Export

Peak Incident Management System

Call Reference	**PC0194381**	Call Logger	Deleted User -- Service Intro
Release	Targeted At -- HNG-X 01.08 Hot Fix	Top Ref	CTR_APP_X0108_V045
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	13/02/2010	Effort (Man Days)	0
Summary	CS - Counter APP- totalReceipts=250016.45, totalPayments=-200016.45.		
All References	Type	Value	
	Release PEAK	PC0195911	
	SSCKEL	KEL ballantj1759Q	
	Product Baseline	CTR_APP_X0108_V045	
	SSCKEL	KEL ballantj1759Q	
	DevIntRel-Director	ITU SV&I	
	QFP Review	COMPLETE	
	SSCKEL	KEL ballantj3627R	

Progress Narrative

```
Date:10-Feb-2010 11:10:00 User:Steve Bansal
CALL PC0194381 opened
Details entered are:-
Summary:CS - h15823800101 - Counter APP- totalReceipts=250016.45, totalPayments=-200016.45.
Call Type:L
Call Priority:B
Target Release:HNG-X 01.07
Routed to:Service Intro - Steve Bansal
```

```
Date:10-Feb-2010 11:10:00 User:Steve Bansal
[Start of Response]
Live Issue

Node    Alert Group    Summary    Last Occurrence    Count    Type    ExpireTime    Agent    Manager
h15823800101    Counter APP    totalReceipts=250016.45, totalPayments=-200016.45. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.    09/02/2010
17:35:34    1    Problem    86400    Multi-headed NT Log Probe

[End of Response]
Response code to call Live use error(L) as Potential Problem Identified(38)
```

```
Date:10-Feb-2010 11:10:28 User:Steve Bansal
The Call record has been transferred to the team: EDSC
```

```
Date:10-Feb-2010 11:42:24 User:Lorraine Guiblin
The Call record has been assigned to the Team Member: John Ballantyne
```

```
Date:10-Feb-2010 16:22:48 User:John Ballantyne
Evidence Added - Post Office CounterLog
```

```
Date:10-Feb-2010 16:24:39 User:John Ballantyne
[Start of Response]
Please advise of any logs that are required, please bear in mind that I am only able to provide 40 lines of log - so please be
precise about what information you require.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
```

```
Date:10-Feb-2010 16:24:56 User:John Ballantyne
The Call record has been transferred to the team: xCtr_GDC
```

```
Date:11-Feb-2010 08:26:21 User:Lionel Higman
Reference Added: QFP Review COMPLETE
```

```
Date:11-Feb-2010 08:38:33 User:John Ballantyne
```

The call Priority has been changed from B
The call Priority is now A

Date:**11-Feb-2010 11:04:46** User:**Subhra Suklabaidya**
The Call record has been transferred to the team: xCtr_BAC_GDC
The Call record has been assigned to the Team Member: Suresh Chitikela

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Date:**11-Feb-2010 11:26:25** User:**Suresh Chitikela**
[Start of Response]
please provide PostOfficecounter.log
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**11-Feb-2010 11:26:32** User:**Suresh Chitikela**
The Call record has been assigned to the Team Member: Vivek Agnihotri

---

Date:**11-Feb-2010 14:10:06** User:**Vivek Agnihotri**
[Start of Response]
In order to start our inc=vestigation we need log files.
Please provide the same.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**11-Feb-2010 14:10:14** User:**Vivek Agnihotri**
The Call record has been assigned to the Team Member: Suresh Chitikela

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Date:**11-Feb-2010 14:11:30** User:**Suresh Chitikela**
The Call record has been transferred to the team: xCtr_RDM_GDC
The Call record has been assigned to the Team Member: Subhra Suklabaidya

---

Date:**11-Feb-2010 14:16:17** User:**Subhra Suklabaidya**
Action placed on Team:EDSC, User:John Ballantyne

Date:**11-Feb-2010 14:16:33** User:**Subhra Suklabaidya**
The Call record has been transferred to the team: xCtr_BAC_GDC
The Call record has been assigned to the Team Member: Suresh Chitikela

---

Date:**11-Feb-2010 14:48:40** User:**Suresh Chitikela**
[Start of Response]
My analysis
========================
After going through the log file i can see there is a difference of 50000 between totalreceipts and total payments.

This is happening because there is transferout of stock to another stockunit which is creating the difference between total receipts and payments

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

---

Date:**11-Feb-2010 14:49:05** User:**Jon Hulme**
[Start of Response]
As stated above, the Office Snapshot shows Total Receipts=250016.45, Total Payments=200016.45, i.e. 50,000 different.

This is due to a pending transfer for Cash of 50,000.

