Export

Peak Incident Management System

Call Reference	**PC0130275**	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- T20	Top Ref	FSTK_2_0_WP24106
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	02/06/2006	Effort (Man Days)	1.00
Summary	FAD147136 - stock unit balance report all zeros		

All References	Type	Value
	Release PinICL	PC0132674
	SSCKEL	KEL CCard525M
	Fast Track Fix	FSTK_2_0_WP24106
	Call reference	PC0135486
	Powerhelp	E-0512210763
	Release PinICL	PC0137357
	Fast Track Fix	FSTK_2_0_WP23673
	Call reference	PC0128969
	Work Package	PWY_WP_23673
	Release PinICL	PC0133131
	Call reference	PC0130855
	Release PinICL	PC0133486
	Work Package	PWY_WP_24106

Progress Narrative

```
Date:21-Dec-2005 17:36:17 User:_Customer Call_
CALL PC0130275 opened
Details entered are:-
Summary:pm statse final balance of stock unit rollover con
Call Type:L
Call Priority:B
Target Release:BI_3S82R
Routed to:EDSC - _Unassigned_
```

```
Date:21-Dec-2005 17:36:17 User:_Customer Call_
================================================================================
Date/Time Raised: Dec 21 2005 4:46PM
Priority: B
Contact Name: louise
Contact Phone:[_____GRO_____]
Originator: Phelp
Originator's reference: E-0512210763
Product Type: Riposte
Product Serial No:
Product Site: 147136
================================================================================
21/12/05 16:46 pm statse final balance of stock unit rollover contains all zeros

21/12/05 17:06 uk955547
KEL Ref No.: CCard525m
21/12/05 17:20 uk955547
Contacted: contacting pm - does not accpet incoming calls
21/12/05 17:20 uk955547
Contacted: contacted pm using bat phone - number busy
21/12/05 17:22 uk955547
Contacted: contacted pm- pm statse rolling over tp with no items, 0
figures showing but allowed to roll over and on the next
rollover into bp there was a £18000 discrpancy gain
21/12/05 17:28 uk955547
Information: stock unit : b
username: pch001
date : 15/12/05
time: 08.20
node : 2

21/12/05 17:29 uk955547
Information: downloaded ps standard log file id : 701747
21/12/05 17:34 uk955547
Recommend: Please investigate into PM's zero value- see lod for details
21/12/05 17:34 SYSADM
```

Open OTI: Automatic Open OTI
***Updated by Akram Ali at 21/12/05 17:34:56
21/12/05 17:34 uk955547
REASSIGN: Call # E-0512210763 was Reassigned from Akram Ali, Group
HSH2 to Group EDSC1

Date:**22-Dec-2005 08:13:42** User:**Cheryl Card**
Reference Added: SSCKEL CCard525M

Date:**22-Dec-2005 08:20:18** User:**Cheryl Card**
Product EPOSS & DeskTop -- Balancing added.

Date:**22-Dec-2005 08:20:29** User:**Cheryl Card**
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Powerhelp

Date:**22-Dec-2005 09:23:18** User:**Cheryl Card**
The call summary has been changed from:-
pm statse final balance of stock unit rollover con
The call summary is now:-
FAD147136 - stock unit balance report all zeros

Date:**22-Dec-2005 09:23:45** User:**Cheryl Card**
Reference Added: Call reference PC0128969

Date:**22-Dec-2005 16:05:15** User:**Cheryl Card**
[Start of Response]
The following is a copy of an email sent to Julie Welsh and Jez Murray, who will contact an appropriate person in POL so that
a decision can be made on the course of action to be taken.

FAD 147136 is a 5-counter site with 7 stock units. On 14/12/05 the PM started the process of rolling over stock unit BB. He
got as far as previewing the Trial Balance, made a few adjustments, then left it logged in until the following day.

On 15/12/05, he previewed the Trial Balance again but it contained only zero values. He rolled over the stock unit regardless,
and later that day rolled the office into TP9. The Branch Trading Statement also shows zero values for stock unit BB and a non-
zero Trading Position.

Stock unit BB was rolled over in an effectively empty state. The PM then declared the correct amount of cash, and adjusted the
stock levels up to the correct volumes. This has resulted in a gain of approximately £18000.

