PinICL Expor   PC0020970

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0020970	PM Time out fix not working.		29/01/1999 14:00:08	12/03/1999 10:38:24		
Reynolds				Closed		

References

Name	Value
Call reference	PC0020532
Call reference	PC0020591
Call reference	PC0020799

Products

Activities

Date	User	Comment
29/01/1999 14:00:08	Janet Reynolds	CALL PC0020970 opened
29/01/1999 14:00:08	Janet Reynolds	References entered are:-
29/01/1999 14:00:08	Janet Reynolds	Target Release entered: Unknown
29/01/1999 14:00:08	Janet Reynolds	PM Time out fix not working.
29/01/1999 14:00:08	Janet Reynolds	Call raised on behalf of Richard Brunskill's BSU - Information provided by
29/01/1999 14:00:08	Janet Reynolds	Nicole Meredith/
29/01/1999 14:00:08	Janet Reynolds	Background
29/01/1999 14:00:08	Janet Reynolds	A fix was delivered to PO counters on 09/02/98 to forcibly commit
29/01/1999 14:00:08	Janet Reynolds	transactions after 74 minutes of inactivity. Another fix was delivered on
29/01/1999 14:00:08	Janet Reynolds	17/05/98 to forcibly commit suspended sessions after 74 minutes of
29/01/1999 14:00:08	Janet Reynolds	inactivity. However, there have been two incidents of the 'time out' fix not
29/01/1999 14:00:08	Janet Reynolds	working correctly.
29/01/1999 14:00:08	Janet Reynolds	Incident 1
29/01/1999 14:00:08	Janet Reynolds	On 19th Jan 99, an incident was raised (PC0020532) by the Postmaster at
29/01/1999 14:00:08	Janet Reynolds	office 381523, to notify of an incomplete transaction. Further investigation
29/01/1999 14:00:08	Janet Reynolds	found that the card was swiped at 08:45 and a receipt was printed but then
29/01/1999 14:00:08	Janet Reynolds	the session was suspended. Several BES and OBCS transactions were then
29/01/1999 14:00:08	Janet Reynolds	carried out. A period of inactivity followed from 12:52 until 14:06, and the

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0020970	PM Time out fix not working.	29/01/1999 14:00:08	12/03/1999 10:38:24		
Reynolds			Closed		

29/01/1999 14:00:08	Janet Reynolds	user was automatically logged out by the system. The suspended session
29/01/1999 14:00:08	Janet Reynolds	should have been forcibly commit, but this did not happen. A new incident
29/01/1999 14:00:08	Janet Reynolds	has been raised for this problem (PC0020591) and this is currently with BES
29/01/1999 14:00:08	Janet Reynolds	Development.
29/01/1999 14:00:08	Janet Reynolds	This particular office had a box swap in November for a similar incident
29/01/1999 14:00:08	Janet Reynolds	whereby a transaction was left on the stack and did not get forcibly commit
29/01/1999 14:00:08	Janet Reynolds	after 74 minutes. It needs to be investigated why this is continuing to
29/01/1999 14:00:08	Janet Reynolds	occur at this PO.
29/01/1999 14:00:08	Janet Reynolds	Incident 2
29/01/1999 14:00:08	Janet Reynolds	A similar incident was raised on 27th Jan 99 by office 154511, whereby a BES
29/01/1999 14:00:08	Janet Reynolds	session was suspended and not commit, then three hours later the PM logged
29/01/1999 14:00:08	Janet Reynolds	off. The system should not allow the user to logoff if there is an
29/01/1999 14:00:08	Janet Reynolds	outstanding suspended encashment on the stack. This incident (PC0020799) is
29/01/1999 14:00:08	Janet Reynolds	also being investigated by BES Development.
29/01/1999 14:00:10	Janet Reynolds	CALL PC0020970:Priority C:CallType Z - Target 10/03/99 20:00:00
29/01/1999 14:02:02	Janet Reynolds	The call references have been updated. They are now:-
29/01/1999 14:02:02	Janet Reynolds	T Call reference : PC0020532
29/01/1999 14:02:02	Janet Reynolds	Call reference : PC0020591
29/01/1999 14:02:02	Janet Reynolds	Call reference : PC0020799
05/02/1999 09:36:32	Nicole Meredith	I have contacted Ian Ward (BES Development) for a progress update. The
05/02/1999 09:36:32	Nicole Meredith	message store for this FAD has been attached to PinICL 20591, and the
05/02/1999 09:36:32	Nicole Meredith	incident is being investigated.
09/02/1999 16:17:35	Nicole Meredith	Incidents PC0020591 (originally 20532) and PC0020881 (originally 20799) have
09/02/1999 16:17:35	Nicole Meredith	both been investigated by BES Dev and the problem has not been able to be
09/02/1999 16:17:35	Nicole Meredith	reproduced. SSC have checked and confirmed that FAD 381523 has the latest
09/02/1999 16:17:35	Nicole Meredith	version of software.

