The last BTS was for TP 08 on 28/11/07; the first stock unit (AA) rolled into TP 09 on the same day (43 days ago).  DisableArchiving is switched on at the counters so the msgs will not be archived nonetheless the Branch is at risk if it does not roll soon (e.g. if there is a fire). --- 2008-01-10 15:39:40 [ POWebService, 01] RE : Status changed from 'New' to 'Resolved' --- 2008-01-10 16:10:28 [ Vincent, Niall] TR : Transfer 'group' from 'PEAK' to 'OBC HOLD 1' --- 2008-01-10 16:26:44 [ Miller, Denise] TR : @@BIM - I have contacted the Post Master as per previous calls he has been having difficulty rolling over for a while. He says that is using the Gateway for the rollover but after rebooting and attempting to start the rollover the system busy timer is displayed and 'please wait'. He attempted 2/1/08, 5/01/08 and 9/1/08 with the same result. Whilst talking he says that his line manager Sue Spicer has advised that an engineer will be coming out to fix his problem and that he should ring horizon for the eta. I have explained that we have no open call for an engineer and that he is well behind on rolling over (43 days). I have left a message for Sue Spicer to call me back. Could SSC check this branch out incase there is a software issue preventing completion of rollover from the Gateway. Thanks.
Date:10-Jan-2008 16:29:59 User:Anne Chambers The call summary has been changed from:- FAD 226242 advise when branch last rolled over The call summary is now:- FAD 226242 unable to roll over
Date:10-Jan-2008 16:30:24 User:Anne Chambers The Call record has been assigned to the Team Member: Lina Kiang Progress was delivered to Provider
Date:11-Jan-2008 11:59:49 User:Lina Kiang [Start of Response] This appears to be a software problem: PM has been informed that he will not be able to rollover until we figure out what's wrong. I will be retrieving evidence from node 1 today and asked the PM to phone in if trading becomes unbearable to get me to stop (I have given the PM this Tfs 96082) but this will mean that Development will be delayed starting investigations. [End of Response] Response code to call type L as Category 40 -- Pending -- Incident Under Investigation Response was delivered to Consumer
Date:11-Jan-2008 13:12:53 User:Lina Kiang [Start of Response] Evidence from counter 1 has now been retrieved. [End of Response] Response code to call type L as Category 40 -- Pending -- Incident Under Investigation Response was delivered to Consumer



Date:11-Jan-2008 13:20:57 User:Lina Kiang  
Evidence Added - FAD226242-mstore from node 1, event log and audit log

Date:11-Jan-2008 13:22:32 User:Lina Kiang  
[Start of Response]  
The attempt by the PM to rollover on 05/01/08 (on node 1) was left running overnight and failed. The Audit log shows a "General Failure (This key is already associated with an element of this collection)" and points to msg 1-1425636 then it continues looping overnight until the PM rebooted. The PM has also attempted to rollover using node 2 on 02/01/08 overnight and that failed with the same errors.  
  
Mstore has been retrieved from node 1 and attached as evidence.  
Routing call to Development for investigation - please note that this FAD is overdue for a rollover so is at risk.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Response was delivered to Consumer

Date:11-Jan-2008 13:22:48 User:Lina Kiang  
The Call record has been transferred to the team: QFP  
Progress was delivered to Provider

Date:11-Jan-2008 14:16:08 User:Lionel Higman  
The Call record has been assigned to the Team Member: Mark Scardifield  
Progress was delivered to Provider

Date:14-Jan-2008 09:30:50 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 Provider

Date:14-Jan-2008 09:50:08 User:Gerald Barnes  
[Start of Response]  
I wish to import the message store and attempt a rollover myself to find out what is going wrong. To do this I need in addition the subscription groups. I have emailed Lina to ask her to attach these.  
[End of Response]  
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:14-Jan-2008 10:42:41 User:David Seddon  
Evidence Added - All Ones Subscription Group

Date:14-Jan-2008 11:40:11 User:\_Customer Call\_  
CALL PC0152828 reopened by \_Customer Call\_