We are unable to correct the system figures safely. We can however provide accurate figures for what should have been in the
Final Balance for BB, to enable POL to make the correction perhaps by using a Transaction Correction.

POL need to make a decision on whether they are able to correct the problem in this way, however we do not see any other
alternative. Corrective action should be taken before 11th January when the branch is due to roll into TP10.

The cause of the problem is unknown and is under investigation.

[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-Dec-2005 16:58:19** User:**Cheryl Card**
Evidence **Added** - Messagestore, logs, BP and BTS reports

Date:**22-Dec-2005 16:59:39** User:**Cheryl Card**
Evidence **Added** - subscription groups

Date:**22-Dec-2005 17:02:56** User:**Cheryl Card**
[Start of Response]
This has occurred before - see PC0128969. Development were unable to reproduce the problem, so call was closed. Problem needs
to be re-investigated as it has happened again.

Please route to EPOSS-Dev.
[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-Dec-2005 17:03:17** User:**Cheryl Card**
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:**23-Dec-2005 10:02:33** User:**John Simpkins**
The Call record has been transferred to the team: EPOSS-Dev
The Call record has been assigned to the Team Member: Mark Scardifield

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Progress was delivered to Powerhelp

Date:**03-Jan-2006 11:33:05** User:<u>**David Seddon**</u>
[Start of Response]
Problem has occurred again at another office (See PC0130461). Single counter office, node disconnection during balancing, final balance contained all zeros and on next rollover discrepancy of over £20,000.
[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:**03-Jan-2006 12:00:25** User:<u>**David Seddon**</u>
[Start of Response]
Raising call to an 'A' priority as we have now had at least three instances of the problem.

If we get to the problem before the office is rolled we are able to change objects in the messagestore to reset the stockunit back to the CAP (TP) rollover trailer. The PM can then rollover. PM should get a large shortage which cancels out the large gain.
We don't want to be having to do this as making manual changes to the messagestore is open to error and each time we have to seek authorisation from POL to make the changes.

If we get to the problem after the office is rolled (as in this call) then we are unable to correct the system figures safely. Its not been decided how we get the PM sorted out.

All in all, we want this fixed asap.
[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:**03-Jan-2006 12:00:31** User:<u>**David Seddon**</u>
The call Priority has been changed from B
The call Priority is now A

Date:**03-Jan-2006 17:18:58** User:**Mark Scardifield**
The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Powerhelp

Date:**03-Jan-2006 17:19:09** User:**Mark Scardifield**
The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Powerhelp

Date:**05-Jan-2006 11:45:06** User:**Tyrone Cozens**
The call Target Release has been moved to Targeted At -- BI_3S82R

Date:**05-Jan-2006 11:45:43** User:**Tyrone Cozens**
[Start of Response]
PC0127070, PC0130275 and PC0130216 all authorised for S82R after discussion in Prayers and advised by Graham Welsh. Lionel, please route to correct team, thanks.
[End of Response]
Response code to call type L as Category 56 -- Pending -- Live Fix Authorised
Hours spent since call received: 0 hours

Date:**05-Jan-2006 11:46:11** User:**Tyrone Cozens**
Apologies, already with correct team.

Date:**05-Jan-2006 11:49:43** User:**Tyrone Cozens**
Please ignore my update, this should not have been authorised as yet, only PC0127070 and PC0130216 should have been authorised for S82R.

Date:**05-Jan-2006 11:50:05** User:**Tyrone Cozens**
The call Target Release has been moved to Reported In -- BI_3S82R

Date:**09-Jan-2006 09:45:05** User:<u>**Cheryl Card**</u>
[Start of Response]
Setting status back to Under Investigation
[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:**11-Jan-2006 15:38:49** User:<u>**Cheryl Card**</u>
Evidence **Added** - <u>Corrected final balance for stock unit BB, and corrections to TP8 BTS</u>

Date:**11-Jan-2006 15:45:28** User:**Cheryl Card**
[Start of Response]
Stock unit BB has been rolled over successfully on an SSC test counter.
POL have been advised that the exact value of the gain is ?18238.90, made up of:
Cash ?13258.61
Other postage items ?615.28
Stock to the value of ?4365.01
The branch will settle the gain as an 'Emergency Payment'.
The new final balance for BB, corrections to the BTS, and detailed calculations for determining the exact figure for the gain,
are attached.
[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:**12-Jan-2006 11:17:01** User:**Cheryl Card**
Stock unit BB has now been successfully rolled over into TP10.
POL are asking for the root cause of this error, has any progress been made?

