

PinICL Expor PC0058435

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|--|---------------------|---------------------|-------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0058435 | Copy PC0057909 New base unit - Transactions missin | 15/11/2000 20:23:51 | 12/12/2000 14:42:32 | Sarah lloyd | EPOSS & DeskTop |
| EDSC | | | Closed | | |

References

| Name | Value |
|-----------|-----------|
| Copy From | PC0057909 |
| Copy To | PC0059052 |

Products

| Product Group | Product Name | Product Version |
|-----------------|--------------|-----------------|
| EPOSS & DeskTop | | |

Activities

| Date | User | Comment |
|---------------------|---------------|---|
| 15/11/2000 20:23:51 | Customer Call | CALL PC0057909 opened |
| 15/11/2000 20:23:55 | Customer Call | CALL PC0057909:Priority C:CallType L - Target 22/11/00 20:00:00 |
| 15/11/2000 20:23:56 | Customer Call | 14/11/00 17:40 Had a new base unit - printed off some daily reports. It had |
| 15/11/2000 20:23:56 | Customer Call | a tv lience, giro dep, national savings dep so the lady went back into the |
| 15/11/2000 20:23:56 | Customer Call | system and entered them in manually again- then the pm printed off balance |
| 15/11/2000 20:23:56 | Customer Call | report and all the transactions that were missing were showing. |
| 15/11/2000 20:23:56 | Customer Call | 14/11/00 17:53 GB082678 |
| 15/11/2000 20:23:56 | Customer Call | Advice: Advised pm to try and reverse them. |
| 15/11/2000 20:23:56 | Customer Call | this didnt work .. and because pm had already cut off she |
| 15/11/2000 20:23:56 | Customer Call | couldnt, |
| 15/11/2000 20:23:56 | Customer Call | 14/11/00 17:54 GB082678 |
| 15/11/2000 20:23:56 | Customer Call | Information: Stock unit AA |
| 15/11/2000 20:23:56 | Customer Call | report was done at 16.37pm |
| 15/11/2000 20:23:56 | Customer Call | 14/11/00 17:54 GB082678 |
| 15/11/2000 20:23:56 | Customer Call | Information: Pm lives here so call at any time |
| 15/11/2000 20:23:56 | Customer Call | 15/11/00 09:02 GB083018 |
| 15/11/2000 20:23:56 | Customer Call | Repeat Call: When PM did her daily reports yesterday after having a new |
| 15/11/2000 20:23:56 | Customer Call | base unit fitted, There were transactions missing off them. |

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| 15/11/2000 20:23:56 | Customer Call | When she re-entered the missing Transactions this corrected |
| 15/11/2000 20:23:56 | Customer Call | her Daily reports but they were showing twice on her Balance |
| 15/11/2000 20:23:56 | Customer Call | snapshot. Balance snapshot is showing an amount of chq's |
| 15/11/2000 20:23:56 | Customer Call | she doesnt have. £434:15 It shows 71 Giro Deposits instead of |
| 15/11/2000 20:23:56 | Customer Call | 69. It shows an extra TransCash Fee. An extra National |
| 15/11/2000 20:23:56 | Customer Call | Savings Deposit of £36:00. An extra T.V. Licence £104:00 and the |
| 15/11/2000 20:23:56 | Customer Call | AP Transactions are down by £150:21. PM is worried By this |
| 15/11/2000 20:23:56 | Customer Call | as she is balancing today. |
| 15/11/2000 20:23:56 | Customer Call | 15/11/00 09:13 GB083018 |
| 15/11/2000 20:23:56 | Customer Call | Access Times: PM will be out of the Office between 11am & 3pm today. |
| 15/11/2000 20:23:56 | Customer Call | 15/11/00 |
| 15/11/2000 20:23:56 | Customer Call | 15/11/00 10:56 uk079680 |
| 15/11/2000 20:23:56 | Customer Call | Advice: Advised the caller to reverse her transactions that she has |
| 15/11/2000 20:23:56 | Customer Call | put in by doing a transaction log |
| 15/11/2000 20:23:57 | Customer Call | the caller is happy to do this advised the caller that if |
| 15/11/2000 20:23:57 | Customer Call | her reports are really bad she will have to contact the nbsc |
| 15/11/2000 20:23:57 | Customer Call | but she will manage to balance |
| 15/11/2000 20:23:57 | Customer Call | 15/11/00 15:08 uk081618 |
| 15/11/2000 20:23:57 | Customer Call | Contacted: Spoke to the PM and she was query whether or not to reverse |
| 15/11/2000 20:23:57 | Customer Call | the transaction and what effect it would have on her stock. |
| 15/11/2000 20:23:57 | Customer Call | Advised to contact the NBSC ref stock. |
| 15/11/2000 20:23:57 | Customer Call | 15/11/00 15:09 uk081618 |
| 15/11/2000 20:23:57 | Customer Call | Information: Agreed that if this call has not been update by tomorrow it |
| 15/11/2000 20:23:57 | Customer Call | can be closed down. |
| 15/11/2000 20:23:57 | Customer Call | 15/11/00 18:36 uk080098 |
| 15/11/2000 20:23:57 | Customer Call | Repeat Call: had new base unit yesterday 14-11-00,problems only occurred |