The pending transfer reduces Value Items & MOP by 50,000, hence reducing TOTAL PAYMENTS by 50,000. This causes the receipts and payments mismatch.

The solution is is to calculate Pending transfers as node 3055 (Transfers out) - node 3054 (Transfers in), and ***for the purpose of checking receipts=payments only and not for printing on the report, and for the office snapshot only*** add this to Total Payments before checking if Receipts=Payments.

A future enhancement would be for an extra line "Pending Transfers" line be printed in the Payments section - but this would be a change to the report and would need approval from POL - and since we are working as Horizon does, there is not need to do this.

This PEAK should be downgraded from A to B - it is still important to fix as we don't want the Receipts <> Payments error to be falsely generated as this would encourage the SSC to ignore it.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**11-Feb-2010 15:45:26** User:**John Ballantyne**
The call Priority has been changed from A
The call Priority is now B

Date:**12-Feb-2010 14:02:29** User:**Jon Hulme**
[Start of Response]
For the SSC:

When the Receipts/Payments error occurs, in order to identify if the error is safe to ignore, then access the counter log to see
if it occured as a result of the office snapshot.

If so, look at the following lines on the office snapshot:

TOTAL RECEIPTS 250016.45
TOTAL PAYMENTS 200016.45
Transfers In 0.00
Transfers Out 50000.00

The error can safely be ignored if:
TOTAL RECEIPTS ? TOTAL PAYMENTS = Transfers Out ? Transfers In

In all other cases the error is serious and must be investigated.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**12-Feb-2010 14:03:26** User:**Jon Hulme**
[Start of Response]
Corrected word characters that PEAK puts in ? for:

TOTAL RECEIPTS - TOTAL PAYMENTS = Transfers Out - Transfers In
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**12-Feb-2010 15:25:14** User:**John Charlton**
KEL ballantj1759Q authorised

Date:**15-Feb-2010 08:22:46** User:**John Ballantyne**
Evidence **Added** - Post Office Counter log -40

Date:**15-Feb-2010 08:30:01** User:**_Mail Manager_**
External Progress Update Received via Email.
Originator : "Ballantyne John" <John.Ballantyne[GRO]>
Arrival Date : 15 Feb 2010 08:23:00
Subject : RE: PC0194381

Suresh,

Evidence attached to PEAK.

Regards

John

From: Chitikela Suresh
Sent: 15 February 2010 06:14
To: Ballantyne John
Subject: RE: PC0194381

Hi

Can you please provide 40 lines of log before the
log(PostOfficeCounter.log) file attached to the PEAK system.

Thanks & regards

Suresh Chitikela

From: Ballantyne John [mailto:John.Ballantyne[GRO]]
Sent: 11 February 2010 14:26
To: Suresh Chitikela

Cc: Venu Anamalla
Subject: RE: PC0194381

Suresh,

Please can you be more specific about the data you want
as I am not allowed to send personal data. The tool that we use to
obfuscate data is not reliable and the output needs to be manually
checked. I have already provided a snippet of the PostOfficeCounter.log
file and it is attached to the PEAK. I also advised on the PEAK that am
only able to provide 40 lines of log - so please be precise about what
information you require.

Regards

John

From: Chitikela Suresh
Sent: 11 February 2010 13:40
To: Ballantyne John
Cc: Anamalla Venu
Subject: PC0194381

Hi

Can you please provide the PostOfficeCounter.log for this peak .

Thanks & regards

Suresh Chitikela

Date:**16-Feb-2010 06:50:52** User:**Suresh Chitikela**
[Start of Response]
in order to avoid the false error being logged at the time of generating Office Balance snapshot we need to add the
TransferOut(node3055) value to the total payments and Transfersin(node3054) to receipts.This is for avoiding false error being
logged not for printing in the report.

IMPACT ON DEVELOPMENT:
Effort in mandays. 1 hour

IMPACT ON TEST:
tester need to do transferout and in transactions and check whether the error totalreceipts not equal to total payments being
logged to the log file
IMPACT ON USER:
There is no impact on user.The present error wont effect the user from doing the transactions on counter.
IMPACT ON OPERATIONS:
This fix avoids the false error being logged when there is pending transfers.

RISKS (of releasing and of not releasing proposed fix):
The risk of not fixing the peak is it logs the false error in log files.

