Model Office Testing   Incident Log   Final Pass

Incident Log for Model Office Testing - As at Day 7

Known Issues encountered

MOT Call Ref	Description	Resolution	Raised During	Existing PinICL
E-9902180098 Horizon	Various daily reports display pre migration transactions	Awaiting confirmation with Product Management?	6 Day - Pass #1	19950
E-9902190100 Horizon	Unable to perform carded casual agent encashment	Casual Agent encashment of R1c generated payment on KPR - further investigation ongoing regarding impact on R2 generated encashments	MOR3	
E-9902190111 Horizon	Unable to perform manual foreign encashment during hybrid migration period	Agreement between Colin Oudot/Peter Jeram that the system will prevent manual foreign encashments generating card impounds when R2 counters are attached to R1c Data Centre	MOR3	

Incidents Raised

Key

LT	Fixed for Live trial
UI	Under Investigation
NFA	No Further Action
OE	Operational Error
CC	Close to be Confirmed
Closed	Closed

Incident Ref.	HD Ref /Area	Description	Resolution	PinICL	Priority	Action
01 / 01	E-9902170087 Horizon	No Welsh ATP Received	Ongoing discussion as to whether there is a requirement for a Welsh ATP - Lorraine Wood confirmed that there is not a requirement for a Welsh ATP at present		Low*	Closed NFA
01 / 02	E-9902180047 Horizon	Data entry mistake made during manual migration - Availability of procedures to workaround	Awaiting confirmation from Migration team - **Steve Grayston confirms that he would like to see the HFSO guide updated to reflect procedures when errors made (i.e. receipt of Error Notice, e.t.c.) - Call currently with Pathway procedures**	21795	Med.*	UI
01/ 03	E-9902180049 Horizon	Rod Licences only divisible by £16 in receipts table during MiMan migration	Migration specific Rod Licence product introduced for Live Trail - will not be implemented in MOT	21796	Med.*	Closed LT
02 / 01	E-9902180079 Horizon	Unable to produce impound weekly reports		21806	Med.*	UI
02 / 02	E-9902180087 Horizon	Unable to receive order book	Due to OBCS Stop Service not running on Release 2 counter after installation - build issue **Problem reoccurred on day 6 - will retest on day 7**	21812	Med.*	Closed NFA
02 / 03	E-9902180094 Horizon	Declaring stock on shared Stock Unit - procedures out of sequence		21818	Low*	UI
02 / 04	E-9902180095 Horizon	No transactions shown on daily BES encashment report		21821	Med.*	UI
02 / 05	E-9902180098 Horizon	Various daily reports display pre migration transactions	Known issue raised in 6 day as PC19950 - Awaiting confirmation	21820	Med.*	UI

Model Office Testing   Incident Log   Final Pass

			with Product Management?			
02 / 06	E-9902180104 Horizon	UKPA fees only divisible by £21 in receipts table during MiMan migration	Migration specific UKPA product introduced for Live Trail - will not be implemented in MOT	21826	Med.*	Closed LT
02 / 07	E-9902180120 Horizon	TV licence line divisible by £97.50 in receipts table during MiMan migration - should be able to cater for mono TV fees as well	Migration specific TVL product introduced for Live Trail - will not be implemented in MOT	21837	Med.*	Closed LT
02 / 08	E-9902180138 Horizon	Card swiped before being activated was then subsequently impounded		21840	Med.*	UI
03 / 01	E-9902190014 Horizon	Welsh BES receipt printing in left margin		21842	Low*	UI
03 / 02	E-9902190054 CAPS	Customer 's address changed to NFA on day -2. Later on the same day card was reported lost. A new card was expected on day 2, but did not arrive (it had not been ordered)	Due to address change and stop being applied on the same day. These 2 actions should have been intercepted by Pathway, and a new card generated. **UPDATE - priority downgraded by CAPS**	21855	~~High*~~ **Med***	UI
03 / 03	E-9902190056 Horizon	Weekly reports printing nil figures	Work package to resolve this due to be applied overnight on 22/02/99 - Will retest on day 7	21856	Med.*	UI
03 / 04	E-9902190073 Horizon	Stamp and cash declared correctly - use of edit icon introduces discrepancy		21861	Med.*	UI
03 / 05	E-9902190100 Horizon	Unable to perform carded casual agent encashment	Existing issue raised during MOR3	21870	Med.*	UI
03 / 06	E-9902190108 Horizon	Incorrect information from the help desk when activating a card	Call closed. Help Desk have tightened Procedures.		Low*	Closed NFA
03 / 07	E-9902190111 Horizon	Unable to perform foreign encashment	Hybrid encashment problem raised during MOR3	21880	Med.*	UI
03 / 08	E-9902190122 Horizon	BES daily encashment report does not report to event log		21884	Low*	UI
03 / 09	E-9902190123 Horizon	Incomplete manual benefit encashment receipt		21886	Low*	UI
03 / 10	E-9902190125 Horizon	Incorrect MOP enforced when session settled automatically		21888	Low*	UI
03 / 11	E-9902190127 Horizon	AP transactions omitted for counter daily summaries		21889	Med.*	UI
03 / 12	E-9902190131 Horizon	Volume figures showing on office balance and office balance snap-shot incorrectly after migration		21894	Med*	UI
03 / 13	E-9902190133 Horizon	Transactions doubling up on scales and personal a/c cheque deposit - single transaction displayed as two duplicate items on stack		21895	Med.*	UI
06 / 01	E-9902220105 Horizon	Procedures conflict with advice from the help desk		21955	Low *	UI
06 / 02	E-9902220108 Horizon	Additional parcel services not available		21956	Low *	UI
06 / 03	E-9902220110 Horizon	Unable to progress past the revaluation message as expected	Issue identified in E2E as PC21039	21958	Low *	UI
06 / 04	E-9902220113 Horizon	To receive book and issue book	Caused by OBCS Service not running at counter - already raised as issue 02 / 02, and should have been resolved	21959	Med. *	UI
06 / 05	E-9902220128 Horizon	No transactions shown on 'BES daily encashment recovered' report	Known problem raised during preproval activity	21963	Med *	UI
06 / 06	E-9902220203 Horizon	No line for entry of Counters Revenue	Raised and closed in MOR3, should be a line available during MiMan	21973	Med. *	UI
06 / 07	E-9902220207 Horizon	Event log does not report all events and duplicates others		21972	Low*	UI
06 / 08	E-9902220208 Horizon	Unable to logon to training mode		21976	Med. *	UI
111	E-9902230020 HAPS	Failure to collect Horizon Control File, Log shows Access Denied. Subsequently no Horizon file for day	File delivered to HAPS Gateway PC by 18:45pm - investigation underway		Med.*	Closed OE