Date:14-Jan-2008 11:40:11 User:\_Customer Call\_  
Please advise when branch last rolled over for both Office and SU and whether this branch is at risk of archive thanks  
---  
Incident History:  
---  
2008-01-10 11:30:45 [ Miller, Denise]  
INIT : create a new request/incident/problem/change/issue  
---  
2008-01-10 11:32:10 [ OTI]  
OTIACKINFO : Provider Ref: PC0152828  
---  
2008-01-10 11:37:14 [ OTI]  
OTISTU :  
Detail:Update by Lorraine Elliott:Call routed to Team:EDSC Member:Lina Kiang  
---  
2008-01-10 15:39:40 [ OTI]  
OTIRES :  
Provider Ref: PC0152828  
Resolution Details: Update by Lina Kiang:Category 68 -- Final -- Administrative Response:The last BTS was for TP 08 on 28/11/07; the first stock unit (AA) rolled into TP 09 on the same day (43 days ago).  
  
DisableArchiving is switched on at the counters so the msgs will not be archived nonetheless the Branch is at risk if it does not roll soon (e.g. if there is a fire).  
---  
2008-01-10 15:39:40 [ POWebService, 01]  
RE : Status changed from 'New' to 'Resolved'  
---  
2008-01-10 16:10:28 [ Vincent, Niall]  
TR : Transfer 'group' from 'PEAK' to 'OBC HOLD 1'  
---  
2008-01-10 16:26:44 [ Miller, Denise]  
TR : @@BIM - I have contacted the Post Master as per previous calls he has been having difficulty rolling over for a while. He says that is using the Gateway for the rollover but after rebooting and attempting to start the rollover the system busy timer is displayed and 'please wait'. He attempted 2/1/08, 5/01/08 and 9/1/08 with the same result. Whilst talking he says that his line



manager Sue Spicer has advised that an engineer will be coming out to fix his problem and that he should ring horizon for the eta. I have explained that we have no open call for an engineer and that he is well behind on rolling over (43 days). I have left a message for Sue Spicer to call me back. Could SSC check this branch out incase there is a software issue preventing completion of rollover from the Gateway. Thanks.

---  
2008-01-10 16:27:59 [ OTI]  
OTIACKINFO : Provider Ref: PC0152828  
---

2008-01-10 16:29:21 [ OTI]  
OTISTU :  
Detail:Update by Anne Chambers:Call routed to Team:EDSC Member:Lina Kiang  
---

2008-01-11 10:46:54 [ Miller, Denise]  
LOG : @@bim - I left a voice message for Sue Spicer last night advising that until our 3rd line have investigate the possible software issue at this branch we would not be sending an engineer. I have emailed IMT/Leighton Machin to ensure no base unit /pinpads are swapped in the interim.  
---

2008-01-11 11:59:06 [ OTI]  
OTISTU :  
Detail:Update by Lina Kiang:Category 40 -- Pending -- Incident Under Investigation:This appears to be a software problem: PM has been informed that he will not be able to rollover until we figure out what's wrong. I will be retrieving evidence from node 1 today and asked the PM to phone in if trading becomes unbearable to get me to stop (I have given the PM this TfS 96082) but this will mean that Development will be delayed starting investigations.  
---

2008-01-11 13:11:47 [ OTI]  
OTISTU :  
Detail:Update by Lina Kiang:Category 40 -- Pending -- Incident Under Investigation:Evidence from counter 1 has now been retrieved.  
---

2008-01-11 13:21:23 [ OTI]  
OTISTU :  
Detail:Update by Lina Kiang:Category 40 -- Pending -- Incident Under Investigation:The attempt by the PM to rollover on 05/01/08 (on node 1) was left running overnight and failed. The Audit log shows a "General Failure (This key is already associated with an element of this collection)" and points to msg 1-1425636 then it continues looping overnight until the PM rebooted. The PM has also attempted to rollover using node 2 on 02/01/08 overnight and that failed with the same errors.