LIST OF LIKELY DELIVERABLES:
LIST OF THE ABOVE ALREADY DELIVERED FOR THE PROPOSED RELEASE:
LIST OF THE ABOVE ALREADY DELIVERED TO A RELEASE LATER THAN THAT PROPOSED:
LIST OF THE ABOVE LIKELY TO BE REDELIVERED INTO THE PROPOSED OR A LATER RELEASE:
ANYTHING ELSE THAT SHOULD BE KNOWN ABOUT THIS CHANGE:None

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**16-Feb-2010 06:51:44** User:**Suresh Chitikela**
The Call record has been assigned to the Team Member: Vivek Agnihotri

Date:**16-Feb-2010 07:21:31** User:**Vivek Agnihotri**
[Start of Response]
I agree with Suresh analysis.
[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

---

Date:**16-Feb-2010 07:21:41** User:**Vivek Agnihotri**
The Call record has been assigned to the Team Member: Suresh Chitikela

---

Date:**16-Feb-2010 07:25:21** User:**Suresh Chitikela**
The Call record has been transferred to the team: xCtr_RDM_GDC
The Call record has been assigned to the Team Member: Subhra Suklabaidya

---

Date:**16-Feb-2010 12:32:53** User:**Subhra Suklabaidya**
Action has been removed from the call

Date:**16-Feb-2010 12:33:26** User:**Subhra Suklabaidya**
Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:**17-Feb-2010 08:45:50** User:**Steven Porter**
[Start of Response]
SME Analysis Review:

Given the analysis is a rewording of Jon's comments, then the analysis looks fine to me.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

---

Date:**17-Feb-2010 08:45:55** User:**Steven Porter**
Action has been removed from the call

Date:**18-Feb-2010 07:48:14** User:**Subhra Suklabaidya**
The Call record has been transferred to the team: xCtr_BAC_GDC
The Call record has been assigned to the Team Member: Suresh Chitikela

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Date:**18-Feb-2010 09:04:22** User:**Suresh Chitikela**
Action placed on Team:RelMngmntForum

Date:**18-Feb-2010 12:22:45** User:**Tyrone Cozens**
The call Target Release has been moved to Targeted At -- HNG-X 01.08 Hot Fix

---

Date:**18-Feb-2010 12:23:24** User:**Tyrone Cozens**
[Start of Response]
Targeted as agreed in Prayers. To become part of CTR 25.8.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

---

Date:**22-Feb-2010 08:39:35** User:**Suresh Chitikela**
Action has been removed from the call

Date:**24-Feb-2010 08:26:54** User:**Steve Bansal**
The call summary has been changed from:-
CS - h15823800101 - Counter APP- totalReceipts=250016.45, totalPayments=-200016.45.
The call summary is now:-
CS - Counter APP- totalReceipts=250016.45, totalPayments=-200016.45.

Date:**24-Feb-2010 09:53:19** User:**Suresh Chitikela**
[Start of Response]
HNGX CODE FIX

FIX DESCRIPTION
Described Above.

PROPOSED BRANCH
TBD
COUNTER JAVA FILES CHANGED
None.

COUNTER PDL FILES CHANGED
None.

COUNTER REFDATA FILES CHANGED

officeBalanceSnapshot_v2Template.vmxml updated
SHARED CODE FILES CHANGED
None.

BAL JAVA CODE FILES CHANGED
None.

SQL FILES CHANGED
None.

OTHER FILES CHANGED
None.

APPROPRIATE CODE COMMENTS
YES

DEPENDENCIES
None.

RELATED PROBLEMS
None.

UNIT TESTING EVIDENCE
Done transferout and transferin transaction of cash and generated the office balance snapshot.screen shots attached.

REGRESSION TEST CLASS
Not applicable.

BACKWARDS COMPATIBILITY
Not applicable

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**24-Feb-2010 09:54:42** User:**Suresh Chitikela**
Evidence **Added** - patch file for office balance snapshot vmxml

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Date:**24-Feb-2010 09:55:34** User:**Suresh Chitikela**
Evidence Deleted - patch file for office balance snapshot vmxml

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Date:**24-Feb-2010 09:57:00** User:**Suresh Chitikela**
Evidence **Added** - patch file for officebalancesnapshot vmxml

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Date:**24-Feb-2010 09:58:51** User:**Suresh Chitikela**
Evidence **Added** - unit test evidance for office balance snapshot

---

Date:**24-Feb-2010 09:59:19** User:**Suresh Chitikela**
The Call record has been assigned to the Team Member: Vivek Agnihotri

---

Date:**24-Feb-2010 15:59:07** User:**Vivek Agnihotri**
[Start of Response]
I am ok with the patch file.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

---

Date:**24-Feb-2010 15:59:46** User:**Vivek Agnihotri**
The Call record has been assigned to the Team Member: Suresh Chitikela

---

Date:**24-Feb-2010 16:00:05** User:**Vivek Agnihotri**
The Call record has been assigned to the Team Member: Venu Anamalla

---

Date:**24-Feb-2010 16:15:32** User:**Venu Anamalla**
Action placed on Team:xCtr_OSR_SME, User:Steven Porter

Date:**24-Feb-2010 16:42:02** User:**Steven Porter**
[Start of Response]
SME Code Review:

I've run this past Jon, and assumign that totalPayments is not used later (which we think is the case, given officeBalanceSnapshot_v2Template.vmxml is the top-level one, should be fine.