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| 15/11/2000 20:23:57 | Customer Call | since 11.40am when engineer left, |
| 15/11/2000 20:23:57 | Customer Call | reports not matching bal snapshot,and trial balance, |
| 15/11/2000 20:23:57 | Customer Call | giro deposits are 75 on trial bal £26685.88 |
| 15/11/2000 20:23:57 | Customer Call | should be 77 for £26903.93 |
| 15/11/2000 20:23:57 | Customer Call | sold 6 tv licences on daily report but only has 5 on trial |
| 15/11/2000 20:23:57 | Customer Call | balance |
| 15/11/2000 20:23:57 | Customer Call | green giro wkly report showed 15 taken but trial balance |
| 15/11/2000 20:23:57 | Customer Call | shows 14 |
| 15/11/2000 20:23:57 | Customer Call | p and a 's £236.50 short |
| 15/11/2000 20:23:57 | Customer Call | everything was fine and balancing until the base unit went, |
| 15/11/2000 20:23:57 | Customer Call | receipts on trial balance are £323.05 short |
| 15/11/2000 20:23:57 | Customer Call | payment on trial balance are £399.84 short |
| 15/11/2000 20:23:57 | Customer Call | 15/11/00 18:42 uk080098 |
| 15/11/2000 20:23:57 | Customer Call | Information: tried voicing smc re this repeat call,major problems since |
| 15/11/2000 20:23:57 | Customer Call | base unit fitted |
| 15/11/2000 20:23:57 | Customer Call | voiced smc , |
| 15/11/2000 20:23:57 | Customer Call | su aa |
| 15/11/2000 20:23:57 | Customer Call | cap34 |
| 15/11/2000 20:23:57 | Customer Call | bp01 |
| 15/11/2000 20:23:57 | Customer Call | 15/11/00 20:03 UK061825 |
| 15/11/2000 20:23:57 | Customer Call | Contacted: Called pm to clarify the information received and pm is |
| 15/11/2000 20:23:58 | Customer Call | convinced there is a software problem. Pm has been on system |
| 15/11/2000 20:23:58 | Customer Call | for a long time so is fully aware of balancing procedure. |
| 15/11/2000 20:23:58 | Customer Call | Base unit for gateway was replaced on 14/11/00 took a long |
| 15/11/2000 20:23:58 | Customer Call | time to install and rollout successful event came in at 14:56 |
| 15/11/2000 20:23:58 | Customer Call | and was started at 12:22. Due to her reports showing |

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15/11/2000 20:23:58 Customer Call incorrectly on the new base unit she re-entered some transactions

15/11/2000 20:23:58 Customer Call that she thought were missing on 14/11/00, at the end of the

15/11/2000 20:23:58 Customer Call day when she did the balance snapshot the transactions were

15/11/2000 20:23:58 Customer Call no longer showing as missing so were on their twice. On

15/11/2000 20:23:58 Customer Call 15/11/00 pm reversed all the extra transactions but trial

15/11/2000 20:23:58 Customer Call balance is still showing incorrect. Pm has been advised by NBSC

15/11/2000 20:23:58 Customer Call to remain in CAP 34 till this is resolved and to produce all

15/11/2000 20:23:58 Customer Call reports manually from tomorrow.

