

PinICL Expor PC0036526

Ref	Summary	Opened	Last update	Customer	Product Group
Logged By			Status		Product At Fault
PC0036526	Copy PC0034799 Null modes in	09/12/1999 11:00:00	21/02/2000 09:26:50		EPOSS & DeskTop
Simpkins	APS and EPOSS Transac		Closed		

References

Name	Value
Acceptance Incident	AI0376H
Call reference	PC0036011
Copy From	PC0034799
Work Package	PWY_WP_7029
Fast track fix	FSTK_2_0_WP7029

Products

Product Group	Product Name	Product Version
EPOSS & DeskTop		

Activities

Date	User	Comment
09/12/1999 11:00:00	John Simpkins	CALL PC0034799 opened
09/12/1999 11:00:00	John Simpkins	References entered are:-
09/12/1999 11:00:00	John Simpkins	Product EPOSS & DeskTop added
09/12/1999 11:00:00	John Simpkins	Target Release entered: CSR
09/12/1999 11:00:00	John Simpkins	Null modes in APS and EPOSS Transactions
09/12/1999 11:00:00	John Simpkins	The TPS harvester has identified multiple occurrences on Null modes in APS and
09/12/1999 11:00:00	John Simpkins	EPOSS transactions. The EPOSS problems look to be related to Existing
09/12/1999 11:00:00	John Simpkins	Reversals (often of the Settlement line).
09/12/1999 11:00:00	John Simpkins	
09/12/1999 11:00:00	John Simpkins	Message store extracts will be attached as evidence.
09/12/1999 11:00:01	John Simpkins	CALL PC0034799:Priority B:CallType P - Target 14/12/99 11:00:00
09/12/1999 11:00:03	John Simpkins	New evidence added - message store extract
09/12/1999 11:00:03	John Simpkins	The Call record has been transferred to the Team: QFP
09/12/1999 11:00:04	John Simpkins	Defect cause updated to 14:Development - Code
09/12/1999 11:00:04	John Simpkins	Hours spent since call received: 0 hours
09/12/1999 11:26:01	Lionel Higman	The Call record has been assigned to the Team Member: Steve Warwick

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Simpkins	APS and EPOSS Transac		Closed		

09/12/1999 11:26:02	Lionel Higman	Hours spent since call received: 0 hours
09/12/1999 14:20:33	Lionel Higman	CALL PC0034799:Priority B:CallType L - Target 14/12/99 11:00:00
10/12/1999 09:28:14	Steve Warwick	F} Response :
10/12/1999 09:28:14	Steve Warwick	Passing to EPOSS-FP for urgent analysis. This call is related to AI376 and
10/12/1999 09:28:14	Steve Warwick	will require resolution before the recommencement of Rollout in January.
10/12/1999 09:28:14	Steve Warwick	[END OF REFERENCE 14027454]
10/12/1999 09:28:14	Steve Warwick	Responded to call type L as Category 40 -Incident Under Investigation
10/12/1999 09:28:15	Steve Warwick	The response was delivered on the system
10/12/1999 09:28:16	Steve Warwick	The Call record has been transferred to the Team: EPOSS-FP
10/12/1999 09:28:16	Steve Warwick	Hours spent since call received: .1 hours
13/12/1999 13:30:30	Barbara Longley	F} Response :
13/12/1999 13:30:32	Barbara Longley	The Call record has been transferred to the Team: EPOSS-FP
13/12/1999 13:30:32	Barbara Longley	[END OF REFERENCE 14071800]
13/12/1999 13:30:32	Barbara Longley	Responded to call type L as Category 40 -Incident Under Investigation
13/12/1999 13:30:33	Barbara Longley	The response was delivered on the system
13/12/1999 14:49:20	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Dev
13/12/1999 14:49:21	Francesco Chiarini	Hours spent since call received: .1 hours
13/12/1999 14:51:52	Francesco Chiarini	The Call record has been assigned to the Team Member: Francesco Chiarini
13/12/1999 14:51:52	Francesco Chiarini	Hours spent since call received: 0 hours
14/12/1999 11:56:35	Francesco Chiarini	F} Response :
14/12/1999 11:56:36	Francesco Chiarini	Please attach full message stores for each office.
14/12/1999 11:56:36	Francesco Chiarini	Please also provide version of APS.dll for FAD:136130, 152116
14/12/1999 11:56:36	Francesco Chiarini	version of EPOSSCore.dll for all FADS
14/12/1999 11:56:36	Francesco Chiarini	version of EPOSSScales.dll for 322704
14/12/1999 11:56:36	Francesco Chiarini	that was on the counter at the time of the transactions.
14/12/1999 11:56:36	Francesco Chiarini	[END OF REFERENCE 14088783]

