

ICL Pathway Release 2 End to End 1 Closure Report
POCL

Doc Ref: E2E1/R2
Version: 0.1
Date: 12/10/98

Document Title: Release 2 End to End 1 Closure Report

Document Type: Test Report

Abstract: This document summarises the findings and conclusions of the Horizon and Pathway Test & Integration Unit on the conduct of the End to End 1 test phase.

Status: Draft

Distribution: Horizon Pathway

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Date: 12/10/98**0 Document control****0.1 Document history**

Version	Date	Reason
0.1	05/10/98	First Draft

0.2 Approval authorities

Name	Position	Signature	Date
S.Rilot	Horizon POCL Test Manager		
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0.3 Associated documents

Reference	Vers	Date	Title	Source
None				

0.4 Abbreviations

APS	Automated Payment Service
BPS	Benefit Payment Service
CAPS	Customer Accounting and Payments Strategy
CMS	Card Management System
DLR	De La Rue
ECCO	Electronic Cash Registers at Counters (current post office system being replaced by Horizon)
E2E1	End to End 1
E2E2	End to End 2
EPOSS	Electronic Point Of Sale Service
ESNS	Electronic Stop Notice System
HAPS	Host Automated Payments System

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OBCS	Order Book Control System
MiMAN	Migration of a manual post office
MiECCO	Migration of a post office from the existing post office ECCO system
NFS	Network File System
PAS	Payment Authorisation System
PC	Personal computer
PUN	Pick Up Notice
RDMC	Reference Data Management Centre
R2	Release2 (Horizon system)
SLA	Service Level Agreement
TIP	Transaction Information Processing

0.5 Changes in this version

None. This is the first issue.

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1 Introduction

This is a summary report produced jointly by Pathway and Horizon to comment on the conduct of the End to End 1 phase of Horizon Release 2 testing. It focuses on the testing environment, the testing activities performed, the results of these and the conclusions drawn.

2 Scope and Objectives

E2E1 is the first of three planned End to End phases. The major objectives for E2E1 are to:

- Create a migrated start point for this and subsequent cycles of E2E
- Prove the E2E scripts and test data
- Prove the End to End environment will support the E2E scripts
- Prove the communication links between all participants

The format of the testing was for the Horizon test team to be based in Feltham and run a series of scripts and test cases jointly devised by themselves, the Benefit Agency and TIP.

3 System under test

3.1 Environment

The test environment within the Pathway domain comprised of a data centre, initially at release 1c then migrated to release 2, with links to all external systems.

The test environment within the Horizon domain comprised eight post offices; three of these offices were migrated from release 1c to R2; four new offices were introduced into the R2 system, two from ECCO and two that were previously manual. One office was configured as non-automated to enable encashments via the Helpdesk. The counters were Pentium P166 with 32 MB memory.

Gateway PCs, for the transmission of data to remote sites, were located at Farnborough, Huthwaite and De La Rue, Tewkesbury.

3.2 Software

The following applications formed part of the testing baseline:

- BPS
- EPOSS
- APS
- OBCS
- RDMC

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■ TPS

The software release was 8F increment 4.1, with some additional changes made to this baseline during the test cycle. These changes were notified to the relevant testing partners.

4 Test Conduct

4.1 Test Phases

The testing was performed by Horizon test staff and Post Office counter staff over the period 10th August to 30 September inclusive, the stages being:

- 10/08 to 19/08 - phase 1 of migration, moving three outlet operations from release 1c to R2, with the data centre at release 1c
- 20/08 to 25/08 - data centre migration to R2
- 26/08 to 22/09 - full R2 operation and the introduction of 4 new R2 outlets (2 MiEcco Migrations, 2 MiMan Migrations)

The end date relates to the completion of the Horizon/Pathway processing, external parties continued their processing and reconciliation work after this date. PACS did not finish processing until 7th October due to problems in the CAPS domain.