15/11/2000 20:23:58 Customer Call 15/11/00 20:10 UK061825

15/11/2000 20:23:58 Customer Call Information: Giro deposits x 2 should have shown on the trial balance

15/11/2000 20:23:58 Customer Call report. One was taken yesterday for £188.05, re-entered on

15/11/2000 20:23:58 Customer Call the gateway counter and then reversed on 15/11/00 on counter

15/11/2000 20:23:58 Customer Call 3. This explains why her report was showing incorrectly as

15/11/2000 20:23:58 Customer Call existing reversal was carried out on a different counter, pm

15/11/2000 20:23:58 Customer Call happy with that explanation but the reversal didn't show on

15/11/2000 20:23:58 Customer Call the trial balance report run at 17:52 on 15/11/00.

15/11/2000 20:23:58 Customer Call P and A total for week is £48893.21, she cuts the p and a

15/11/2000 20:23:58 Customer Call counter weekly report off at the end of each day and they

15/11/2000 20:23:58 Customer Call all add up to the correct amount also. However trial balance

15/11/2000 20:23:58 Customer Call shows as £48656.71, a difference of £236.50 this doesn't

15/11/2000 20:23:58 Customer Call match any daily totals or single transactions according to pm,

15/11/2000 20:23:58 Customer Call no p and a transactions were re-entered in error yesterday

15/11/2000 20:23:58 Customer Call and no reversals carried during the week (according to pm).

15/11/2000 20:23:58 Customer Call Office weekly p and a is also correct.

15/11/2000 20:23:58 Customer Call Took 6 tv licences during week for £104 each. 4 of these

15/11/2000 20:23:58 Customer Call were taken on 14/11/00, daily report only showed 5 yesterday

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| 15/11/2000 20:23:58 | Customer Call | so she re-entered one. At end of day balance snapshot |
| 15/11/2000 20:23:58 | Customer Call | showed 7 in total so 15/11/00 new reversed this transaction. |
| 15/11/2000 20:23:58 | Customer Call | Trial balance showing 5 in total. Did a transaction log for |
| 15/11/2000 20:23:58 | Customer Call | 14th and 15th and only showed 3, 14/11 11:02 1-510384, 14/11 |
| 15/11/2000 20:23:59 | Customer Call | 12:51 2-279199, 14/11 16:27 1-510525 (when pm re-entered in |
| 15/11/2000 20:23:59 | Customer Call | error). Should have been another 2 licence's entered on |
| 15/11/2000 20:23:59 | Customer Call | 14/11/00. Pm is unwilling to give anymore information as she |
| 15/11/2000 20:23:59 | Customer Call | say's there are too many discrepancy's to go through |
| 15/11/2000 20:23:59 | Customer Call | individually. |
| 15/11/2000 20:23:59 | Customer Call | F} Call details |
| 15/11/2000 20:23:59 | Customer Call | Diagnostician name: |
| 15/11/2000 20:23:59 | Customer Call | Customer opened date 14/11/2000 17:40:19 |
| 16/11/2000 13:04:31 | Barbara Longley | The call summary has been changed from:- |
| 16/11/2000 13:04:31 | Barbara Longley | Had a new base unit - printed off some daily repor |
| 16/11/2000 13:04:31 | Barbara Longley | The call summary is now:- |
| 16/11/2000 13:04:31 | Barbara Longley | New base unit - Transactions missing off daily rep |
| 16/11/2000 13:04:31 | Barbara Longley | Target Release updated to CSR-CI3_2R |
| 16/11/2000 13:04:31 | Barbara Longley | Product EPOSS & DeskTop added |
| 16/11/2000 15:16:53 | Customer Call | EMPTY 16/11/00 15:20 GB082469 HSH1 Repeat Call: pm awaiting info on the |
| 16/11/2000 15:16:53 | Customer Call | problem --spoke to smc they said |
| 16/11/2000 15:16:53 | Customer Call | that edsc are currentluy looking at the call and will contact |
| 16/11/2000 15:16:53 | Customer Call | pmlater |
| 16/11/2000 18:11:31 | Customer Call | EMPTY 16/11/00 18:12 GB081694 HSH1 Repeat Call: Customer called again asking |
| 16/11/2000 18:11:31 | Customer Call | for her explanation, her |
| 16/11/2000 18:11:31 | Customer Call | balance figures are constantly changing. |
| 17/11/2000 10:58:56 | Customer Call | EMPTY 17/11/00 10:51 GB082839 HSH1 Repeat Call: mr crow hfso tel re |