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Simpkins	APS and EPOSS Transac		Closed		

14/12/1999 11:56:36	Francesco Chiarini	Responded to call type L as Category 96 -Insufficient evidence
14/12/1999 11:56:37	Francesco Chiarini	Hours spent since call received: 7.5 hours
14/12/1999 11:56:37	Francesco Chiarini	The response was delivered on the system
14/12/1999 13:15:50	Barbara Longley	Target Release updated to CSR-CI2
14/12/1999 15:55:28	John Simpkins	Message store will be attached as evidence:
14/12/1999 15:55:28	John Simpkins	
14/12/1999 15:55:28	John Simpkins	322704, EPOSScales.dll was the base version (6.05.0102, WP4775)) following a
14/12/1999 15:55:28	John Simpkins	box swap out on 24-Sep-1999. COUNTER_EPOSS 3_5 EPOSSCore.dll version
14/12/1999 15:55:28	John Simpkins	7.00.0173 (WP5767)
14/12/1999 15:55:28	John Simpkins	
14/12/1999 15:55:28	John Simpkins	136130, Aps.dll was APS_COUNTER 3_4 version 7.35.0177 (WP5770).
14/12/1999 15:55:28	John Simpkins	COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	
14/12/1999 15:55:28	John Simpkins	152116, Aps.dll was APS_COUNTER 3_4 version 7.35.0177 (WP5770).
14/12/1999 15:55:28	John Simpkins	COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	
14/12/1999 15:55:28	John Simpkins	267329 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	316613 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	339511 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	239329 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	014505 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	295642 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	359420 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	265427 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	197130 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	202642 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).

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PC0036526	Copy PC0034799 Null modes in APS and EPOSS Transac	09/12/1999 11:00:00	21/02/2000 09:26:50		EPOSS & DeskTop
Simpkins			Closed		

14/12/1999 15:55:28	John Simpkins	189704 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	202704 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	207306 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	206704 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 15:55:28	John Simpkins	209704 COUNTER_EPOSS_CORE 3_6 EPOSSCore.dll version 7.00.0186 (WP5805).
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:31	John Simpkins	New evidence added - complete message store
14/12/1999 16:01:39	John Simpkins	The Call record has been transferred to the Team: QFP
14/12/1999 16:01:39	John Simpkins	Hours spent since call received: 0 hours
14/12/1999 16:06:09	Lionel Higman	The Call record has been assigned to the Team Member: Nam Pandher
14/12/1999 16:06:09	Lionel Higman	Hours spent since call received: 0 hours
14/12/1999 17:19:34	Phil Hemingway	The Call record has been transferred to the Team: EPOSS-Pre-Dev
14/12/1999 17:19:35	Phil Hemingway	Hours spent since call received: 0.1 hours
14/12/1999 17:19:54	Phil Hemingway	The Call record has been assigned to the Team Member: Francesco Chiarini

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Simpkins	APS and EPOSS Transac		Closed		

14/12/1999 17:19:54	Phil Hemingway	Hours spent since call received: 0.1 hours
16/12/1999 11:37:17	Francesco Chiarini	F} Response :
16/12/1999 11:37:17	Francesco Chiarini	FAD 322704: Problem in a Scales transaction. A fix was delivered in WP5447 on
16/12/1999 11:37:17	Francesco Chiarini	20/8/99, but the counter had a previous version {WP4775}.
16/12/1999 11:37:17	Francesco Chiarini	FADS 339511, 295642, 359420, 265427, 197130, 202704: The problem has been
16/12/1999 11:37:17	Francesco Chiarini	identified and can be reproduced.
16/12/1999 11:37:17	Francesco Chiarini	
16/12/1999 11:37:17	Francesco Chiarini	The other Reversals are being investigated.
16/12/1999 11:37:17	Francesco Chiarini	
16/12/1999 11:37:17	Francesco Chiarini	The APS transactions are all occurring in recovery mode and the APS team has
16/12/1999 11:37:17	Francesco Chiarini	been asked to look into the problem.
16/12/1999 11:37:17	Francesco Chiarini	
16/12/1999 11:37:17	Francesco Chiarini	[END OF REFERENCE 14141546]
16/12/1999 11:37:18	Francesco Chiarini	Responded to call type L as Category 40 -Incident Under Investigation
16/12/1999 11:37:18	Francesco Chiarini	The response was delivered on the system
16/12/1999 14:30:27	Francesco Chiarini	Pinicl 35146 has been raised to fix the problem identified with FADS 339511,
16/12/1999 14:30:27	Francesco Chiarini	295642, 359420, 265427, 197130, 202704.
16/12/1999 14:30:27	Francesco Chiarini	
16/12/1999 14:30:27	Francesco Chiarini	Further investigation has not been able to get to the root of the problem
16/12/1999 14:30:27	Francesco Chiarini	with the other FADs. It must be noted, however, that the build tests were
16/12/1999 14:30:27	Francesco Chiarini	made on was a later one as compared to live.
22/12/1999 18:46:58	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Rel
22/12/1999 18:46:59	Francesco Chiarini	Hours spent since call received: 3 hours
22/12/1999 18:48:27	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Dev
22/12/1999 18:48:27	Francesco Chiarini	Hours spent since call received: 0 hours
22/12/1999 18:48:48	Francesco Chiarini	The Call record has been assigned to the Team Member: Francesco Chiarini

