Export

Peak Incident Management System

Call Reference	PC0039331	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- M1	Top Ref	C
Call Type	Product Incidents/Defects	Priority	D -- Non-urgent
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	10/03/2000	Effort (Man Days)	0
Summary	CasP01 incrementing txnsTF fallback values twice		
All References	Type	Value	
	Copy To	PC0052342	
	Work Package	PWY_WP_7582	
	Other	C	
	Fast track fix	FSTK_2_0_WP7582	

Progress Narrative

```
Date:25-Feb-2000 11:49:00 User:Deleted user (mar01 Geraldine Gibson)
CALL PC0039331 opened
References entered are:-
T Work Package : PWY_WP_7582
Product DW/MIS Contract Admin Syst. added
Target Release entered: Unknown
CasP01 incrementing txnsTF fallback values twice
CasP01 was incrementing fallback txns TF values twice and not incrementing
txns TN values. The need to increment both was raised in PinICL36832. Code
amended to increment both TF and TN values once.
CALL PC0039331:Priority D:CallType P - Target 10/03/00 11:49:03
The Call record has been assigned to the Team Member: Eve Farrell
Defect cause updated to 14:Development - Code
Hours spent since call received: 0 hours
```

```
Date:02-Mar-2000 12:41:00 User:Deleted User (Anthony Ryan Nov/00)
The call summary has been changed from:-
CasP01 incrementing txnsTF fallback values twice
The call summary is now:-
CasP01 incrementing txnsTF fallback values twice
The Call record has been transferred to the Team: Dev-Int-Rel
Hours spent since call received: 0 hours
```

```
Date:02-Mar-2000 18:08:00 User:Del(Patricia McLoughlin ??/00)
The call references have been updated. They are now:-
Work Package : PWY_WP_7582
T Fast track fix : FSTK_2_0_WP7582
F} Response :
fast track available, please test
[END OF REFERENCE 16122594]
Responded to call type P as Category 60 -S/W Fix Released to Call Logger
Hours spent since call received: 0 hours
The response was delivered on the system
```

```
Date:08-Mar-2000 12:35:00 User:Deleted user (mar01 Geraldine Gibson)
F} Response :
testing instructions for the attention of Richard Jefferies
1. Populate site-fallback table with periods for which we have lost and
fallback transactions
2. Run schedule CASP01 through Maestro
3. The TN and TF variables should correctly include counts of lost and
fallback transactions in the counter_txn_values_X table (where X represents
the stream_id)
2.
[END OF REFERENCE 16235679]
Responded to call type P as Category 46 -Product Error Fixed
The response was delivered on the system
The Call record has been transferred to the Team: Pathway CST
Hours spent since call received: 0 hours
```

```
Date:09-Mar-2000 08:01:00 User:Richard Jefferies
Nigel,
Can we test this via a regression run of MIS0106, and has any such problem
manifested itself during our testing?
The Call record has been assigned to the Team Member: Nigel Smith-Rudge
Hours spent since call received: 0 hours
```

Date:**19-Jun-2000 15:10:00** User:**Lionel Higman**
Target Release updated to CSR-CI4L1

Date:**12-Jul-2000 14:47:00** User:**del(01/01 Denise Jackson)**
This PinICL has been assigned a CS categorisation of A (fix during live
trial). Target Release set to CI4RA to reflect the categorisation.
Target Release updated to CSR-CI4RA
The call references have been updated. They are now:-
Work Package : PWY_WP_7582
Fast track fix : FSTK_2_0_WP7582
T Other : A

Date:**17-Jul-2000 17:40:00** User:**Deleted user (Nigel Smith-Rudge Jun01)**
See Pinicl PC0050212 - TN is updated once only with TF so this Pinicl is
fixed - but because the txns have already been counted in TN on the day they
happened, any transaction found to have taken place during fallback that
requires SOR input and is NOT a lost transaction is now (in effect) counted
twice.
Routing to Rich for onward transmission.
The Call record has been assigned to the Team Member: Richard Jefferies
Hours spent since call received: 1 hours

Date:**18-Jul-2000 06:58:00** User:**Richard Jefferies**
The Call record has been transferred to the Team: CFM-Dev
Hours spent since call received: 0 hours

Date:**21-Jul-2000 07:34:00** User:**Peter Jobson**
New categorisation: Terry Austin & Steve Muchow have agreed that no Counter
Transaction PinICLs will be fixed until complete agreemenmt reached with POCL
- Deferring to M1
Target Release updated to M1

Date:**28-Jul-2000 19:14:00** User:**QFP -Administrator**
Target Release updated to CSR-CI4RA
QFP authorised categorisation A
The call references have been updated. They are now:-
Work Package : PWY_WP_7582
Fast track fix : FSTK_2_0_WP7582
T Other : A

Date:**31-Jul-2000 07:13:00** User:**Peter Jobson**
Target Release updated to M1

Date:**07-Aug-2000 15:49:00** User:**Lionel Higman**
The call references have been updated. They are now:-
Work Package : PWY_WP_7582
Fast track fix : FSTK_2_0_WP7582
T Other : C

Date:**14-Aug-2000 15:19:00** User:**QFP -Administrator**
The Call record has been transferred to the Team: CFM-Dev
Hours spent since call received: 0 hours

Date:**14-Aug-2000 15:28:00** User:**QFP -Administrator**
Call PC0039331 cloned to new call PC0052342
CALL PC0039331 closed: Category 68, Type P
Hours spent since call received: 0 hours
Defect cause updated to 42:Gen - Outside Pathway Control

Root Cause	Gen - Outside Program Control
Logger	POA Deleted User -- Deleted Team
Subject Product	DW/MIS -- Contract Admin Syst. (version: 2)
Assignee	Unassigned -- Deleted Team
Last Progress	14-Aug-2000 15:28 -- QFP -Administrator