

Export

Peak Incident Management System

Call Reference	PC0041910	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- Unknown	Top Ref	
Call Type	null	Priority	
Contact	DeletedContact	Call Status	Closed -- Initial
Target Date	12/05/2000	Effort (Man Days)	0
Summary	PM - Unable to sustain 2-way comms with 3 outlets		

Progress Narrative

Date:30-Mar-2000 11:24:00 User:Del(04/03 Audrey Adams)

CALL PC0041910 opened

References entered are:-

Product Infrastructure added

Target Release entered: Unknown

PM - Unable to sustain 2-way comms with 3 outlets

Background:

In the process of closing down the software commit tail for COUNTER_CORE_IMM

4 11, there are 3 gateway counters that cannot be successfully upgraded -

269230, 308226 and 333230.

All appear at this stage to exhibit the same symptoms:

1. Inbound communications from each outlet are successful

2. All transactions are successfully received

3. The outlets do not appear on the non-polling reports

4. Outbound communications from the data centre fail

These outlets have not produced a cash account this week (March 29, but are continuing in the same CAP - as agreed between Stephen Muchow and Bernadette O'Donnell.

Resolution:

Energis, BT and ICL are working together to understand the root cause and then provide a resolution. To this end, SSC have produced a trace from each Elcon card and have provided these to Energis for urgent investigation.

Problem manager:

Mike Woolgar

CALL PC0041910:Priority A:CallType Z - Target 04/05/00 20:00:00

The Call record has been assigned to the Team Member: Mike Woolgar

Defect cause updated to 99:General - Unknown

Hours spent since call received: 1 hours

Date:30-Mar-2000 14:47:00 User:Michael Woolgar

FAD 269320 now pingging, although reason for resolution

unknown...investigation will continue.

Other 2 FADS have had line kept open following inbound calls.To this effect, one shot Software Downloads can be distributed to all 3 Post Offices.

These will be committed out of hours.

Investigations continuing reference root cause of 2 way comms failures

Date:31-Mar-2000 08:22:00 User:Michael Woolgar

Software commits worked successfully overnight 30th/31st March. Counters will now be able to do their Cash Accounting as normal.

Further investigations continuing as to why 2 way comms unsuccessful. Traces are with Energis, with SMC/SSC and networks involved

CALL PC0041910:Priority B:CallType Z - Target 09/05/00 20:00:00

Date:31-Mar-2000 15:07:00 User:Michael Woolgar

Energis have been studying traces that we have supplied. They have also in conjunction with OSD Networks, arranged test calls and traced the results. They have accepted that they are seeing different patterns on calls with Wisbech, compared with other live offices. They have taken traces away for further in depth discussions with BT.

Date:04-Apr-2000 13:18:00 User:Michael Woolgar

The fault for Wisbech has now mysteriously disappeared allegedly without any activity from BT. I am pursuing this with Energis. The only existing two way comms problem is therefore with FAD 333230 Northampton. I have sent trace to Energis and also OSD networks who will both monitor and attempt to resolve the fault and then take a further trace when it is working.(in order to compare).

However, I have tasked Energis to resolve this in the long term, as any intermittent problem must be fixed.

Date:05-Apr-2000 13:28:00 User:Michael Woolgar

Telephone conference call held on Tues 4th April. Various activities on the

one remaining FAD that has 2 way comms problem, between OSD Networks/
Energis/BT.
Proved, that by resetting the CLI, the dual CLI disappeared immediately and
FAD now working successfully. Mystery still exists as to why PO's that are
all single CLI, suddenly become dual...followed by problem clearing
identifying that they are once again back to single CLI. BT claim they are
not doing anything on these to make this happen. This is being pursued.
Similarly BT claim that it is a European Industry standard that dual CLI's
are/will become the norm. This is being pursued.
In the meantime, am investigating impact of Dual CLI's upon the Eicon driver.
This currently will only accept single CLI, hence longer term view is being
sought.
Now that all parties are aware of fault conditions and also the resolution,
these will be resolved more speedily.
BT
CALL PC0041910:Priority C:CallType Z - Target 12/05/00 20:00:00

Date:14-Apr-2000 08:01:00 User:Michael Woolgar
Still investigating as to what causes the CLI to go from single to double
presentation.

Date:28-Apr-2000 09:16:00 User:Michael Woolgar
We are still awaiting a further occurrence of dual CLI in order to try and
trap what is the cause. All support areas are geared up to trap this and act
accordingly.

Date:12-May-2000 13:35:00 User:Michael Woolgar
Same as before....no further incident has occurred and will be monitored
should it do so.

Date:06-Jun-2000 08:23:00 User:Michael Woolgar
The situation is still being monitored closely and awaiting any further
recurrence, in order to trap the conditions and put corrective actions into
place

Date:23-Jun-2000 10:10:00 User:Michael Woolgar
No further occurrences hence unable to produce evidence. Still being
monitored...rgds...mike w

Date:06-Jul-2000 13:48:00 User:Michael Woolgar
Still awaiting recurrence of problem...will produce an update as soon as .

Date:18-Jul-2000 10:26:00 User:Michael Woolgar
No further recurrence. If no further incident of this nature occurs by end of
July, this will be closed and reopened if necessary. This will mean 4 months
without any repeat of the situation.

Date:31-Aug-2000 13:21:00 User:Michael Woolgar
As there has been no further incident, despite continual monitoring, this will
now be closed.
F) Response :
Closed due to no further occurrences
[END OF REFERENCE 21452335]
Responded to call type Z as Category 15 -Completed
Hours spent since call received: 22.5 hours
The response was delivered on the system

Date:06-Sep-2000 14:00:00 User:Del(04/03 Audrey Adams)
CALL PC0041910 closed: Category 15, Type Z
Hours spent since call received: 22.5 hours
Defect cause updated to 41:General - in Procedure

Root Cause	General - in Procedure
Logger	POA Deleted User -- Deleted Team
Subject Product	Infrastructure -- (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	06-Sep-2000 14:00 -- Del(04/03 Audrey Adams)