Mstore has been retrieved from node 1 and attached as evidence.  
Routing call to Development for investigation - please note that this FAD is overdue for a rollover so is at risk.  
---

2008-01-11 13:21:58 [ OTI]  
OTISTU :  
Detail:Update by Lina Kiang:Call routed to Team:QFP  
---

2008-01-11 14:15:15 [ OTI]  
OTISTU :  
Detail:Update by Lionel Higman:Call routed to Team:QFP Member:Mark Scardifield  
---

2008-01-12 00:51:34 [ Rainbow, Mary]  
TR : Transfer 'group' from 'PEAK' to 'RMGA BIM'  
---

2008-01-14 11:43:14 [ Chambers, Anne]  
ST : Status changed from 'Resolved' to 'Work In Progress'  
---

2008-01-14 11:43:15 [ Chambers, Anne]  
TR : Transfer 'group' from 'RMGA BIM' to 'PEAK'

Date:14-Jan-2008 11:46:58 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Lina Kiang  
Progress was delivered to Provider

Date:14-Jan-2008 11:49:15 User:David Seddon

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 Provider

Date:14-Jan-2008 13:27:06 User:Gerald Barnes

[Start of Response]

The problem is that transaction <GroupId:226242><Id:1><Num:1425636> has corrupt primary mappings which do not align and this causes DataServer to fail.

I notice that relevant product 21126 has correct mappings but was start dated after the failing transaction was written.

Perhaps there was a corrupt EPOSSProducts in existence at the time of the transaction?

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:14-Jan-2008 13:57:08 User:Gerald Barnes

[Start of Response]

The product 21126 has been transacted seconds before and after the failing transaction with no problem. So if a corrupt EPOSSProducts existed it must have been for a very short time.

<GroupId:226242><Id:1><Num:1425636> was the only example with corrupt mappings.



<p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:14-Jan-2008 17:00:09 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>My response "Date:2008-01-14 13:27:06 User:Gerald Barnes" had a mistake. The EPOSSProducts with the correct mappings was introduced 10 days before the failing transaction.</p> <p>It now looks more difficult to explain this PEAK as a temporary fault in the EPOSSProducts Data.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 10:33:56 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>The transaction &lt;GroupId:226242&gt;&lt;Id:1&gt;&lt;Num:1425636&gt; has an incorrect L4 primary mapping. All other transactions of product 21126 (even those written just seconds before and seconds after) have the correct primary mappings. It appears very difficult to explain this by the temporary introduction of a faulty EPOSSProduct 21126.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 11:57:38 User:<u>Lina Kiang</u></p> <p>Evidence <b>Added</b> - <u>FAD226242-partial mstore from node 1 with corrected msg to be imported onto counter 2</u></p>
<p>Date:15-Jan-2008 12:09:54 User:<u>Lina Kiang</u></p> <p>Reference Added: <u>SSC OCR 17725</u></p>
<p>Date:15-Jan-2008 12:18:58 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>I ran a patched DataServer to correct the faulty transaction &lt;GroupId:226242&gt;&lt;Id:1&gt;&lt;Num:1425636&gt; and it was then possible to rollover the stock unit. I attach the patch as evidence labelled "Patch DataServer". If the faulty message can be corrected and reimported that will work as well.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 12:19:37 User:<u>Gerald Barnes</u></p> <p>Evidence <b>Added</b> - <u>Patch DataServer</u></p>
<p>Date:15-Jan-2008 12:19:52 User:<u>Gerald Barnes</u></p> <p>Call cloned from original call:PC0152828 by User:Gerald Barnes</p>
<p>Date:15-Jan-2008 12:21:11 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>I am cloning this PEAK so that the correct team can investigate how the corrupt mails message &lt;GroupId:226242&gt;&lt;Id:1&gt;&lt;Num:1425636&gt; can be produced.</p> <p>[End of Response]</p> <p>Response code to call type C as Category 38 -- Pending -- Potential Problem Identified</p>
<p>Date:15-Jan-2008 12:21:22 User:<u>Gerald Barnes</u></p> <p>The Call record has been transferred to the team: APS-Ctr-Dev</p>
<p>Date:15-Jan-2008 13:18:48 User:<u>Adrian Goodwin</u></p> <p>The Call record has been assigned to the Team Member: Richard O'Neill</p>
<p>Date:15-Jan-2008 14:49:01 User:<u>Richard O'Neill</u></p> <p>[Start of Response]</p> <p>It is a complete mystery as to how this erroneous value of the &lt;L4:&gt; attribute within the Primary Mapping (&lt;PM:&gt;) attribute could be set for this one occurrence of this transaction. smart post merely copies the entire &lt;PM:&gt; attribute from the appropriate product data to the transaction message. It has no interest in its contents. It does not manipulate individual attributes within this attribute.</p> <p>There are no products within the entire message store, including out-of-date products, that have the erroneous value of &lt;L4:&gt; that has appeared in this one transaction message. So, the hypothesis that somehow the wrong product has been used can be discounted.</p> <p>This may be a RetailBroker or Escher Mails problem that has somehow corrupted the data.</p> <p>Can the rollover process be changed to simply flag the problem for manual fixing and then complete the rollover? This would then avoid the dire consequences, suggested in the PEAK, for a delay in making the rollover.</p> <p>[End of Response]</p> <p>Response code to call type C as Category 40 -- Pending -- Incident Under Investigation</p>
<p>Date:15-Jan-2008 14:49:16 User:<u>Richard O'Neill</u></p> <p>The Call record has been transferred to the team: QFP</p>