		6 was received by HAPS.				
07 / 01	E-9902230008	The following products are omitted from the office balance snapshot MVLV11, AP receipts , UKPA's AP smart, PB deposit, green giro check, PB cheque encashment produced after MiECCO migration .If these figures were displayed the report will equal the pre- migration balance.		21984	Med.*	UI
07 / 02	E-9902230011	Produced transaction log for stock unit AC, and checked off days activity. All is correct except the volume for 1 transaction. One Postage stamp for £10.63 was sold, but the volume shows as 2 on the transaction log. .	Evidence available at MO if required.	21983	Low *	UI
07 / 03	E-9902230060	Procedural - There is no touch X icon on the system to re-enter the users password when a mistake entering the password has occurred. The user is prompted by a system message stating PASSWORD CANNOT CONTAIN SPACES AND TO TOUCH THE CONTINUE ICON. This returns the user to the change password screen where the user must backspace over the incorrect password and re-enter the password. The procedure should reflect the way that the system operates.	Evidence available at Model Office, similar call was raised PC0017681.	21999	Med. *	UI
07 / 04	E-9902230068	Procedural - EPS191 - when an Small Packet item, Zone 2 2.1kg is selected on screen from the pick list, the procedures don't mention the error screen (message: TOO HEAVY PLEASE SELECT AGAIN) When the tick touch screen returns to Select Zone Screen procedures mention GO TO PAGE 45 to abandon transaction, but this just mentions BIN Icon which is not used with this message. At TOO HEAVY message, screen returns to Pick List to re-select.		22000	Low *	UI
07 / 05	E-9902230071	Receiving OBCS book into office and redirecting out are not accessible either by touch screen nor by keyboard, to enable to input books details. Other icons on page are working. Occurred at Northern Ireland Outlet only		22002	Med. *	UI
07 / 06	E-9902230075	When trying to encash OBCS, book error Message " Query result unable to contact HQ,"	This problem is now fixed, but still needed to be logged. Similar occurred yesterday 220299, when trying to receive and issue book raised on PC0021959.	22003	Med. *	UI
07 / 07	E-9902230077	Procedural - OBC 009V6.08 , When encashing a Benefit on a Bar-coded book it says With Any Menu displayed, scan the bar-code on the order book. If you do this you get the message INVALID MODE: THE CURRENT MODE IS NOT ALLOWED FOR THIS EVENT User Guide should say AT THETRANSACTION/SERVE CUSTOMER screen.		22005	Low *	UI
07 / 08	E-9902230079	All Events Event Log. There are entries on the event log that state that after manual migration the stock units have rolled from CAP1 BP1 to CAP33 BP1. This should read CAP32 BP1 to CAP33 BP1. Evidence available at MO if required.	No fault - counters are delivered and installed in CAP 1 . The Migration tool sets the CAP to whatever the user specifies	22004	Low *	Closed NFA
07 / 09	E-9902230082	Procedural - In user guide OBC009	Evidence and suggestion can be	22006	Low *	UI

Model Office Testing   Incident Log   Final Pass

		information should be the other way around, where box for has barcode been read the yes and no arrows should be swapped around. Also there is no instruction for what happens if the query result screen comes up.	obtained from MO.			
07 / 10	E-9902230083	Procedural - Settlement procedure EPS261 - 'Yes' & 'No' options incorrect after 'Savings Stamp tendered' option			Low *	UI
07 / 11	E-9902230134	Scales Transaction Inland Parcel 7800g. Pick List displayed Too Heavy message	No fault - scales weight limited to 6kg, although Parcel tariff exceeds this amount		Med. *	Closed NFA

These categories are an initial testing impact, and are subject to Product Management confirmation