Date:**12-Jan-2006 12:06:21** User:**Gerald Barnes**
[Start of Response]
I imported the supplied message store to a date and time of 14-Dec-2005 18:53:32, added an extra bit of subscription group
data needed to do rollovers (no subscription groups are supplied), brought up the Desktop, went into Stock Unit balancing and
left the screen open. I then ran end of day and advanced my system clock to 08:00 the next morning without logging out.

I then duplicated the problem! The problem in my case was that the EPOSSBalance Parameters object (<Message:<GroupId:147136>
<Id:39><Num:171355><Date:14-Dec-2005><Time:22:16:50><Expiry:7><TranStartNum:171355><Collection:_EPOSSBalance>
<ObjectName:Parameters_00><StartDate:01-JAN-1996 00:00:01><EndDate:><RData:<Data:<StockRootNode:3008><StockRootNodeLevel:4>
<BalanceRootNode:3017><CashVariancesRootNode:1001><BalanceRootNodeLevel:5><CashVariancesRootNodeLevel:1>
<BalanceDynamicLevelRootNode:5050><BroughtForwardPrimaryMappings:<L1:><L2:><L3:><L4:3009><L5:3017>>>><Depend:False><Version:2>
<CRC:68294487>>) was after the time of my import and, no doubt due to scavenging before the message store was supplied to me,
was the only one present.

I think there must have been a drop of that object that evening – there would have been an earlier one before that.

I do notice that for the cross referenced PEAK PC0130461 this object was dropped the evening of the problem as well; however
it was not the case for PEAK PC0128969.

I can not help feeling that this reference data drop must have been the problem for at least two of the PEAKS; but I can not
yet figure the mechanism as to exactly how.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 21 hours

Date:**12-Jan-2006 14:32:54** User:**Cheryl Card**
Reference Added: Call reference PC0130855

Date:**12-Jan-2006 14:35:49** User:**Cheryl Card**
[Start of Response]
Another occurrence, see PC0130855.
[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:**17-Jan-2006 14:53:19** User:**Gerald Barnes**
[Start of Response]
I tried to reproduce the scenario in PEAK PC0130855. I set up a dual counter system. I imported the supplied message store to
a data and time of <Date:04-Jan-2006><Time:18:26:43>. I reran the Stock Unit balance as far as the final screen on counter 1.
I ran EOD on both counters. I advanced my system clocks until 3:00 am and bounced counter 2 and its message store. I advanced
my system clocks until 09:00 and completed the balance. Nothing went wrong this time. The most significant difference that I
noticed that in the morning on the new run no query was made immediately before the production of the first set of Opening
Figures whereas in the failing run one was. Far more initial opening figures were produced in the new run then the failing
run. I have not been able to figure out the mechanism by which the extra initial query was made yet but I think this may be a
common thread in all these problems I will study again one of the other case to try and give some inspiration.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 14 hours

Date:**18-Jan-2006 16:09:03** User:**Gerald Barnes**
[Start of Response]
I tried to reproduce the scenario in PEAK PC0130461 by importing the message store to the time <Date:14-Dec-2005>
<Time:17:55:19>. This test example gave problems due to persistent objects which had been replaced and their predecessors
archived - for example EPOSSBalance Parameters and _EPOSSNodes 2570_01 and so was not convenient to study. I shall go back to
sdudding PC0128969.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 8 hours

Date:**20-Jan-2006 12:32:40** User:**Gerald Barnes**
[Start of Response]
I went back to look at PC0128969. This had me very puzzled initially. I could not understand how you get Node Disconnection messages on a single counter Office. However the explanation is that the office has a node 1 and a node 31 and so from the point of view of EPOSSWatchDog is not a single counter office. I suspect that node 31 is a mirror disk.

I set up a dual counter system with nodes 1 and 31 and imported the supplied message store to a date and time of <Date:09-Nov-2005><Time:13:09:20>. I added the AccountingPeriods persistent object since no subscription groups had been supplied.

