Export

Peak Incident Management System

Call Reference	PC0191870	Call Logger	Deleted User -- QC Interface
Release	Targeted At -- HNG-X R3	Top Ref	Ref data
Call Type	Quality Centre Raised Incidents/Defects	Priority	C -- Low Impact - Priority 2
Contact	Deleted Contact	Call Status	Closed -- Ref Data Fix Available to Call Logger
Target Date	07/12/2009	Effort (Man Days)	0
Summary	SVIP2 -RPT-The layout of Welsh Bureau Quotation receipt is incorrect		

All References Type		Value
	Product Baseline	Ref data
	QC Severity	1 - Low
	QC Defect No	8755
	QC_DEFECTID	8755-hng_x_hng_x_release_1_db.
	QFP Review	COMPLETE
	SSCKEL	KEL bakert5528L
	SSCKEL	KEL bakert5528L

Progress Narrative

```
Date:02-Dec-2009 13:40:10 User:Biljana Daniels
CALL PC0191870 opened
Details entered are:-
Summary:SVIP2 -RPT-The layout of Welsh Bureau Quotation receipt is incorrect
Call Type:Q
Call Priority:C
Target Release:SV&I PEAK 2
Routed to:EDSC - _Unassigned_
********************************************************************
********************** Quality Centre Bug Report *******************
********************************************************************

Bug Reference: 8755-hng_x_hng_x_release_1_db.
Test Date: Apr 24 2009 12:00AM
Test User: danielsb
QC Impact: 2 - Medium
Pathcode: Path201
OTI Team: None
Product: Counter
Product Version: CTR016
Summary: SVIP2 -RPT-The layout of Welsh Bureau Quotation receipt is incorrect
Incident Description:

Test Instance: [1]FUNC_REC_1003_BDC UCB - Quotation Receipt

Bureau Quotation receipt is printed on Welsh Counter. According to a DES/GEN/SPE/0004 document section 4.2.1.5 Layout of
Welsh/English text

Line 20 should start around 15 column ar gyfer £99999999.99
but instead on Welsh Bureau Quotation receipt starts around column 20.
This is how it looks in a document:

yn ôl cyfradd o rrrrrrrrrrr iii / ggg
ar gyfer £99999999.99


Instead looks like this on recept:

yn ôl cyfradd o rrrrrrrrrrr iii / ggg
ar gyfer £99999999.99

Please amend accordingly.
Comments:


Sheila Bamber <bambers>, 27/04/2009 16:27:49: Reviewed at defect assessment board 27/4/09 and deemed a potential deferral

Julie Havard <havardj>, 12/05/2009 10:48:30: Deferral agreed by board. (1/5/09).

Steve Wiseall <wisealls>, 02/12/09 13:32:21:
PEAK created for this QC defect as requested by Alex Robinson for being looked at by Infinite.
Please assign directly to Lionel Higman on QFP who can allocate to Reset 8 (as has already been agreed as a deferral) Lionel
direct to the HNGX_Ctr-OSR Stack
```

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Date:**02-Dec-2009 13:42:51** User:<u>**Lorraine Elliott**</u>
The Call record has been transferred to the team: QFP

Date:**02-Dec-2009 15:02:01** User:**Lionel Higman**
Reference Added: QFP Review COMPLETE

Date:**02-Dec-2009 15:02:16** User:**Lionel Higman**
TOP Reference set to: QFP Review COMPLETE

Date:**02-Dec-2009 15:02:26** User:**Lionel Higman**
Reference Added: HNG-X_Vet_Status OUT

Date:**02-Dec-2009 15:02:52** User:**Lionel Higman**
The Call record has been transferred to the team: HNG-X Counter OSR
The Call record has been assigned to the Team Member: _Unassigned_

Date:**03-Dec-2009 10:31:59** User:**Alex Robinson**
The Call record has been transferred to the team: Infinite - 3rd line route all Ctr PEAKs here
The Call record has been assigned to the Team Member: _Unassigned_

Date:**03-Dec-2009 13:23:11** User:**Vivek Agnihotri**
The Call record has been transferred to the team: xCtr_BAC_GDC
The Call record has been assigned to the Team Member: Vivek Agnihotri

Date:**04-Dec-2009 13:52:57** User:**Sudip Sur**
<u>KEL bakert5528L authorised</u>

Date:**04-Dec-2009 17:02:32** User:**Vivek Agnihotri**
[Start of Response]
bdcQuotation_cym.vmxml has the issue. The fix is only 1 line change in this template.