4.2 Test Schedule

As planned the test run days were run day for day with real days with the following exceptions:

- 5 day delay on Day 3 due solely to changes required to reference data provided by POCL to enable the distribution of non-core products to the counters
- 4 day delay for Pathway to complete the Data Centre Migration for Day 6. This was due to E2E only having one sequent box. In the live environment the Data Centre Migration would be done from one box to another which would speed up the process
- 2 day delay on Day 9 at the request of CAPS for processing Temporary Tokens
- 2 logical days done on 1 day for Day 21 and Day 22. This was possible as there was no on-line processing at the counter or with CAPS on Day 21. This was required to ensure the forthcoming power down at CAPS would have no effect on the overall schedule
- 1 day delay on the 12th September during CAPS power down. This day was used to catch up with the result checking for the extra day's processing above. Input files had been sent through early so Day 24 could be completed during the CAPS power down

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- Advanced 2 days where 4 logical days run on 2 days for Day 26 to Day 29. This was possible as there was no on-line processing at the counter or with CAPS for 3 of the logical days
- 2 days delay on Day 32 was agreed to by all parties at a meeting on 16/9/98 because;
 - a) CAPS expressed the concern that they would not be able to keep up day for day running during the contingency recovery processing, due to a lower level of weekend support in their domain, & said a 2 day break over the weekend would be very helpful to them
 - b) Discussion at the same meeting about the start point for E2E2 made it apparent that the originally planned E2E1 end date of 20/9/98 was no longer critical.

4.3 Tests Performed

The following are the test statistics:

- | | | |
|-----------------------------|------|----------------------------|
| ■ number of planned scripts | 3910 | |
| ■ number of scripts run | 2720 | (69.6% of scripts planned) |
| ■ number of scripts passed | 2025 | (74.4% of scripts run) |

Scripts were not run due to;

Known problems as identified in the NR2 MOR1 Release Notice, v. 1.0, eg. Stock Unit transfer functionality,

Some EPOSS and APS scripts were re-planned to reduce running time,

Some BPS payments were not available for encashment at the counters when required for a variety of reasons, eg. Day 8 Cardholder file arrived from CAPS in 1c format, Days 10 & 11 CAPS Payment files arrived too late to process & a mismatch between the script & CAPS data where the next payment due date contained zeros.

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4.4 Testing Incidents

	POCL	TIP	CAPS	HAPS	OBCS	Ref Data	PACS	Total
Total incidents raised	110	111	22	2	5	0	4	254
Incidents closed	76	95	15	2	3	0	2	193
Duplicate Incidents	11	11	1	0	1	0	0	24
No fault	31	74**	7	2	1	0	2	117
Fix in E2E 2 baseline								
Pathway E2E 1 pinicls	6	6	0	0	0	0	0	12
Existing Pathway pinicls	23	3	0	0	1	0	0	27
CAPS STIRS	0	0	7	0	0	0	0	7
Ref Data pinicls	5	1	0	0	0	0	0	6
Incidents open	34	16	7	0	2	0	2	61
Awaiting reoccurrence in E2E2*	9	0	3	0	1	0	0	13
Fix aimed at E2E 2								
Pathway E2E 1 pinicls	6	8	3	0	1	0	2	20
Existing Pathway pinicls	9	2	0	0	0	0	0	11
CAPS STIRS	0	0	1	0	0	0	0	1
Ref Data pinicls	3	0	0	0	0	0	0	3
Fix aimed at future baseline	7	6	0	0	0	0	0	13

* Evidence supplied with these incidents is insufficient to enable further investigation and the faults cannot easily be recreated. These incidents will be closed if they do not re-occur in E2E2.

** The high number of 'No fault' TIP incidents is due to script discrepancies. The intention is to ensure this figure is lower for subsequent E2E phases by ensuring that TIP are given accurate information about what actually occurred at the counters to check their files against.

5 Conclusion

5.1 Summary

E2E1 successfully proved the test phase objectives to prove the E2E scripts and test data and that the End to End environment will support the E2E scripts. This statement is made in the knowledge that the 30.4% of scripts not run in E2E1 are just 'more of the same' as far as the functionality to be exercised goes. A migrated start point for this and subsequent cycles of E2E has been created. However, it has subsequently been decided not to use this migrated start point for E2E2. The 1c to R2 Counter & Data Centre Migrations have been descope

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from subsequent phases of E2E. The communication links between all participants have been proved to be sufficient for the purposes of E2E.

Some issues were identified, none of which are considered to be major, and these can be addressed in the later phases of End to End.