I then went through the rollover process for stock unit AA but pulled out the network cable whilst previewing the trial balance. After the preview had been dismissed a disconnection message appeared on the counter. After a few seconds I reconnected the counter. I acknowledged the disconnection message and then the connection message that appeared underneath it and continued the balancing process. Nothing went wrong.

I repeated this experiment but deliberately tried double clicking the buttons that appeared after the network messages had been acknowledged. I could still get nothing to go wrong.

Hence I am starting to run out of ideas on this PEAK.

The common thread on all of them is that node disconnection and connection messages would have appeared on the balancing screen and after that point you can see from the audit log that a tree build occurs (additional to the ones that occur in my attempt to duplicate the problem) and after that things go wrong.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 14 hours

Date:**09-Feb-2006 11:37:51** User:**Gerald Barnes**
[Start of Response]
I have almost certainly now found the mechanism for this problem; though one minor detail needs further work.

In EPOSSStockUnit clsStockUnit is a method ProcessReConnection which, since S80, is called when the clerk acknowledges the reconnection message. This under certain circumstances rebuilds the tree. However in balancing the tree has been frozen and so if it is rebuilt by this code (which does not unfreeze it) in these circumstances all data is stored in a different place within each object within the data tree than usual (dValueChangeWhileFrozen rather than dCurrentValue for example) so that when the tree is accessed later zeros are returned.

All the observed facts are fitted by this explanation; the problem only happens on node reconnection, there is always an extra tree build which appears to be populated from the audit log and zeros are retrieved from the built tree. I have duplicated the problem by forcing code down the rebuild path in these circumstances.

I am now trying to figure out how the test done on reconnection is fooled into thinking a tree build is required; it is not when I rerun with imported messages stores.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 20 hours

Date:**10-Feb-2006 13:01:39** User:**Gerald Barnes**
[Start of Response]
I have only found one possibility for how this problem would come about and that is the bit of code

```
'StockUnit attachment has not changed whilst disconnected
If objStockUnit.intCAP <> iLocalCAP Or _
objStockUnit.intBP <> iLocalBP Or _
objStockUnit.fbIsCurrentInTPMode <> bLocalSUInTPMode Then
'Locally out of sync with message store - refresh local state
fSaveStockUnitProperties objStockUnit
fRefreshCurrentFigures sStockUnit
fUpdateDesktopIdleItems objStockUnit, sCurrentUser

If objStockUnit.fbIsCurrentInTPMode <> bLocalSUInTPMode Then
'TP mode has changed so refresh desktop buttons
bRefreshButtons = True
End If
End If
```

within ProcessReConnection of EPOSSStockUnit is being executed within the balancing process. It is the case that the outer test is hit in all 4 cases observed. However in fact the inner block (which would give rise to all the symptoms observed – the extra tree build apparently populated but returning 0s) is not hit in my reruns.

I therefore propose a new release of EPOSSStockUnit with extra audit lines within the if test to print out all relevant comparison variables to see whether this is genuinely the cause of the problem and to give some idea as to how the problem came about if it is.

The effect on performance of these trace lines would be negligible because they would only be output on network disconnection/reconnection.

It would only take 1 man day to code and test this extra diagnostic.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 7 hours

Date:**10-Feb-2006 13:02:37** User:<u>**Gerald Barnes**</u>
The Call record has been transferred to the team: RelMngmntForum
Progress was delivered to Powerhelp

Date:**10-Feb-2006 17:07:06** User:**John Budworth**
This needs to be discussed at prayers on Monday 13th Feb.
Is this "diagnostic" a suitable candidate to join the existing 2 PEAKs currently planned for delivery within a COUNTER_EPOSS
drop to the whole of the live estate in S90R timescales. (PEAKs 127879 and 128872 refer).

Date:**13-Feb-2006 09:18:34** User:**John Budworth**
Morning Prayers of Feb 13th confirmed this is to be a diagnostic only and is to go in the first COUNTER_EPOSS drop post S90 to
the whole estate.
PEAK should remain open and be returned to development to capture diagnostic information.