Change can be committed once branch is available, and known.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**24-Feb-2010 16:42:04** User:<u>**Steven Porter**</u>
Action has been removed from the call

Date:**25-Feb-2010 07:38:33** User:**Subhra Suklabaidya**
The Call record has been assigned to the Team Member: Suresh Chitikela

---

Date:**25-Feb-2010 14:42:35** User:**Suresh Chitikela**
[Start of Response]
code committed to CTR025_08_HOTFIX branch

files committed
officeBalanceSnapshot_v2Template.vmxml
prev version 1.1.6.1
current version 1.1.100.1
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed

---

Date:**25-Feb-2010 14:42:49** User:**Suresh Chitikela**
The Call record has been transferred to the team: xCtr_REL_GDC

Date:**03-Mar-2010 11:51:00** User:**Kishor GaneshRao**
[Start of Response]
Tested Successfully with CTR_APP_X0108_V045 at 4LS_CCIT as part of CTR025.08

Observation:
===========

RDDS_Products Table has to be in sync with the latest ref data of CTR025.08 level for the Total Receipts and Total Payments to
match (considering the transfer out/in transactions as well).

[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed

---

Date:**03-Mar-2010 11:51:10** User:**Kishor GaneshRao**
The Call record has been assigned to the Team Member: Kishor GaneshRao

---

Date:**05-Mar-2010 12:23:53** User:**Prashanth Pamidimukkala**
[Start of Response]
FIX RELEASE CHECKLIST

FIX IMPACT TEMPLATE FULLY COMPLETED?
Yes

RMF APPROVAL GRANTED?
Yes

CODE REVIEW TEMPLATE FULLY COMPLETED?
Yes

CODE REVIEW PASSED?
Yes

CODE CHECK-IN BRANCH SPECIFIED?
Yes

ALL CHECKED-IN FILES HAVE PEAK REFERENCE IN CVS COMMENT?
Yes

FIX PASSED CIT AND REGRESSION TESTING?
Yes

[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed

---

Date:**05-Mar-2010 12:24:18** User:**Prashanth Pamidimukkala**
[Start of Response]
Kishor, please route to INT.
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed

---

Date:**05-Mar-2010 15:59:15** User:**Kishor GaneshRao**
The call Target Release has been moved to:Targeted At -- HNG-X 01.08 Hot Fix
Reference Added: Product Baseline CTR_APP_X0108_V045
[Start of Response]
Moving CTR025.08 peaks to Integration.

```
[End of Response]
Response code to call type L as Category 48
The Call record has been transferred to the team: Development calls ready for Integration
The Call record has been assigned to the Team Member: _Unassigned_
```

```
Date:08-Mar-2010 13:35:27 User:Geoff Inglis
CTR_APP_X0108_V045-V044 now ready for test.
```

```
Date:08-Mar-2010 13:38:14 User:Geoff Inglis
[Start of Response]
CTR_APP_X0108_V045-V044 ready for test
[End of Response]
Response code to call type L as Category 49
The Call record has been transferred to the team: Live Support Team
The Call record has been assigned to the Team Member: _Unassigned_
```

```
Date:11-Mar-2010 14:36:02 User:John Budworth
Reference Added: Release PEAK PC0195911
```

```
Date:25-Mar-2010 17:40:05 User:Sheila Bamber
[Start of Response]
Tested in LST - Please see release peak for details
[End of Response]
Response code to call type L as Category 49 -- Pending -- Fix Available for IndependentTest
```

```
Date:25-Mar-2010 17:40:10 User:Sheila Bamber
The Call record has been assigned to the Team Member: Release to Live
```

```
Date:07-Apr-2010 11:27:01 User:Lionel Higman
Action placed on Team:xCtr_Temp_GDC
```

```
Date:16-Apr-2010 14:49:36 User:John Budworth
[Start of Response]
Release RNT9546 for tivoli download product COUNTER_X0108 52_2 has completed LST testing and has been applied to Model Office
branches and will be deployed to live pilot week commencing 19/4/10.
Routing to call logger.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Defect cause updated to 14 -- Development - Code
```

```
Date:01-Jun-2010 14:48:25 User:Steve Bansal
CALL PC0194381 closed: Category 60 Type L
```

Root Cause	Development - Code
Logger	Deleted User -- Service Intro
Subject Product	HNG-X Miscellaneous -- Counter (version unspecified)
Assignee	Deleted User -- Service Intro
Last Progress	01-Jun-2010 14:48 -- Steve Bansal