Date:15-Jan-2008 16:12:22 User:Lionel Higman

[Start of Response]

See suggestion from Richard.

[End of Response]

Response code to call type C as Category 70 -- Final -- Avoidance Action Supplied

Routing to Call Logger following Final Progress update.

Date:15-Jan-2008 17:10:39 User:Gerald Barnes

Development Cost updated: new cost is 2 (Man Days)

[Start of Response]

With regards to Richard's suggestion.

The problem was in fact already flagged. A message in the audit log pin pointed the precise message that caused the problem.

The error handling of balancing is deficient in some ways. In most cases an error is just logged and the code blunders on regardless leaving the system locked. What should happen is that the error should be logged, the process cleanly aborted, an error message displayed to the user and the system left so that he can do something else. I hope the HNGx version is much better. I am not sure it is worth while spending time improving the EPOSS version which is shortly to be replaced; it would be better spending the same effort making the HNGx version better. I had already requested that this be advised to the HNGx team in PC0152376.

At the moment, under the original PC0152828, attempts are being made to import a corrected message

<GroupId:226242><Id:1><Num:1425636> to allow the balancing to proceed.

It is too early to say whether this process will succeed.

I have already got the stock unit roll by running a patched DataServer which corrects the corrupted transaction.

I propose a cheap general solution to the problem.

A new version of DataServer be written which configurably corrects any messages found to be corrupt. It will be controlled by a new collection the CorruptCorrection collection.

Each object will contain

```
<Data:
....<MessNum:
.....<Id:X>
.....<Num:Y>
....>
....<Correction:Complete Corrected Message>
>
```

As DataServer runs it will check each message read in to see whether it matches anything in the CorruptCorrection collection (which of course will usually not exist) and if it does it will correct the message.

#### FIX IMPACT

Complete Forecast Date and Development (man days) fields below this text box.

Include a brief statement for each of the headings below these instructions.

On return to Details window Set Target Release Type to "Proposed for" and Target Release to that proposed.

To the Developer:

- (1) Put yourself in the shoes of people downstream and provide information that they are likely to need to process this fix. eg the testing and rollout costs may add significantly to the COST of the fix
- (2) Check that the statements are still accurate post-implementation

#### IMPACT ON DEVELOPMENT:

Effort in mandays.

There will be an expectation at RMF that this approximates to the timescale for delivery so if there are reasons why this might not be the case please note them here.

2

#### IMPACT ON TEST:

What independent test coverage does development recommend?

This will often be about the level of regression testing required.

A few tests to make sure that balancing works with the new DataServer. A couple of tests populating the CorruptCorrection collection and confirming the changes are used by balancing.

#### IMPACT ON USER:

Benefit of making the fix.

Correcting corrupted messages which stop stock units rolling will be much easier.

What does the user have to do to get this problem?

See Richard's comments - basically we do not know!

How does it affect them when it occurs?

The user is unable to roll a stock unit.

#### IMPACT ON OPERATIONS:

Benefit of fix that may not visible to end user.

Office roll information will not be delayed so much from affected offices.



RISKS (of releasing and of not releasing proposed fix):  
What live problems will there be if we do not issue this fix?

Just the occasional problem as this one.

What are the risks of this fix having unexpected interactions with other areas?

None.

Is this a high-risk area in which changes have caused problems in the past?

It is but this fix is very self contained and should be fine.

Should we consider a pilot rollout and of what sort?

A very simple pilot should be used. Issue the software to a small number of Offices and make sure balancing works OK for at least one Office Rollover. Then release it everywhere.