Date:**13-Feb-2006 09:20:54** User:**Tyrone Cozens**
The call Target Release has been moved to Targeted At -- BI_3S90R

Date:**13-Feb-2006 09:22:24** User:**Tyrone Cozens**
[Start of Response]
RM authorise a fix for S90R (1st drop for COUNTER_EPOSS).
[End of Response]
Response code to call type L as Category 56 -- Pending -- Live Fix Authorised
Hours spent since call received: 0 hours

Date:**13-Feb-2006 09:22:57** User:**Tyrone Cozens**
The Call record has been transferred to the team: EPOSS-Dev
Progress was delivered to Powerhelp

Date:**13-Feb-2006 12:05:17** User:<u>**Gerald Barnes**</u>
The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Powerhelp

Date:**13-Feb-2006 16:11:19** User:<u>**Gerald Barnes**</u>
Defect cause updated to 14: Development - Code

Date:**13-Feb-2006 16:58:04** User:<u>**Gerald Barnes**</u>
[Start of Response]
A diagnostic version of EPOSSStockUnit has been prodced for BI3S90R. If my theory about the cause of the problem is produced
then, with this diagnostic DLL in place, when the problem next occurs there will be a block of lines written to the audit log
of the form

15:53:48   SU:clsStockUnit.ProcessReConnection Start Tree rebuild
15:53:48   objStockUnit.intCAP - 11
15:53:48   iLocalCAP - 11
15:53:48   objStockUnit.intBP - 1
15:53:48   iLocalBP - 1
15:53:48   objStockUnit.fbIsCurrentInTPMode - True
15:53:48   bLocalSUInTPMode - True

To force the diagnostic to appear in a correct sense. Have a dual counter office with a sotck unit IND attached to MIGR01. Log
in to counter 2 and then disconnect it and acknowledge the disconnection message. Log in to counter 1, roll stock unit IND
into the next TP ignoring all disconnection warnings and then log out of counter 1. Reconnect counter 2 and acknowledge the
reconnection message - the diagnostic will be produced in counter 2 ' s audit log.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 4.0 hours

Date:**13-Feb-2006 16:59:15** User:<u>**Gerald Barnes**</u>
The Call record has been transferred to the team: EPOSS-Rel
Progress was delivered to Powerhelp

Date:**14-Feb-2006 14:37:24** User:<u>**PIT Automated User**</u>
Reference Added: Work Package PWY_WP_23673 (TOP Reference)

Date:**14-Feb-2006 14:37:25** User:<u>**PIT Automated User**</u>
Reference Added: Fast Track Fix FSTK_2_0_WP23673 (TOP Reference)

Date:**14-Feb-2006 15:50:38** User:**Mike Coon**
The Call record has been transferred to the team: Dev-Int-Rel
Progress was delivered to Powerhelp

Date:**14-Feb-2006 16:19:35** User:**Vijesh Pandya**
The Call record has been transferred to the team: Live Supp.Test
Progress was delivered to Powerhelp

Date:**23-Feb-2006 10:08:31** User:**Edward Willis**
Reference Added: Release PinICL PC0132674

Date:**07-Mar-2006 10:48:14** User:**Edward Willis**
Reference Added: Release PinICL PC0133131

Date:**07-Mar-2006 11:00:41** User:**Edward Willis**
Release PinICL 132674 (RNB9158) withdrawn (replaced by PC0133131)

Date:**15-Mar-2006 11:56:59** User:**Edward Willis**
Reference Added: Release PinICL PC0133486

Date:**22-Mar-2006 14:39:06** User:**Sheila Bamber**
[Start of Response]
Tested in LST (See release Peak for details). Please close
[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:**22-Mar-2006 14:51:44** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Powerhelp

Date:**23-Mar-2006 10:22:02** User:**Cheryl Card**
[Start of Response]
Have updated KEL CCard525M. Will keep the call open and monitor for further occurrences of this problem.
[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:**23-Mar-2006 10:23:17** User:**Cheryl Card**
The call Priority has been changed from A
The call Priority is now B

Date:**15-May-2006 11:45:40** User:**Cheryl Card**
Reference Added: Call reference PC0135486

Date:**15-May-2006 11:48:45** User:**Cheryl Card**
Evidence **Added** - New evidence for branch 335207 - messagestore, logs, subscription group (zipped)

Date:**15-May-2006 11:56:48** User:**Cheryl Card**
[Start of Response]
Another occurrence of this problem - PC0135486.
The PM started balancing on 10/05/06 on counter 2 and left it overnight. Network disconnection and reconnection messages occur in the messagestore on 11/05/06 at 02:33 and 02:39 (GMT).
The PM produced a trial balance which contained all zeros, and then continued to roll into the next TP. The audit log shows the new diagnostics appearing on 11/05/06 at 08:24 (BST).