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22/12/1999 18:48:49	Francesco Chiarini	Hours spent since call received: 0 hours
04/01/2000 14:43:21	John Pope	The call references have been updated. They are now:-
04/01/2000 14:43:21	John Pope	T Acceptance Incident : AI0376H
10/01/2000 17:28:56	Francesco Chiarini	Pinicl 36011 has been raised and forwarded to the APS team to fix the APS
10/01/2000 17:28:56	Francesco Chiarini	part of this pinicl.
12/01/2000 10:04:30	Lionel Higman	CSR-CI2 is no longer a valid target release. Updating to earliest valid value.
12/01/2000 10:04:30	Lionel Higman	Target Release updated to CSR-CI2_2R
17/01/2000 16:10:56	Lionel Higman	Call PC0036526 cloned from original call PC0034799
17/01/2000 16:11:04	Lionel Higman	CALL PC0036526:Priority B:CallType C - Target 20/01/00 16:10:56
17/01/2000 16:14:35	Lionel Higman	Please fix at CI4
17/01/2000 16:14:35	Lionel Higman	Target Release updated to CSR-CI4
17/01/2000 16:14:36	Lionel Higman	The Call record has been transferred to the Team: EPOSS-Dev
17/01/2000 16:14:36	Lionel Higman	Hours spent since call received: 0 hours
17/01/2000 16:17:53	Lionel Higman	The Call record has been assigned to the Team Member: Francesco Chiarini
17/01/2000 16:17:54	Lionel Higman	Hours spent since call received: 0 hours
27/01/2000 17:19:36	Francesco Chiarini	F} Response :
27/01/2000 17:19:36	Francesco Chiarini	Fix in EPOSSCore.dll.
27/01/2000 17:19:36	Francesco Chiarini	If the mode is Null and there are transactions on the stack with a valid
27/01/2000 17:19:36	Francesco Chiarini	mode, an error message is logged and the mode set to what it should be.
27/01/2000 17:19:36	Francesco Chiarini	If there are no transactions on the stack or if the mode is Null for the
27/01/2000 17:19:36	Francesco Chiarini	first transaction, then system error message 01003 is displayed.
27/01/2000 17:19:36	Francesco Chiarini	[END OF REFERENCE 15003187]
27/01/2000 17:19:36	Francesco Chiarini	Responded to call type C as Category 46 -Product Error Fixed
27/01/2000 17:19:38	Francesco Chiarini	The response was delivered on the system
27/01/2000 17:19:40	Francesco Chiarini	The Call record has been transferred to the Team: EPOSS-Rel
27/01/2000 17:19:41	Francesco Chiarini	Hours spent since call received: 4 hours

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Simpkins	APS and EPOSS Transac		Closed		

02/02/2000 09:17:43	Deleted User (Mark McGrath left Jul/00)	The call references have been updated. They are now:-
02/02/2000 09:17:43	Deleted User (Mark McGrath left Jul/00)	Acceptance Incident : AI0376H
02/02/2000 09:17:43	Deleted User (Mark McGrath left Jul/00)	Call reference : PC0036011
02/02/2000 09:17:43	Deleted User (Mark McGrath left Jul/00)	Copy From : PC0034799
02/02/2000 09:17:43	Deleted User (Mark McGrath left Jul/00)	T Work Package : PWY_WP_7029
02/02/2000 09:17:45	Deleted User (Mark McGrath left Jul/00)	F} Response :
02/02/2000 09:17:45	Deleted User (Mark McGrath left Jul/00)	I have released a fix for this in WP7029 - to be applied AFTER 7012. It is
02/02/2000 09:17:45	Deleted User (Mark McGrath left Jul/00)	set READY_FOR_BUILD
02/02/2000 09:17:45	Deleted User (Mark McGrath left Jul/00)	..Austin
02/02/2000 09:17:45	Deleted User (Mark McGrath left Jul/00)	[END OF REFERENCE 15141614]
02/02/2000 09:17:45	Deleted User (Mark McGrath left Jul/00)	Responded to call type C as Category 48 -Fix Released to PIT
02/02/2000 09:17:46	Deleted User (Mark McGrath left Jul/00)	The response was delivered on the system
02/02/2000 09:17:46	Deleted User (Mark McGrath left Jul/00)	The Call record has been transferred to the Team: Dev-Int-Rel
02/02/2000 09:17:47	Deleted User (Mark McGrath left Jul/00)	Hours spent since call received: 0 hours
02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	Link tested in WP7012/7029.
02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	Note: This test could not be fully covered as the link test rig does not have