FIX IMPACT:

IMPACT ON DEVELOPMENT:
0.25 day development
0.25 day testing

0.5 day total

IMPACT ON TEST:

Change the value of language to 2 from 1 in branch.xml file in order to print receipt in Welsh language.Sell a foreign currency.
After entering the amount, press enter and click on Print_Quote button, Bureau Quotation receipt should be printed according to the
document DES/GEN/SPE/0009.

Regression testing is not required.

IMPACT ON USER:
After this fix Bureau Quotation receipt in Welsh language will be printed correctly (according to the document DES/GEN/SPE/0009).

IMPACT ON OPERATIONS:
There is no impact on operations.

RISKS (of releasing and of not releasing proposed fix):
There is no potential problem if this fix is not released; it?s just a cosmetic issue.

LIST OF LIKELY DELIVERABLES:
This section intentionally left blank.

ANYTHING ELSE THAT SHOULD BE KNOWN ABOUT THIS CHANGE:
This section intentionally left blank.

[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**04-Dec-2009 17:02:42** User:**Vivek Agnihotri**
Action placed on Team:xCtr_BAC_GDC, User:Ric Craig (GDC)

Date:**04-Dec-2009 17:17:06** User:**Ric Craig (GDC)**
[Start of Response]
As Fujitsu SME I approved the impact for RMF.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

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Date:**04-Dec-2009 17:17:09** User:**Ric Craig (GDC)**
Action has been removed from the call

Date:**08-Dec-2009 11:21:41** User:**Venu Anamalla**
[Start of Response]
Routing to RMF after approval from FJ SME.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**08-Dec-2009 11:22:31** User:**Venu Anamalla**
Action placed on Team:Bus_Apps_Des

Date:**09-Dec-2009 15:07:38** User:**Ric Craig (GDC)**
Action has been removed from the call

Date:**09-Dec-2009 15:28:00** User:**Venu Anamalla**
Action placed on Team:Bus_Apps_Des

Date:**29-Jan-2010 13:52:43** User:**Gareth Jenkins**
Returning to Infinite for passing to Real RMF" as discussed.

I''ll sepaartely remove Actions.

Date:**29-Jan-2010 14:25:46** User:**Gareth Jenkins**
Action has been removed from the call

Date:**01-Feb-2010 13:00:53** User:**Vivek Agnihotri**
Action placed on Team:RelMngmntForum

Date:**11-Feb-2010 15:25:28** User:**Sarah Payne**
[Start of Response]
RMF are unable to authorise this to Rel2 at this time until authorisation is received from D Hinde/CS/Dev/Test.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**11-Feb-2010 15:41:41** User:**Lionel Higman**
The call Target Release has been moved to:Proposed For -- HNG-X 02.03.00.00
Proposing for R2 drop3 following discussion with Dave Jennings.
RMF to determine when to move from Proposed For to Targeted At.

Date:**11-Feb-2010 15:43:21** User:**Lionel Higman**
The call Target Release has been moved to:Proposed For -- HNG-X 02.04.00.00
Proposing for R2 drop4 following discussion with Dave Jennings.
RMF to determine when to move from Proposed For to Targeted At.

Date:**25-Feb-2010 12:34:50** User:**Tyrone Cozens**
The call Target Release has been moved to Targeted At -- HNG-X 02.04.00.00

Date:**01-Mar-2010 13:39:35** User:**Vivek Agnihotri**
[Start of Response]
HNGX CODE FIX

FIX DESCRIPTION
As described above.

PROPOSED BRANCH
DEV_GDC_R2_DROP3_REL_1_2010_02_26.