LIST OF LIKELY DELIVERABLES:

EPOSSDataServer

LIST OF THE ABOVE ALREADY DELIVERED FOR THE PROPOSED RELEASE:

None.

LIST OF THE ABOVE ALREADY DELIVERED TO A RELEASE LATER THAN THAT PROPOSED:

None.

LIST OF THE ABOVE LIKELY TO BE REDELIVERED INTO THE PROPOSED OR A LATER RELEASE:

None.

ANYTHING ELSE THAT SHOULD BE KNOWN ABOUT THIS CHANGE:

Nothing.

[End of Response]

Response code to call type C as Category 55 -- Pending -- Live Fix Impact Supplied

Date:15-Jan-2008 17:11:15 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- T80

Date:15-Jan-2008 17:11:36 User:Gerald Barnes

The Call record has been transferred to the team: RelMngmntForum

Date:16-Jan-2008 09:24:46 User:Gerald Barnes

[Start of Response]

Having thought about this some more the CorruptCorrection collection will need the FAD code as a suffix.

Hence the collection of corrections will be CorruptCorrection\_XXX where XXX is the FAD code.

[End of Response]

Response code to call type C as Category 55 -- Pending -- Live Fix Impact Supplied

Date:17-Jan-2008 11:12:13 User:Lina Kiang

Gerald, just to let you know that last night, the PM successfully rolled over (for details see original call PC0153009).

Date:17-Jan-2008 12:06:25 User:Gerald Barnes

[Start of Response]

I see from the comment "Date:2008-01-17 11:12:13 User:Lina Kiang" that she was able to fix the corrupted message by reimported a corrected one.

Hence my proposed fix will only be required if the volume of corrupt messages produced gets too great for the SSC to easily cope.

If it is required I have thought of an improvement which would help in this case. The correction collection should change to

```
<Data:
....<MessNum:
.....<Id:X>
.....<Num:Y>
....>
....<CorrectFromEPOSSProduct:Z>
....<Correction:Complete Corrected Message>
>
```

where Z is either True or False.

If False (or the attribute is omitted) behaviour is as described before.

If True the Correction attribute is not required and instead the transaction is automatically corrected from data in the correct EPOSSProducts collection object.

[End of Response]

Response code to call type C as Category 55 -- Pending -- Live Fix Impact Supplied



Date:21-Jan-2008 09:42:07 User:Gerald Barnes

[Start of Response]

I add a few further thoughts on this.

Richard in his comment "Date:2008-01-15 14:49:01 User:Richard O'Neill" states "Can the rollover process be changed to simply flag the problem for manual fixing and then complete the rollover?".

The rollover process already flagged the failing transaction to the audit log but left the system locked. I think the ideal behaviour would be to flag the problem but leave the system in a useable state. In my opinion it would have been a mistake to allow the rollover process to continue because you would end up with a balance report with incorrect figures. The whole point of accounting is to end up with correct figures!

Hence I believe the existing behaviour of the error handling in this case is not so very different to the ideal behaviour and hence not worth fixing because of its imminent replacement by HNG-X.

If we want to do anything to balancing it is what I propose - simplify supplying the corrected input.

If this problem crops up again we really want to raise a PEAK on the fact that corrupt transactions are being produced. This was the original point of this clone but Richard has diverted it back to balancing again! Just because we do not know the reason for the corrupt transaction being produced does not stop it being a bug! Maybe the problem needs analysing a little more and sending to Escher.

[End of Response]

Response code to call type C as Category 55 -- Pending -- Live Fix Impact Supplied

Date:24-Jan-2008 15:49:04 User:Tyrone Cozens

[Start of Response]

Fix not required. This has already got a KEL raised against it (PC0152376). Routing to call logger for closure.

[End of Response]

Response code to call type C as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Date:24-Jan-2008 15:50:58 User:Gerald Barnes

Defect cause updated to 42: Gen - Outside Pathway Control

Date:24-Jan-2008 15:51:03 User:Gerald Barnes

CALL PC0153009 closed: Category 68 Type C

Root Cause	Gen - Outside Program Control
Logger	Gerald Barnes -- Deleted Team
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	Gerald Barnes -- Deleted Team
Last Progress	24-Jan-2008 15:51 -- Gerald Barnes