5.2 Achievements

The following have been successfully demonstrated:

- Script run without any restarts
- Proved day to day running can be maintained
- Communications between Horizon, Pathway, and the external parties have been exercised and improvements identified
- Migration of outlets / BES counters from Release 1c to R2 performed on schedule
- Data centre migration from Release 1c to R2
- MiMan migrations performed
- MiEcco migrations performed
- Temporary Tokens, Urgent Payments and Urgent Stops processed
- PAS/CMS Help Desk operation
- Operation of the six main application areas (PASCMS, TPS, OBCS, APS, RDMC and EPOSS)
- Distribution of reference data via RDMC including non-core products and revaluations
- ISDN and Lan failures and Office Closures
- Year End Rollover and long Cash Accounts
- All CAPS encashment files were delivered within the SLA (6pm the following evening)

5.3 Issues

The following issues were identified, some of which have already been addressed:

- On-line scripts took longer than estimated to run. This was a particular problem when other problems in the overnight processing caused delays to the start of the next on-line day
- Problems were experienced printing reports which had a significant impact on the time required to run the on-line day
- Due to (i) unplanned urgent card re-orders included in the CAPS files and (ii) PUNs not being received from DLR in sufficient time

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a lot of cards and PUNs had to be entered manually which impacted the time required to run the on-line day

- The cash accounts did not balance. This, in turn, meant that TIP were unable to do most of the reconciliation they were hoping to achieve
- Problems arose getting the on-line interface with CAPS working. These were due to;

Pathway CAS environment not cleared down correctly prior to the start of testing,

CAPS starting on-line activity before contacting Pathway to check the system & link were up. CAPS on-line is not yet fully automated, servers and services have to be started each day prior to testing

CAPS data input incorrect, eg. wrong Benefit Agency used,

Insufficient experienced support from EDS to solve environmental problems

- CAPS appeared to experience problems processing the returned Encashment files within the planned daily test schedule, inspite of always receiving them within the agreed SLA. As jointly agreed, Pathway sent a few files over 11 hours ahead of the SLA but this did not appear to help
- Change of nominated post office, Expiry & Stop Confirmation files were all produced but not sent over to CAPS due to the NFS link failing. This link has been removed completely for subsequent E2E phases, which brings the environment more in line with that of live.
- Pathway did not receive details of all the STIRS raised by CAPS & directed at Pathway.
- The Reconciliation process was not fully completed as CAPS did not produce the Current Liability report daily
- It was planned that CAPS would provide on-site support for the duration of post-migration E2E1. This did not happen.
- Uncarded Casual Agent encashments were not successfully processed in E2E1 due to deficiencies within the Pathway domain. It is planned to rectify these problems for E2E2 although CAPS only plan to use Child Benefit in the live release.

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Appendix A - E2E1 PinICL Status as at 9.00am on 12/10/98

Raised STATUS				PINICL SUMMARY	DATE		STATUS
By			NO		OPENED	CLOSED	
Fix in E2E Baseline - Pathway E2E1 PinICLs							
1	POCL	Closed	15140	E2E : Receipt for reversal locks printer	27/08/98	28/09/98	Fix
2	POCL	Closed	15244	E2E Wording on line 1055 of Cash Account.	01/09/98	14/09/98	Fix
3	POCL	Closed	15247	E2E - format of transaction id on receipt/reversal	01/09/98	15/09/98	Fix
4	POCL	Closed	15301	E2E non-acc data b/f on cash account	02/09/98	14/09/98	Fix
5	POCL	Closed	15434	E2E reversing P&A trans increases values	07/09/98	15/09/98	Fix
6	POCL	Closed	15436	E2E V10 and V11 values on cash account	07/09/98	16/09/98	Fix
1	TIP	Closed	15321	E2E multiple cash accounts on same day	03/09/98	17/09/98	Fix
2	TIP	Closed	15217	E2E one file W_083067 received by TIP contains CLS	01/09/98	15/09/98	Fix
3	TIP	Closed	15270	E2E no. of org units in BAT recon.	02/09/98	14/09/98	Fix
4	TIP	Closed	15469	E2E MiMan transactions not harvested for TIP	08/09/98	22/09/98	Fix.
5	TIP	Closed	15914	SUPC701 Failure during End to End	16/09/98	21/09/98	Fix
6	TIP	Closed	16342	E2E PMSR reports not catching up after failures	25/09/98	07/10/98	Closed on the basis of cp1505 being approved.
Fix in E2E Baseline - Existing Pathway PinICLs							
1	POCL	Closed	13915	No Duplicate APS receipts produced	03/08/98	06/09/98	Fix
2	POCL	Closed	14899	MOR1; Incorrect icon - Special stamp 63p	24/08/98	15/09/98	Comments made stating the the problem identified will be picked up in a later review of all icons.
3	POCL	Closed	14125	Unable to sell EPOSS items.	07/08/98	08/09/98	Fix
4	POCL	Closed	14141	MOR1. MiMan is rounding suspense account items	08/08/98	15/09/98	Fix
5	POCL	Closed	14194	BIT03 - OBCS encashments	10/08/98	08/09/98	Fix
6	POCL	Closed	14220	PCDF Tokens not invoking Apps	11/08/98	29/09/98	Fix
7	POCL	Closed	14231	MOR1 RN2- BT Bill payment not accepting a/c no.	11/08/98	29/09/98	Fix