COUNTER JAVA FILES CHANGED
None.

COUNTER PDL FILES CHANGED
None.

COUNTER REFDATA FILES CHANGED

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```
bdcQuotation_cym.vmxml.

SHARED CODE FILES CHANGED
None.

BAL JAVA CODE FILES CHANGED
None.

SQL FILES CHANGED
None.

OTHER FILES CHANGED
None.

APPROPRIATE CODE COMMENTS
Yes.

DEPENDENCIES
None.

RELATED PROBLEMS
PC0192115.

UNIT TESTING EVIDENCE
Change the value of language to 2 from 1 in branch.xml file in order to print receipt in Welsh language.Sell a foreign currency.
After entering the amount, press enter and click on Print_Quote button, Bureau Quotation receipt should be printed according to the
document DES/GEN/SPE/0009.

Regression testing is not required.

REGRESSION TEST CLASS
None.

BACKWARDS COMPATIBILITY
There is no change in SQL/OSR, so Backward Compatability test is required.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation
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Date:**03-Mar-2010 14:47:55** User:**Vivek Agnihotri**
Evidence **Added** - patch file

Date:**04-Mar-2010 08:07:51** User:**Vivek Agnihotri**
The Call record has been assigned to the Team Member: Subhra Suklabaidya

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Date:**04-Mar-2010 08:17:23** User:**Vivek Agnihotri**
[Start of Response]
Appology; In code Template under Backward compatability I have missed "not" from the sentence.

Sentence should be
There is no change in SQL/OSR, so Backward Compatability test is not required.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

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Date:**10-Mar-2010 15:01:17** User:**David Cooke**
The call Target Release has been moved to Requested For -- HNG-X 02.11

Date:**10-Mar-2010 15:01:44** User:**David Cooke**
[Start of Response]
"Justification - Resolution of this defect is required to address Acceptance Incident AI-AD-031.
POL have identified this as priority P2.
The requested release is Counter Maintenance Release 02.11 ."

[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

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Date:**22-Mar-2010 15:37:59** User:**Lionel Higman**
Reference Deleted: HNG-X_Vet_Status OUT

Date:**19-Apr-2010 15:06:35** User:**Prashanth Pamidimukkala**
The call Target Release has been moved to Proposed For -- HNG-X 02.04.00.00

Date:**21-Apr-2010 11:19:12** User:**Vivek Agnihotri**
Action has been removed from the call

Date:**21-Apr-2010 11:19:23** User:**Vivek Agnihotri**
Action placed on Team:xCtr_OSR_SME, User:Steven Porter

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Date:**21-Apr-2010 11:19:39** User:**Vivek Agnihotri**
[Start of Response]
For your code review please.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**21-Apr-2010 14:23:36** User:**Steve Evans**
The call Target Release has been moved to Requested For -- HNG-X 02.11.00.00

Date:**24-Apr-2010 20:20:23** User:**Steven Porter**
[Start of Response]
Please ask Martin Day to act as SME for this.

[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**24-Apr-2010 20:20:25** User:**Steven Porter**
Action has been removed from the call

Date:**27-Apr-2010 06:41:17** User:**Prashanth Pamidimukkala**
Action placed on Team:xCtr_OSR_SME, User:Martin Day

Date:**27-Apr-2010 08:36:07** User:**Martin Day**
[Start of Response]
SME Review. Fix looks fine. In the future, can fixes be peer reviewed first as per process.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**27-Apr-2010 08:36:09** User:**Martin Day**
Action has been removed from the call

Date:**29-Apr-2010 16:50:20** User:**Subhra Suklabaidya**
The Call record has been assigned to the Team Member: Vivek Agnihotri

Date:**27-May-2010 14:52:27** User:**Steve Evans**
The call Target Release has been moved to Proposed For -- HNG-X 02.11.00.00

Date:**09-Jun-2010 15:15:04** User:**Vivek Agnihotri**
[Start of Response]

[End of Response]
Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed

Date:**07-Aug-2010 08:00:26** User:**Vivek Agnihotri**
[Start of Response]