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| 17/11/2000 10:58:56 | Customer Call | update,said pm is to be upgraded on |
| 17/11/2000 10:58:57 | Customer Call | tues,said when her base unit was replaced is there any chance |
| 17/11/2000 10:58:57 | Customer Call | her base unit is ci4,but the rest of office in ci3, |
| 17/11/2000 10:58:57 | Customer Call | mr crow asked if we could tel pm to see if she has a ci4 |
| 17/11/2000 10:58:57 | Customer Call | base unit fitted in error,tel pm in remms,in adc-ou adc had |
| 17/11/2000 10:58:57 | Customer Call | padlocks on them-voiced smc and adv of the call |
| 18/11/2000 13:44:46 | Customer Call | EMPTY 18/11/00 13:48 uk082033 HSH1 information: pm has called today to |
| 18/11/2000 13:44:46 | Customer Call | report that the balance snapshots |
| 18/11/2000 13:44:46 | Customer Call | which are printed off 2 of the counters are showing different |
| 18/11/2000 13:44:46 | Customer Call | figures, even though they are attached to the same stock |
| 18/11/2000 13:44:46 | Customer Call | unit. she would also like to speak to somebody from 3rd line |
| 18/11/2000 13:44:46 | Customer Call | asap. |
| 20/11/2000 10:53:27 | Barbara Longley | F} Response : |
| 20/11/2000 10:53:29 | Barbara Longley | HSH will have to do the call back as EDSC do not do callbacks as norm. |
| 20/11/2000 10:53:29 | Barbara Longley | HSH will have to check call later on to see whether there have been any |
| 20/11/2000 10:53:29 | Barbara Longley | further updates. |
| 20/11/2000 10:53:29 | Barbara Longley | [END OF REFERENCE 23067291] |
| 20/11/2000 10:53:32 | Barbara Longley | Responded to call type L as Category 40 -Incident Under Investigation |
| 20/11/2000 10:54:02 | Barbara Longley | The response was delivered to: PowerHelp |
| 20/11/2000 11:27:02 | Diane Rowe | The Call record has been assigned to the Team Member: Richard Coleman |
| 20/11/2000 11:27:05 | Diane Rowe | Defect cause updated to 99:General - Unknown |
| 20/11/2000 11:27:06 | Diane Rowe | Hours spent since call received: 0 hours |
| 20/11/2000 14:12:05 | Customer Call | EMPTY 20/11/00 14:17 GB082679 HSH1 Advice: advised pm that we are still |
| 20/11/2000 14:12:05 | Customer Call | awaiting an update, and once |
| 20/11/2000 14:12:05 | Customer Call | the situation changes the pm will be contacted |
| 20/11/2000 16:29:44 | Richard Coleman | F} Response : |