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8	POCL	Closed	14304 MOR1 TV licence not accessible from correct menu	12/08/98	08/09/98	Fix
9	POCL	Closed	14415 MOR1. Giro/Postcheque encash - no acct. no. prompt	14/08/98	15/09/98	Fix
10	POCL	Closed	14513 MOR1. CA report/various lines not populated	17/08/98	21/09/98	Fix
11	POCL	Closed	14603 MOR1. Incorrect help text for BES token dly summry	18/08/98	15/09/98	Fix
12	POCL	Closed	14754 MOR1.Shared stock unit (1st/2nd stamps) max# 9,999	20/08/98	16/09/98	Fix
13	POCL	Closed	15259 EPOSS - CA report game licences missing	02/09/98	08/09/98	Fix
14	POCL	Closed	15582 RDMC - rddspp fails on epossproducts.	10/09/98	17/09/98	Fix
15	POCL	Closed	10948 EPOSS - Nat Lottery Cheque Prize balancing entry	14/05/98	11/09/98	Fix
16	POCL	Closed	12547 TPS - BES counter encashments not harvested	25/06/98	10/09/98	Fix
17	POCL	Closed	12644 EPOSS - Littlewoods Prize transaction	29/06/98	26/09/98	Fix
18	POCL	Closed	13836 APS; APS reports no longer work	30/07/98	11/09/98	Fix
19	POCL	Closed	13848 EPOSS : Sun Alliance volume only products	31/07/98	30/09/98	Fix
20	POCL	Closed	13914 EPOSSMP : no picklists work at SB8F Inc4.1	03/08/98	06/09/98	Fix
21	POCL	Closed	13983 EPOSS : CA report/Balance Brought Forward	04/08/98	10/09/98	Fix
22	POCL	Closed	14843 MOR1: Transferes and REMs. When REMing out or tran	21/08/98	07/09/98	No Fault
23	POCL	Closed	14751 MO, NR2, MOR1. clerk unable to change their own pa	20/08/98	01/09/98	No Fault
1	TIP	Closed	14768 BIT04 - PMSC302 fails	20/08/98	21/08/98	No Fault
2	TIP	Closed	14823 E2E: Dates on PMSR101 reports do not run consecuti	21/08/98	26/08/98	No Fault
3	TIP	Closed	15114 MOR1: file W_330001. BARSF for the 26/11/97 create	27/08/98	07/10/98	Fix
1	OBCS	Closed	15310 MO, MOR1, NR2. The files recieved by OBCS contain	03/09/98	09/09/98	Fix
Fix in E2E Baseline - Ref Data PinICLs						
1	POCL	Closed	15349 Product 283; medium name	03/09/98	25/09/98	Fix - POCL reference data.
2	POCL	Closed	15237 E2E stamp value mandatory on PO encash incorrect	01/09/98	25/09/98	Fixed (By a POCL .RD data drop)
3	POCL	Closed	15355 Medium name for product 266	04/09/98	25/09/98	Fix (Ref Data)
4	POCL	Closed	14357 MOR1; Incorrect minimum purchase of NSC	13/08/98	02/09/98	Fix - POCL reference data.
5	POCL	Closed	14547 MOR1. NS Crossed Warr shouldnt prompt for Acct No.	17/08/98	02/10/98	Fix - POCL reference data.
1	TIP	Closed	13347 TPS - HK transaction mode invalid for NAD & PT	20/07/98	05/10/98	Fix

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Fix aimed at E2E2 - Pathway E2E1 PinICLs

