

**Nicola McSherry**

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**From:** mandy.talbot [GRO]  
**Sent:** 06 December 2006 12:14  
**To:** Stephen Dilley; rmorgant [GRO] dave.hulbert [GRO]  
**Cc:** keith.k.baines [GRO] john.d.cole [GRO]  
**Subject:** Callendar Sq (FAD 160868)

Anne Chambers conducted the analysis for Fujitsu. She can give evidence on this. She will not say that no problem has arisen with the HORIZON system since Castleton was sacked but will say that no serious problem have been elevated to their team to deal with.

Fujitsu say that this particular software glitch was known about in 2004 and the initial response to a problem by the helpdesk would usually be to suggest user error but that if it continued the problem had a pretty firm footprint which could be picked up by Fujitsu. Further that this glitch is limited to counters which have more than one stock unit and as Marine Drive only had one stock unit and the foot print did not appear it cannot explain Castleton's problems. The glitch would also be observed as a mismatch in the receipts and payments records.

This particular glitch was known to Fujitsu prior to 2004 and as such it was one of the things which would automatically have been checked for by Fujitsu when conducting their analysis.

Brown did not do anything bar make repeated complaints.

Steve Parker who conducted the investigation with Anne is available to talk to us this afternoon on [GRO] and Anne on [GRO]

Dave Hulbert can anybody in your team give evidence about the response of POL to this and the actions taken.

On that basis the error was withdrawn and the unit removed.

Due to the urgency they have not investigated the other branches mentioned in the statement. Do you want them to do this? If so please get back to me asap.

Mandy Talbot  
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----- Forwarded by Mandy Talbot/e/POSTOFFICE on 06/12/2006 11:53 -----

"Parker Steve  
(PostOfficeAccou  
nt)" To: <mandy.talbot [GRO]  
cc: "Pinder Brian"  
[GRO], "Sewell Peter  
[GRO] (FEL01)" [GRO]  
Subject: Callendar Sq (FAD 160868)  
06/12/2006 11:20

Mandy,

As discussed on the phone today:

Calendar square demonstrated a software problem within Horizon. This problem has been present prior to 2004. For an unidentified reason Callendar square was badly hit by it from Sept 05. Problem was fixed during release

390 of the Horizon software.

The incidents at Marine Drive show no symptoms of this problem. In particular:

- 1) Problem occurred when transferring stock between stock units. Marine Drive had only one stock unit so couldn't do transfers.
- 2) Problem caused an event storm (large numbers of notifications at the Horizon data centre) with specific details. There were none of these at Marine Drive.
- 3) Problem caused a receipts and payments mismatch which showed on the cash account. This didn't happen at Marine Drive.

Regards

Steve Parker

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