[End of Response]
Response code to call type Q as Category 46 -- Pending -- Product Error Fixed

Date:**16-Aug-2010 12:03:46** User:**Mark Jepson**
The call Target Release has been moved to Targeted At -- HNG-X R3

Date:**18-Aug-2010 13:49:02** User:**Vivek Agnihotri**
[Start of Response]
bdcQuotation_cym.vmxml version 1.2.22.1 has been committed into R3_GDC_PEAKS
[End of Response]
Response code to call type Q as Category 46 -- Pending -- Product Error Fixed

Date:**18-Aug-2010 15:27:45** User:**Vivek Agnihotri**
Action placed on Team:xCtr_BAC_GDC, User:Vivek Agnihotri

Date:**18-Aug-2010 15:29:13** User:**Vivek Agnihotri**
The Call record has been transferred to the team: xCtr_Rel_UK
User:Vivek Agnihotri Confirmed that this Incident may be passed to the external company with the attached evidence.

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Date:**07-Sep-2010 12:09:19** User:**Kevin McKeown**

The Call record has been assigned to the Team Member: Biljana Daniels

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Date:**07-Sep-2010 12:55:17** User:**Biljana Daniels**
[Start of Response]
Re-tested in CIT R3 and works as expected.Peak to be closed.
[End of Response]
Response code to call type Q as Category 60 -- Final -- S/W Fix Available to Call Logger
Routing to Call Logger following Final Progress update.
Defect cause updated to 14 -- Development - Code

Date:**07-Sep-2010 12:56:22** User:**Biljana Daniels**
The Call record has been assigned to the Team Member: Biljana Daniels

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Date:**08-Sep-2010 14:52:29** User:**Kevin McKeown**
Sorry, please route this call back xCtr_Rel_UK so it can get a Baseline Top Ref added. Thanks.

Date:**08-Sep-2010 15:00:07** User:**Biljana Daniels**
Comments Update:

_____
Michelle norton <nortonm>, 08/09/2010 14:51:17: Hi
Can you route this back to xCtr_Rel_UK so they can get Baselines added?
Thanks, Kevin

Date:**08-Sep-2010 15:03:21** User:**Kevin McKeown**
The Call record has been transferred to the team: HNG-X Counter Release Team
The Call record has been assigned to the Team Member: Kevin McKeown

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Date:**08-Sep-2010 15:04:23** User:**Kevin McKeown**
[Start of Response]
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[End of Response]
Response code to call type Q as Category 46

Date:**09-Sep-2010 09:36:45** User:**Kevin McKeown**
Routing to build stack for Top Ref baselines, Dev-Int-Rel, etc.
The Call record has been transferred to the team: HNG-X Counter Build
The Call record has been assigned to the Team Member: _Unassigned_

Date:**09-Sep-2010 17:01:04** User:**Kevin McKeown**
Reference Added: Product Baseline Ref data

Date:**10-Sep-2010 13:20:13** User:**Steve Evans**
[Start of Response]
Ref data fix has been seen to work.
Please close call.
[End of Response]
Response code to call type Q as Category 59

Date:**30-Sep-2010 11:45:06** User:**Biljana Daniels**
Incident closure received from Quality Centre
Comments Update:

_____
Paul James <jamesp>, 30/09/2010 11:36:39:
Retested on SVI R3 Counter - this is now displaying correctly

Closing Call

Date:**30-Sep-2010 11:45:06** User:**Biljana Daniels**
CALL PC0191870 closed: Category 59 Type Q

Date:**29-Aug-2013 08:34:30** User:**Billy Melrose**
The Call record has been transferred to the team: Infinite - 3rd line route all Ctr PEAKs here
The Call record has been assigned to the Team Member: _Unassigned_

Root Cause	Development - Code
Logger	Deleted User -- QC Interface

Subject Product	QC Defects -- Counter (version: 1)
Assignee	_Unassigned_ -- xCtr_GDC
Last Progress	29-Aug-2013 08:34 -- Billy Melrose