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| EDSC | | | Closed | | |

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| 20/11/2000 16:29:44 | Richard Coleman | Have had a look at the messagestore and am unable to match what the PM is |
| 20/11/2000 16:29:44 | Richard Coleman | saying in this call with what I see in the messagestore. |
| 20/11/2000 16:29:44 | Richard Coleman | Please provide date and time of the balance snapshot and trial balance |
| 20/11/2000 16:29:44 | Richard Coleman | reports that the PM is querying. |
| 20/11/2000 16:29:44 | Richard Coleman | Also require quantities and values for the Giro deposits, Green giros and TV |
| 20/11/2000 16:29:44 | Richard Coleman | licences on balance snapshot and trial balance. |
| 20/11/2000 16:29:44 | Richard Coleman | Require session id's for the transactions that the PM re-entered. |
| 20/11/2000 16:29:44 | Richard Coleman | Require dates and times of the daily reports, quantities and values of the |
| 20/11/2000 16:29:44 | Richard Coleman | total on each report as well please. |
| 20/11/2000 16:29:44 | Richard Coleman | PM has not been contacted, closing as insufficient evidence. |
| 20/11/2000 16:29:44 | Richard Coleman | [END OF REFERENCE 23077138] |
| 20/11/2000 16:29:45 | Richard Coleman | Responded to call type L as Category 96 -Insufficient evidence |
| 20/11/2000 16:29:46 | Richard Coleman | Hours spent since call received: 0 hours |
| 20/11/2000 16:29:46 | Richard Coleman | Defect cause updated to 40:General - User |
| 20/11/2000 16:29:55 | Richard Coleman | CALL PC0057909 closed: Category 96, Type L |
| 20/11/2000 16:29:55 | Richard Coleman | The response was delivered to: PowerHelp |
| 23/11/2000 08:52:09 | Richard Coleman | Call PC0058435 cloned from original call PC0057909 |
| 23/11/2000 08:52:20 | Richard Coleman | CALL PC0058435:Priority C:CallType C - Target 30/11/00 08:52:09 |
| 23/11/2000 08:53:55 | Richard Coleman | Call has been cloned due to problems with the OTI. |
| 23/11/2000 08:53:55 | Richard Coleman | Target Release updated to CSR-CI4R |
| 23/11/2000 08:53:56 | Richard Coleman | CALL PC0058435:Priority B:CallType C - Target 28/11/00 08:52:09 |
| 23/11/2000 09:20:33 | Richard Coleman | New evidence added - Event logs for counters 1 and 2 |
| 23/11/2000 09:20:33 | Richard Coleman | New evidence added - Messagestores for counters 1 and 2 |
| 23/11/2000 09:21:11 | Richard Coleman | I have spoken to the PM last night and advised that this is being looked into. |
| 23/11/2000 09:28:39 | Richard Coleman | The messagestores directly from counters 1 and 2 have been extracted. |
| 23/11/2000 09:28:39 | Richard Coleman | The messagestore on the Cor Server matches counter 1. |

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23/11/2000 09:28:39 Richard Coleman The messagestore on counter 2 has 48 messages which are not on counter 1, and vice versa.

23/11/2000 09:28:39 Richard Coleman The messagestore on counter 3 matches counter 2.

23/11/2000 09:28:39 Richard Coleman What I think has happened is this:

23/11/2000 09:28:39 Richard Coleman 1. Engineer replaced Gateway, but it couldn't talk to counters 2 or 3 so it replicated from the Cor Server.

23/11/2000 09:28:39 Richard Coleman 2. The Cor Server was not up to date, and only had messages up to 1-510415.

23/11/2000 09:28:39 Richard Coleman 3. So far so good, but the Gateway still couldn't talk to the other counters and the PM started recovering some AP transactions.

23/11/2000 09:28:39 Richard Coleman 4. By the time the Gateway could talk to the other counters, the messages on the new Gateway were up to 1-510463.

23/11/2000 09:28:39 Richard Coleman 5. Because this number matched the number that the other counters had for the Gateway, there were no messages for the Gateway to catch up on.

23/11/2000 09:28:39 Richard Coleman 6. The messages on the Gateway from 1-510416 to 1-510463 are different from the messages that counters 2 and 3 have for the Gateway.

23/11/2000 09:28:39 Richard Coleman 7. This would explain why doing a balance snapshot on counter 1 produces different results from counters 2 and 3.

23/11/2000 09:33:47 Richard Coleman Can development please investigate on whether there is a deficiency in Riposte and what can be done to stop this happening again.

23/11/2000 09:33:47 Richard Coleman Also, need advice on how to get the messagestores in sync and to include the missing transactions. I suspect we will need to trash the messagestores on counters 2 and 3 and insert the missing messages onto counter 1 (or can the PM get away with inputting the transactions). Some of the transactions are APS.