Please route to EPOSS-Dev for attention of Gerald Barnes.
[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:**15-May-2006 11:57:04** User:**Cheryl Card**
The Call record has been transferred to the team: QFP
Progress was delivered to Powerhelp

Date:**15-May-2006 12:04:47** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Mark Scardifield
Progress was delivered to Powerhelp

Date:**15-May-2006 13:51:55** 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 Powerhelp

Date:**23-May-2006 11:07:58** User:**Cheryl Card**

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Evidence **Added** - Audit log for branch 335207 counter 2 on 10/05/06
Date:**25-May-2006 16:49:06** User:**Gerald Barnes**
Target Date/Time updated: new value is 02/06/2006 17:36
Development Cost updated: new cost is 1 (Man Days)
[Start of Response]
The diagnostics showed the following –

08:24:58   SU:clsStockUnit.ProcessReConnection Start Tree rebuild
08:24:58   objStockUnit.intCAP - 1
08:24:58   iLocalCAP - 1
08:24:58   objStockUnit.intBP - 1
08:24:58   iLocalBP - 1
08:24:58   objStockUnit.fbIsCurrentInTPMode - True
08:24:58   bLocalSUInTPMode – False

and show that the reason for the fatal rebuild of the tree was that bLocalSUInTPMode was False which is clearly a bug because now this office and all other offices are in TP mode.

bLocalSUInTPMode is determined from the PropertyBag element called SUInTPMode which is set in login.

I tried to figure out how this property could be not set and did find a bug in the PropertyBag dll in that it is cleared on session swap when it should not be.

This bug could then be easily explained if the rollover was attempted in a swapped session – however I found that you normally cannot rollover a stock unit in a swapped session. I looked in the supplied message store and saw evidence of session swapping. I believe that there is a bug in the Riposte DesktopIsSwapped call in that it sometimes says a session is not swapped when it is.

My proposed solution to this bug is to eliminate all references to the properties SUInTPMode and OfficeInTPMode which are only used in EPOSSStockUnit. There are only 6 references in total and so the change is not a big one. These properties are now redundant because all offices are in TP mode. There is a definite bug with both of them because they are not maintained on session swap when they should be.

I have managed to find one reproducible bug scenario. It is not the actual bug noted here but illustrates that a lurking bug is present.

Have a dual counter office. Log on to one counter and declare cash. It takes a while because it is the first time. Look in the audit log and you will see evidence of a tree rebuild. Declare cash again and see that it is much quicker and that in the audit log there is no evidence of a tree rebuild. Now swap session. Disconnect the other counter, wait for the disconnection message, connect the counters and wait 11 seconds. Acknowledge both messages. Declare cash and see that it has slowed again. Look in the audit log and the diagnostics as at the top will be there and there will be evidence of a tree rebuild – there should not have been a tree rebuild in these circumstances.

Hence my proposed fix is a fix to EPOSSStockUnit dll.

FIX IMPACT

IMPACT ON DEVELOPMENT:

The proposed solution will take 1 man day to code and test. It will be able to be coded and tested as soon as it is authorised unless some more urgent PEAK intervenes in the mean time.

IMPACT ON TEST:

Although the proposed fix is very localised it would never the less be prudent to spend some time checking that rollovers still work.

IMPACT ON USER:

They should not have any further problems of the nature described in this PEAK

IMPACT ON OPERATIONS:

None.

RISKS (of releasing and of not releasing proposed fix):

Releasing

Only the danger of someone somewhere in the release chain making a mistake. The code fix is very isolated and easily module tested.