1	POCL	Pending	15131	E2E: User invoked PUN impound by selecting other option stops the benefit card	27/08/98	Built for test in MOR3 Baseline
2	POCL	Pending	15274	E2E milk tokens & CARRS parcels missing from c/a	02/09/98	Built for test in MOR3 Baseline
3	POCL	Pending	16206	E2E cant amend stock decl. figures entered.	23/09/98	Built for test in MOR3 Baseline
4	POCL	Final	15896	E2E sign on voucher clearing losses from susp.	16/09/98	In test in MOR3 Baseline
		Response				
5	POCL	Pending	15425	E2E BES transaction printed in wrong format	07/09/98	In test in MOR3 Baseline
6	POCL	Pending	16281	E2E system locking out users after timeout	24/09/98	In test in MOR3 Baseline
1	TIP	Final	15187	EOD marker written incorrectly as po comes online	28/08/98	In test in MOR3 Baseline
		Response				
2	TIP	Final	15669	E2E EOD marker written past 12pm	11/09/98	In test in MOR3 Baseline
		Response				
3	TIP	Pending	15747	E2E reversal of Loss from suspense transaction	14/09/98	Built for test in MOR3 Baseline
4	TIP	Pending	15805	E2E reversing BES transactions.	15/09/98	In test in MOR3 Baseline
5	TIP	Pending	15890	E2E rem in stamp special 63p not on trans lo	16/09/98	In test in MOR3 Baseline
6	TIP	Pending	15909	E2E OBCS transaction fails to harvest	16/09/98	Planned For MOR3
7	TIP	Pending	16468	E2E products 145,222 in decl discrepancies	29/09/98	Planned for MOR3
8	TIP	Final	14924	E2E - EOD markers produced for non-automated POs	24/08/98	In test in MOR3 Baseline
		Response				
1	CAPS	Pending	16626	E2E - Milk Token not avail to Standing Agent	02/10/98	Built for test in MOR3 Baseline
2	CAPS	Final	15211	E2E Casual Agent Flag Cardholder & Ben same nino	31/08/98	In test in MOR3 Baseline
		Response				
3	CAPS	Final	16431	Payment fails when Enc by Ben flag is set to 'N'	28/09/98	Built for test in MOR3 Baseline
		Response				
1	PACS	Pending	16675	E2E - Incorrect reporting on PMSR105	05/10/98	In test in MOR3 Baseline
2	PACS	Pending	14680	MOR1-CBOS reports produced in show discrepancy	20/08/98	In test in MOR3 Baseline
1	OBCS	Pending	15198	E2E - OBCS encashments not harvested for two days.	28/08/98	In test in MOR3 Baseline

Fix aimed at E2E2 - Existing Pathway PinICLs

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1	POCL	Pending	12627 EPOSS - Receipts detail missing	29/06/98	Built for test in MOR3 Baseline
2	POCL	Pending	10845 EPOSS - BES counter receipt incorrect.	12/05/98	In test in MOR3 Baseline
3	POCL	Pending	13379 MiMAN EPOSS Suspense Account not appearing on C/A	20/07/98	Planned For MOR3
4	POCL	Pending	15178 EPOSS : Remming TV Stamp £5	28/08/98	Planned For MOR3
5	POCL	Pending	10552 EPOSS : CA report/parcel traffic problem	05/05/98	Planned for MOR3
6	POCL	Final	8999 Missing Icons on BES reports screen.	24/03/98	Probably already in MOR3
		Response			Baseline
7	POCL	Pending	13890 Unable to perform carded casual agent transaction.	01/08/98	Probably already in MOR3
					Baseline
8	POCL	Pending	14379 MOR1. 'Method Of Object' problem on A4 reports.	13/08/98	Planned for MOR3
9	POCL	Pending	12796 Casual Agent Transaction impounds wrong card	02/07/98	Planned for MOR3 Baseline if current test works
1	TIP	Final	13777 TPS BES exceptions on BAT file	29/07/98	In test in MOR3 Baseline
		Response			
2	TIP	Pending	15566 TPS-No CAC recs when C/A rept not prev'd/printed.	10/09/98	Planned for MOR3
Fix aimed at E2E2 - Ref Data PinICLs					
1	POCL	Pending	16170 RDMC - Updating the Client Name in Org units	22/09/98	Planned for MOR3 Baseline - Possible Workaround
2	POCL	Pending	13632 E2E reference data post codes	27/07/98	In test in MOR3 Baseline
3	POCL	Pending	15462 E2E - Reference data for third change drop	08/09/98	Problem with POCL reference data system, workaround to be provided for MOR3
Fixed aimed at future baseline					
1	POCL	Pending	14077 Barcoded Transcash doesn't require account number	06/08/98	Not planned for MOR3
2	POCL	Pending	6371 Scanning of mag cards/barcodes from desktop menu	16/09/98	Not planned for MOR3
3	POCL	Pending	11890 EPOSS - Counter Daily Giro Dep & Wdl summaries	10/06/98	Not planned for MOR3
4	POCL	Pending	12072 EPOSS - Office Weekly Green Giros report empty	15/06/98	Not planned for MOR3
5	POCL	Pending	13913 EPOSS-Stamp Rolls	03/08/98	Not planned for MOR3