23/11/2000 09:33:47 Richard Coleman Also how will this affect their balancing. They are currently in CAP 34.

23/11/2000 09:33:47 Richard Coleman Thank you.

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| 23/11/2000 09:33:50 | Richard Coleman | The Call record has been transferred to the Team: QFP |
| 23/11/2000 09:33:51 | Richard Coleman | Defect cause updated to 14:Development - Code |
| 23/11/2000 09:33:51 | Richard Coleman | Hours spent since call received: 0 hours |
| 23/11/2000 17:40:35 | Lionel Higman | The Call record has been assigned to the Team Member: Les Ong |
| 23/11/2000 17:40:35 | Lionel Higman | Hours spent since call received: 0 hours |
| 23/11/2000 19:24:13 | Les Ong | The Call record has been transferred to the Team: EPOSS-FP |
| 23/11/2000 19:24:14 | Les Ong | Hours spent since call received: 0 hours |
| 28/11/2000 10:59:57 | Richard Coleman | The PM has chased the progress of this call - she is concerned about |
| 28/11/2000 10:59:57 | Richard Coleman | balancing tomorrow. |
| 28/11/2000 10:59:57 | Richard Coleman | I have said that the call is currently with development. |
| 28/11/2000 10:59:57 | Richard Coleman | Do we have an update I can pass on to the PM? |
| 28/11/2000 13:22:10 | Walter Wright | The Call record has been transferred to the Team: EPOSS-Dev |
| 28/11/2000 13:22:11 | Walter Wright | Hours spent since call received: .1 hours |
| 28/11/2000 13:22:25 | Walter Wright | The Call record has been assigned to the Team Member: Martin McConnell |
| 28/11/2000 13:22:25 | Walter Wright | Hours spent since call received: .1 hours |
| 28/11/2000 14:17:19 | Martin McConnell | Note to be passed onto customer for balancing: this problem has occurred with |
| 28/11/2000 14:17:19 | Martin McConnell | replication before (in essence due to a failure in Riposte for whatever to |
| 28/11/2000 14:17:19 | Martin McConnell | replicate back down). It should be perfectly OK to continue balancing on |
| 28/11/2000 14:17:19 | Martin McConnell | Nodes 2 or 3 but noton node 1 where the failure occurred. |
| 28/11/2000 14:17:19 | Martin McConnell | |
| 28/11/2000 14:17:19 | Martin McConnell | From the Riposte point of view there seems to be a major disagreement on what |
| 28/11/2000 14:17:19 | Martin McConnell | the contents of <id:1><Num:510416> for about 50 messages should be. There are |
| 28/11/2000 14:17:19 | Martin McConnell | minor glitches here and there but this seems to be the major discrepancy. |
| 28/11/2000 14:17:19 | Martin McConnell | |
| 28/11/2000 14:17:19 | Martin McConnell | Therein lies the heart of the matter in that there are EPOSSTransactions |
| 28/11/2000 14:17:19 | Martin McConnell | present on node 2's viewpoint, but what appears to be AP Recovery messages on |

