

SSC Offline KELs
Monday 19 Mar

HNG-X KEL ballantj1759Q

KEL type: Information
Title: Log4j Counter APP ERROR event 0902: totalReceipts=xxxxxx.xx, totalPayments=-yyyyyy.yy
Summary: Log4j Counter APP ERROR event 0902: totalReceipts=xxxxxx.xx, totalPayments=-yyyyyy.yy
Raised: by John Ballantyne on 12/02/2010
Last updated: by Anne Chambers on 17/05/2011
Release: HNGX
System product: Counter
Status: Authorised
Visibility: Medium
Peak: PC0194381
Version: 7

Symptoms

Counter ERROR event seen on SYSMAN3, for example:

```
h15823800101 Counter APP totalReceipts=250016.45, totalPayments=-200016.45. -  
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR. 09/02/2010 17:35:34  
1 Problem 86400 Multi-headed NT Log Probe
```

Problem

This event is generated when the payments and receipts totals do not match on one of the counter balancing reports. This indicates a software error or data corruption.

Has been caused in the past by:

- Falsely reported for the Office Snapshot, when a transfer is in progress. Fixed by PC0194381 in April 2010
- Pressing Cancel at a certain point during stock unit rollover. See [wrightm33145J](#) - fixed
- Training Office producing a balance snapshot where data hasn't been reset for a very long time (PC0210277)

Solution - ATOS

SMC / counter eventing team: raise a B priority call and send to SSC if you see this event, unless it is from a training counter which has not Reset data for several months (branch code starts 9, use Smiley button *All Training Offices* on BRDB/BRSS tab and check the LAST RESET date).

SSC: Instances of this error must be investigated. If the error is as a result of a new problem, please add the details to the list of causes above.

The branch accounts may need to be corrected. See [wrightm33145J](#) for advice on how this has been done for a previous problem.

Evidence

Event, Date, time and node ID