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0020970	PM Time out fix not working.		29/01/1999 14:00:08	12/03/1999 10:38:24		
Reynolds				Closed		

09/02/1999 16:17:35	Nicole Meredith	
09/02/1999 16:17:35	Nicole Meredith	Both incidents have now been passed to Janet Dore in Design for further
09/02/1999 16:17:35	Nicole Meredith	investigation.
12/02/1999 10:57:59	Janet Reynolds	Comments from Tony Oppenheim:
12/02/1999 10:57:59	Janet Reynolds	Time out fix not working. I am concerned to find out what has happened here -
12/02/1999 10:57:59	Janet Reynolds	do we need a further fix into the 18th Escher drop? If so, Escher will need
12/02/1999 10:57:59	Janet Reynolds	to
12/02/1999 10:57:59	Janet Reynolds	know on MONDAY.
12/02/1999 10:57:59	Janet Reynolds	
12/02/1999 11:01:02	Janet Reynolds	Update from Richard Brunskill:
12/02/1999 11:01:02	Janet Reynolds	BES/DEV cannot replicate the problem. The counter in question is equipped
12/02/1999 11:01:02	Janet Reynolds	with the latest software. The problem is being dealt with by Janet Doer who
12/02/1999 11:01:02	Janet Reynolds	will investigate further before passing to Escher.
12/02/1999 11:01:02	Janet Reynolds	
12/02/1999 11:19:41	Nicole Meredith	For incident pc0020591, a tivoli script is to be written and a message is to
12/02/1999 11:19:41	Nicole Meredith	be sent to the counter to double check the version of software which is being
12/02/1999 11:19:41	Nicole Meredith	run at the counter.
19/02/1999 10:40:14	Janet Reynolds	Update from Richard Brunskill:
19/02/1999 10:40:14	Janet Reynolds	A tivoli script is to be written and a message is to be sent to the counter
19/02/1999 10:40:14	Janet Reynolds	to double check the version of software which is being
19/02/1999 10:40:14	Janet Reynolds	run at this counter. We have had no other occurrences this week.
19/02/1999 10:40:14	Janet Reynolds	
05/03/1999 11:33:56	Janet Reynolds	Update from Richard Brunskill 26/2/99:
05/03/1999 11:33:56	Janet Reynolds	No further progress this week
05/03/1999 11:33:56	Janet Reynolds	Update from Richard Brunskill 5/3/99:
05/03/1999 11:33:56	Janet Reynolds	Currently this problem is being investigated by BES/Development. The scenario

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				Status		Product At Fault
PC0020970	PM Time out fix not working.		29/01/1999 14:00:08	12/03/1999 10:38:24		
Reynolds				Closed		

05/03/1999 11:33:56	Janet Reynolds	cannot be reproduced on any test rig and we have had no further incidents of
05/03/1999 11:33:56	Janet Reynolds	this nature to date. Karen Morley, Development, has confirmed that all R1c
05/03/1999 11:33:56	Janet Reynolds	counter builds and software are identical and that the original Escher fix
05/03/1999 11:33:56	Janet Reynolds	delivered in February 1998 has been distributed to all R1c counter systems.
05/03/1999 11:33:56	Janet Reynolds	Karen has agreed to pursue this problem with Janet Dore, Development, and
05/03/1999 11:33:56	Janet Reynolds	identify whether or not there is any benefit in writing a 'Tivoli' script to
05/03/1999 11:33:56	Janet Reynolds	test the performance of the R1c counters. Karen will update within the next
05/03/1999 11:33:56	Janet Reynolds	week.
11/03/1999 16:59:36	Janet Reynolds	Update from Richard Brunskill 11.03.99: Post Office 381523 (one of the
11/03/1999 16:59:36	Janet Reynolds	offending offices), has successfully returned a 'Time Out' on 10.02.99 @
11/03/1999 16:59:36	Janet Reynolds	16.00.48. This proves that the fix is working within this office and that the
11/03/1999 16:59:36	Janet Reynolds	existing problem was not caused by any failure of the fix in it's own right,
11/03/1999 16:59:36	Janet Reynolds	but by some other factor which cannot be determined.
11/03/1999 16:59:36	Janet Reynolds	Deirdre Connis confirms that a Tivoli script to verify whether this, and/or
11/03/1999 16:59:36	Janet Reynolds	other fixes have been received by the R1c counters would not prove beneficial
11/03/1999 16:59:36	Janet Reynolds	as all current fixes have been accounted for. The 'confirmation' message
11/03/1999 16:59:36	Janet Reynolds	returned by the counter following a successful implementation of a delivered
11/03/1999 16:59:36	Janet Reynolds	fix is only logged on the Tivoli Inventory Server when the committal is
11/03/1999 16:59:36	Janet Reynolds	complete.
11/03/1999 16:59:36	Janet Reynolds	
11/03/1999 16:59:36	Janet Reynolds	Suggest closure of this problem as:
11/03/1999 16:59:36	Janet Reynolds	
11/03/1999 16:59:36	Janet Reynolds	One of the counters is working to specification
11/03/1999 16:59:36	Janet Reynolds	We cannot re-produce the problem in the test environment
11/03/1999 16:59:36	Janet Reynolds	A Tivoli script would not produce any useful result
12/03/1999 10:37:52	Janet Reynolds	F} Response :

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By				**Status**		**Product At Fault**
PC0020970	PM Time out fix not working.		29/01/1999 14:00:08	12/03/1999 10:38:24		
Reynolds				Closed		

12/03/1999 10:37:52	Janet Reynolds	close call
12/03/1999 10:37:52	Janet Reynolds	[END OF REFERENCE 10044690]
12/03/1999 10:37:52	Janet Reynolds	Responded to call type Z as Category 15 -Completed
12/03/1999 10:37:53	Janet Reynolds	Hours spent since call received: 0.1 hours
12/03/1999 10:37:53	Janet Reynolds	The response was delivered on the system
12/03/1999 10:38:23	Janet Reynolds	CALL PC0020970 closed: Category 15, Type Z
12/03/1999 10:38:24	Janet Reynolds	Hours spent since call received: 0.1 hours