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Simpkins	APS and EPOSS Transac		Closed		

02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	APS.
02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	Also the EPOSS change validates against items on the stack having a null mode
02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	and if one does it will use the mode of the 1st item on the stack, if that
02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	has a null mode an error is reported. I am unable/dont know how to get items
02/02/2000 14:45:01	Deleted User (Paul Warner feb01)	onto a stack with no mode!
02/02/2000 15:37:56	Del(Patricia McLoughlin ??/00)	The call references have been updated. They are now:-
02/02/2000 15:37:56	Del(Patricia McLoughlin ??/00)	Acceptance Incident : AI0376H
02/02/2000 15:37:56	Del(Patricia McLoughlin ??/00)	Call reference : PC0036011
02/02/2000 15:37:56	Del(Patricia McLoughlin ??/00)	Copy From : PC0034799
02/02/2000 15:37:56	Del(Patricia McLoughlin ??/00)	Work Package : PWY_WP_7029
02/02/2000 15:37:56	Del(Patricia McLoughlin ??/00)	T Fast track fix : FSTK_2_0_WP7029
02/02/2000 15:37:58	Del(Patricia McLoughlin ??/00)	F} Response :
02/02/2000 15:37:58	Del(Patricia McLoughlin ??/00)	fast track available, please test
02/02/2000 15:37:58	Del(Patricia McLoughlin ??/00)	[END OF REFERENCE 15171440]
02/02/2000 15:37:58	Del(Patricia McLoughlin ??/00)	Responded to call type C as Category 60 -Fix Released to Call Logger
02/02/2000 15:37:59	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
02/02/2000 15:37:59	Del(Patricia McLoughlin ??/00)	The response was delivered on the system
02/02/2000 18:17:25	John Simpkins	Please inform me when this is released to live.
02/02/2000 18:17:26	John Simpkins	The Call record has been transferred to the Team: RelMngmntForum
02/02/2000 18:17:27	John Simpkins	Hours spent since call received: 0 hours
17/02/2000 16:23:16	Linda Emsley	F} Response :
17/02/2000 16:23:16	Linda Emsley	John Simpkins notified as requested. The fix has been released to live
17/02/2000 16:23:16	Linda Emsley	against CI2_2R PinICL & code.

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Simpkins	APS and EPOSS Transac		Closed		

17/02/2000 16:23:16	Linda Emsley	
17/02/2000 16:23:16	Linda Emsley	This Pinicl is CI4 & CS doesn't have a CI4 test rig. Routing back to
17/02/2000 16:23:16	Linda Emsley	DevIntRel . Please find a CI4 rig to test this on.
17/02/2000 16:23:16	Linda Emsley	[END OF REFERENCE 15613740]
17/02/2000 16:23:16	Linda Emsley	Responded to call type C as Category 52 -Response Rejected
17/02/2000 16:23:17	Linda Emsley	The response was delivered on the system
17/02/2000 16:23:19	Linda Emsley	The Call record has been transferred to the Team: Dev-Int-Rel
17/02/2000 16:23:19	Linda Emsley	Hours spent since call received: 0 hours
18/02/2000 10:31:45	Del(Patricia McLoughlin ??/00)	Are you able to test this please ?
18/02/2000 10:31:46	Del(Patricia McLoughlin ??/00)	The Call record has been transferred to the Team: PI Test
18/02/2000 10:31:47	Del(Patricia McLoughlin ??/00)	Hours spent since call received: 0 hours
21/02/2000 09:21:40	Colin Baker	We are unable to test this in PI Test but we are NOT aware of the problems
21/02/2000 09:21:40	Colin Baker	described occuring in our environments.
21/02/2000 09:21:40	Colin Baker	I can only suggest that we be aware of potential problems and raise them if
21/02/2000 09:21:40	Colin Baker	and when they occur.
21/02/2000 09:21:41	Colin Baker	The Call record has been transferred to the Team: QFP
21/02/2000 09:21:42	Colin Baker	Hours spent since call received: 0 hours
21/02/2000 09:26:49	Lionel Higman	CALL PC0036526 closed: Category 60, Type C
21/02/2000 09:26:50	Lionel Higman	Hours spent since call received: 0 hours