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| 28/11/2000 14:17:19 | Martin McConnell | node 1. This blows my whole understanding of what Riposte should be handling |
| 28/11/2000 14:17:19 | Martin McConnell | on our behalf i.e. replication not deviation across nodes. Passing to QFP for |
| 28/11/2000 14:17:19 | Martin McConnell | onward routing to Escher-Dev. |
| 28/11/2000 14:17:22 | Martin McConnell | The Call record has been transferred to the Team: QFP |
| 28/11/2000 14:17:22 | Martin McConnell | Defect cause updated to 42:Gen - Outside Pathway Control |
| 28/11/2000 14:17:22 | Martin McConnell | Hours spent since call received: 1 hours |
| 28/11/2000 14:58:21 | Martin McConnell | I should also add that they should repeat the AP recovery if they can. The |
| 28/11/2000 14:58:21 | Martin McConnell | trouble with this scenario is that EPOSSTransactions have occurred on both |
| 28/11/2000 14:58:21 | Martin McConnell | sides of the divide, both apprantley on node 1. QFP might also wnat to seek |
| 28/11/2000 14:58:21 | Martin McConnell | the advice of the APS team on this also who might disagree with the above. |
| 28/11/2000 14:58:21 | Martin McConnell | The EPOSSTransactions on counter 2 cannot easily be autorecovered, whereas |
| 28/11/2000 14:58:21 | Martin McConnell | the APS ones via their recovery tools might be better equipped. Whatever |
| 28/11/2000 14:58:21 | Martin McConnell | happens, this bug should end up with Esher-dev. |
| 28/11/2000 15:47:49 | Richard Coleman | I have spoken to the PM and advised her to roll over on counter 2 or 3, not 1. |
| 28/11/2000 15:47:49 | Richard Coleman | But have not mentioned about recovering the AP transactions. |
| 28/11/2000 15:47:49 | Richard Coleman | Can development please advise on whether the PM does need to recover the AP |
| 28/11/2000 15:47:49 | Richard Coleman | transactions, since the PM recovered the transactions and then reversed them. |
| 28/11/2000 15:47:49 | Richard Coleman | If she balances on counter 2 will it take the AP transactions from it's copy |
| 28/11/2000 15:47:49 | Richard Coleman | or will it only look at AP transactions done on counter 2? |
| 28/11/2000 16:15:41 | Lionel Higman | The Call record has been transferred to the Team: Escher-Dev |
| 28/11/2000 16:15:42 | Lionel Higman | Hours spent since call received: 0 hours |
| 29/11/2000 10:11:57 | Richard Coleman | Spoken to the PM and and her APS report was out by £150.21 which were 2 |
| 29/11/2000 10:11:57 | Richard Coleman | transactions that she recovered and reversed on counter 1. |
| 29/11/2000 10:11:57 | Richard Coleman | She has recovered them again on counter 2 and her AP is now correct. |
| 29/11/2000 10:11:57 | Richard Coleman | AP numbers 014962 and 014963. |
| 29/11/2000 10:11:57 | Richard Coleman | PM is concerned that the customer may be paid twice. I will check the APS |

| Ref | Summary | Opened | Last update | Customer | Product Group |
|-----------|--|---------------------|---------------------|-------------|------------------|
| Logged By | | | Status | | Product At Fault |
| PC0058435 | Copy PC0057909 New base unit - Transactions missin | 15/11/2000 20:23:51 | 12/12/2000 14:42:32 | Sarah Lloyd | EPOSS & DeskTop |
| EDSC | | | Closed | | |

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| 29/11/2000 10:11:57 | Richard Coleman | files in the morning and clone another call to pass to MSU for reconciliation |
| 29/11/2000 10:11:57 | Richard Coleman | if this is the case. |
| 29/11/2000 10:11:57 | Richard Coleman | PM is also concerned that on the Balance snapshot the cheque value is wrong. |
| 29/11/2000 10:11:57 | Richard Coleman | Her cheque listing is okay, and I advised her to see whether the system will |
| 29/11/2000 10:11:57 | Richard Coleman | allow her to roll over once cheques have been remmed out, and to contact the |
| 29/11/2000 10:11:57 | Richard Coleman | NBSC for advice on rolling over. |
| 29/11/2000 10:11:57 | Richard Coleman | PM is happy for the moment, see what happens tonight. |
| 29/11/2000 17:33:46 | Brian Orzel | Gareth, Should we deal with this? Do we have value to add or has it been |
| 29/11/2000 17:33:46 | Brian Orzel | misrouted? |
| 29/11/2000 17:33:47 | Brian Orzel | The Call record has been assigned to the Team Member: Gareth Jenkins |
| 29/11/2000 17:33:48 | Brian Orzel | Hours spent since call received: .2 hours |
| 01/12/2000 11:18:20 | Richard Coleman | Call PC0058435 cloned to new call PC0059052 |
| 11/12/2000 17:54:04 | Gareth Jenkins | I don't know that I can add anything useful here. |
| 11/12/2000 17:54:04 | Gareth Jenkins | |
| 11/12/2000 17:54:04 | Gareth Jenkins | This is another example of recovery having gone wrong after a box swap. |
| 11/12/2000 17:54:04 | Gareth Jenkins | |
| 11/12/2000 17:54:04 | Gareth Jenkins | It would appear that Counter 1 (the gateway) had been working normally and |
| 11/12/2000 17:54:04 | Gareth Jenkins | communicating with counter 2 up until a log out on counter 1 at 11:44 on |
| 11/12/2000 17:54:04 | Gareth Jenkins | 14/11. A new box was installed at about 12:04 that day and for some reason |
| 11/12/2000 17:54:04 | Gareth Jenkins | it was recovered from the Data Centre (which last synchronised at 11:24) |
| 11/12/2000 17:54:04 | Gareth Jenkins | rather than the slave. |
| 11/12/2000 17:54:04 | Gareth Jenkins | |
| 11/12/2000 17:54:04 | Gareth Jenkins | This resulted in about 50 messages being lost. The gateway did not |
| 11/12/2000 17:54:04 | Gareth Jenkins | communicate with the slave until it had written at least 50 messages (ie |
| 11/12/2000 17:54:04 | Gareth Jenkins | until 15:30 with the gateway first being used at 15:09). For this reason |
| 11/12/2000 17:54:04 | Gareth Jenkins | there was no Error indicating a Self Orriginating message being found. |