Not releasing

Yo will continue to get problems as described in this PEAK.
[End of Response]
Response code to call type L as Category 55 -- Pending -- Live Fix Impact Supplied
Hours spent since call received: 23 hours

Date:**25-May-2006 16:49:35** User:**Gerald Barnes**
The call Target Release has been moved to Proposed For -- T20

Date:**25-May-2006 16:52:03** User:**Gerald Barnes**
The Call record has been transferred to the team: RelMngmntForum

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Progress was delivered to Powerhelp

Date:**01-Jun-2006 16:18:53** User:**Tyrone Cozens**
The call Target Release has been moved to Targeted At -- T20

Date:**01-Jun-2006 16:20:54** User:**Tyrone Cozens**
Product DevIntRel-Director -- Live Supp.Test added.

Date:**01-Jun-2006 16:21:25** User:**Tyrone Cozens**
[Start of Response]
RMF authorise a fix for T20.
[End of Response]
Response code to call type L as Category 56 -- Pending -- Live Fix Authorised
Hours spent since call received: 0 hours

Date:**01-Jun-2006 16:21:30** User:**Tyrone Cozens**
The Call record has been transferred to the team: EPOSS-Dev
Progress was delivered to Powerhelp

Date:**01-Jun-2006 16:22:59** User:**Gerald Barnes**
The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Powerhelp

Date:**02-Jun-2006 16:11:59** User:**Gerald Barnes**
[Start of Response]
Fixed by a new release of EPOSSStockUnit.
[End of Response]
Response code to call type L as Category 44 -- Pending -- Fix in Progress
Hours spent since call received: 7.0 hours

Date:**02-Jun-2006 16:12:52** User:**Gerald Barnes**
[Start of Response]
Fixed by new EPOSSStockUnit.
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 0 hours

Date:**02-Jun-2006 16:13:19** User:**Gerald Barnes**
The Call record has been transferred to the team: EPOSS-Rel
Progress was delivered to Powerhelp

Date:**02-Jun-2006 17:05:56** User:**Mike Coon**
[Start of Response]
Fix released in WP24106 for T20 (i3)
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 0 hours

Date:**02-Jun-2006 17:06:10** User:**Mike Coon**
Reference Added: Work Package PWY_WP_24106

Date:**02-Jun-2006 17:06:13** User:**Mike Coon**
TOP Reference set to: Work Package PWY_WP_24106

Date:**02-Jun-2006 17:06:25** User:**Mike Coon**
The Call record has been transferred to the team: Dev-Int-Rel
Progress was delivered to Powerhelp

Date:**28-Jun-2006 11:08:28** User:**PIT Automated User**
Reference Added: Fast Track Fix FSTK_2_0_WP24106 (TOP Reference)

Date:**28-Jun-2006 11:08:28** User:**PIT Automated User**
[Start of Response]
"Fasttrack fix released, now ready for test."
[End of Response]
Response code to call type L as Category 46 (Product Error Fixed)
The incident has been transferred to the team: Live Supp.Test
Progress was delivered to Powerhelp

Date:**06-Jul-2006 15:15:24** User:**Edward Willis**
Reference Added: Release_PinICL_PC0137357

Date:**24-Jul-2006 15:59:31** User:**Lina Kiang**
[Start of Response]
Another occurrence of this problem at FAD 055422. Evidence, if needed is attached to PC0137819.
[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:**24-Jul-2006 16:02:31** User:**Lina Kiang**
[Start of Response]
Ignore previous update, it should have read:
Another occurrence of this problem at FAD 074908. Evidence, if needed is attached to PC0137766.

[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:**18-Aug-2006 17:46:12** User:**Sheila Bamber**
[Start of Response]
Completed testing in LST, Returning to call logger for closure
[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:**21-Aug-2006 08:00:25** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: David Seddon
Progress was delivered to Powerhelp

Date:**21-Aug-2006 08:04:30** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Powerhelp

Date:**31-Aug-2006 09:29:22** User:**Cheryl Card**
[Start of Response]
Closing call as fix has now been released in COUNTER_EPOSS 34_4, KEL CCard525M updated.
[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.
Service Response was delivered to Powerhelp

Date:**31-Aug-2006 09:29:22** User:**Cheryl Card**
CALL PC0130275 closed: Category 60 Type L

Date:**31-Aug-2006 09:29:22** User:**Cheryl Card**
Hours spent since call received: 0 hours

Date:**31-Aug-2006 09:31:32** User:**_Customer Call_**
Consumer Phelp has received the call closure

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Balancing (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	31-Aug-2006 09:31 -- _Customer Call_

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