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6	POCL	Pending	14473 MOR1. 'New/Existing Customer' prompt problems	17/08/98		Not planned for MOR3
7	POCL	Pending	15375 E2E wrong reports from BES reports icons	04/09/98		Not planned for MOR3
1	TIP	Pending	16812 E2E - migration transaction not in trans. log	08/10/98		Not planned for MOR3
2	TIP	Pending	14325 'Settlement' screen not displayed after encashment	12/08/98		Not planned for MOR3
3	TIP	Pending	14575 CA report / Void.Benefit Encashments	18/08/98		Not planned for MOR3
4	TIP	Pending	11618 EPOSS - Transaction Logs not working / making sense	02/06/98		Not planned for MOR3
5	TIP	Pending	16721 E2E - PMSR101 reports payments under each agency.	06/10/98		In test in MOR3 Baseline
6	TIP	Pending	11122 PM has run a weekly report and one encashment is missing	20/05/98		In test in MOR3 Baseline

Duplicates

1	POCL	Closed	15276 E2E Parcel traffic values	02/09/98	08/09/98	Duplicate of PC0010552
2	POCL	Closed	15374 E2E migrated cash shortages/surpluses not on c/a	04/09/98	11/09/98	Duplicate of PC0013379
3	POCL	Closed	15367 E2E customer sessions locked by APS or BES trans.	04/09/98	14/09/98	Duplicate of PC0014125
4	POCL	Closed	14301 MOR1 NR2, Giro withdrawal only allows 4 digit a/c	12/08/98	24/08/98	Duplicate of PC0014231
5	POCL	Closed	15245 E2E carrs parcel trans. not on SU balance report	01/09/98	11/09/98	Duplicate of PC0015274
6	POCL	Closed	15343 E2E spelling mistake on receipt for UKPA forms	03/09/98	04/09/98	Duplicate of PC0015349
7	POCL	Closed	1555C E2E - Stamp Roll Icon requires unnecessary a/c no.	09/09/98	25/09/98	Duplicate PC0013913
8	POCL	Closed	14979 MOR1 NR2, Swiped card from serve customer screen	25/08/98	01/09/98	Duplicate of PC0014220

No Fault

1	POCL	Closed	15300 E2E new customer session started, old one settled	02/09/98	07/09/98	No Fault
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CAPS STIR

1	CAPS	Closed	16346 E2E - Pathway Rejects status 39 with a status 59	25/09/98	05/10/98	No Pathway Fault
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ICL Pathway Release 2 End to End 1 Closure Report

Doc Ref: E2E1/R2
Version: 0.1
Date: 12/10/98**Appendix B - SUMMARY OF CAPS INCIDENTS**

	STIR	Status	
1	F98080881	Closed	*
2	F98080883	Closed	*
3	F98080874	Closed	*
4	F98080875	Closed	*
5	F98080884	Closed	*
6	F98080886	Closed	*
7	F98090041	Closed	*
8	F98090117	Open	PinICL 16431
9	F98080887	Open	PinICL 15211
10	F98080888	Open	CAPS
11	F98090018	Open	For E2E_2 Re-Test
12	F98090076	Open	PinICL 16626
13	F98090110	Closed	No Fault *
14	F98090214	Closed	No Fault
15	F98090213	Closed	No Fault
16	F98090212	Open	For E2E_2 Re-Test
17	F98090211	Closed	Duplicate of F98090117
18	F98090216	Closed	No Fault
19	F98090215	Open	For E2E_2 Re-Test
20	CAPS Incident	Closed	No Fault **
21	CAPS Incident	Closed	No Fault **
22	CAPS Incident	Closed	No Fault **

* STIR not received by Horizon/Pathway

** No STIR Raised