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| PC0058435 | Copy PC0057909 New base unit - Transactions missin | 15/11/2000 20:23:51 | 12/12/2000 14:42:32 | Sarah lloyd | EPOSS & DeskTop |
| EDSC | | | Closed | | |

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| 11/12/2000 17:54:04 | Gareth Jenkins | |
| 11/12/2000 17:54:04 | Gareth Jenkins | I also note that having allowed the user to use the gateway from 15:09 until |
| 11/12/2000 17:54:04 | Gareth Jenkins | 15:20 the gateway was rebooted and the user logged on at 15:30. |
| 11/12/2000 17:54:04 | Gareth Jenkins | |
| 11/12/2000 17:54:04 | Gareth Jenkins | Other than pursuing the known problem of how do we handle fouled up recovery |
| 11/12/2000 17:54:04 | Gareth Jenkins | (covered by PinICL 52823), I don't think I can add anything further to this |
| 11/12/2000 17:54:04 | Gareth Jenkins | PinICL and so it might as well be closed. I assume that the missing |
| 11/12/2000 17:54:04 | Gareth Jenkins | transactions have been recovered manually. |
| 11/12/2000 17:54:04 | Gareth Jenkins | |
| 11/12/2000 17:54:04 | Gareth Jenkins | Gareth |
| 11/12/2000 17:54:05 | Gareth Jenkins | F} Response : |
| 11/12/2000 17:54:05 | Gareth Jenkins | . |
| 11/12/2000 17:54:05 | Gareth Jenkins | [END OF REFERENCE 23700810] |
| 11/12/2000 17:54:05 | Gareth Jenkins | Responded to call type C as Category 94 -Advice and guidance given |
| 11/12/2000 17:54:06 | Gareth Jenkins | Hours spent since call received: 1 hours |
| 11/12/2000 17:54:06 | Gareth Jenkins | The response was delivered on the system |
| 12/12/2000 14:42:18 | Richard Coleman | F} Response : |
| 12/12/2000 14:42:18 | Richard Coleman | Closing call as duplicate of PC0052823 |
| 12/12/2000 14:42:18 | Richard Coleman | [END OF REFERENCE 23716564] |
| 12/12/2000 14:42:18 | Richard Coleman | Responded to call type C as Category 72 -Duplicate Call |
| 12/12/2000 14:42:19 | Richard Coleman | Hours spent since call received: 0 hours |
| 12/12/2000 14:42:19 | Richard Coleman | Defect cause updated to 14:Development - Code |
| 12/12/2000 14:42:19 | Richard Coleman | The response was delivered on the system |
| 12/12/2000 14:42:31 | Richard Coleman | CALL PC0058435 closed: Category 72, Type C |
| 12/12/2000 14:42:32 | Richard Coleman | Hours spent since call received: 0 hours |