

Export

Peak Incident Management System

Call Reference	PC0066391	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- Unknown	Top Ref	P10000498
Call Type	null	Priority	
Contact	Deleted Contact	Call Status	Closed -- Initial
Target Date	30/10/2001	Effort (Man Days)	0
Summary	PM - Phantom Transactions		
All References	Type	Value	
	Customer reference	P10000498	
	Other	E-0104140863	

Progress Narrative

Date:25-May-2001 17:26:00 User:Reg Barton

CALL PC0066391 opened

References entered are:-

Product General/Other/Misc Unknown added

Target Release entered: Unknown

Phantom Transactions

A number of offices are reporting transactions which appear in the sales stack, or which commit themselves off from the sales stack. A number of Powerhelp calls have been raised and are being investigated by 3rd line.

Offices under investigation are:

Gamesley 279432

Wawne 250321

Trecynon 441611

Riddings 376311

Cefn Glas 316611

Old Isleworth 111025

Currently awaiting response from 3rd line investigations.

CALL PC0066391:Priority B:CallType Z - Target 02/07/01 20:00:00

Date:25-May-2001 17:30:00 User:Reg Barton

The call references have been updated. They are now:-

T Other : E-0104140863

Date:25-May-2001 17:34:00 User:Reg Barton

F) Response :

Under investigation by 3rd line. Infrequent circumstances, so extending time to resolution.

[END OF REFERENCE 26226627]

New target date set 31/07/01 20:00:00

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:21-Jun-2001 13:07:00 User:Reg Barton

F) Response :

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:21-Jun-2001 13:09:00 User:Reg Barton

Various progress has been made against the original sites identified:

Gamesley 279432: System performance monitoring has been running at the site, but the Postmaster has only reported one incident in the past six weeks

Wawne 250321: ComTest diagnostic monitoring equipment has been installed at the site to test for environmental problems affecting the monitors. So far, no significant readings recorded

Trecynon 441611: Postmaster has replaced the faulty fluorescent strip lights and starters, since when the problem has not recurred. This problem is now closed.

Riddings 376311: Keyboards and Monitors have been swapped with no improvement. On site investigation showed significant variations in the users methods of operation. One incident observed, and under investigation by 3rd line.

Cefn Glas 316611: Chomeric collars and mains filters fitted; Romec fixed faulty alarm box, since when no further incidents. This problem is now closed.

Old Isleworth 111025: Complete replacement of the kit at the office has failed to resolve problem. ComTest diagnostic equipment being installed on Friday 22/06/01.

There are four suspected potential causes of phantom transactions, namely:

Faulty screen or keyboard: resolution is to swop them out

Faulty screen power supply: resolution is to swop it out

User error: resolution is for user to follow correct procedures
External Environmental influence: trying to detect and identify using ComTest and system performance monitoring.
Where environmental effects are believed to be the cause, it is hoped that ComTest and Performance monitoring will be able to identify if the interference is occurring at regular or specific times; if so, we may be able to identify and address the source of the interference.

Date:27-Jul-2001 12:10:00 User:Reg Barton

F) Response :

SSC are now developing more diagnostic software. Old ISleworth now looks like User Error.

[END OF REFERENCE 27127387]

New target date set 31/08/01 20:00:00

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:14-Aug-2001 13:11:00 User:Reg Barton

Old Isleworth reports phantom transactions still happening with resistive monitor. There is no logical explanation for this other than user error.

POM has refused suggestion of FSM to stand and observe counter transactions.

Now trying to swop POM and assistant working positions to prove/rule out user error.

ComTest has shown no results at Gamesley; health centre next door to Gamesley uses X-Ray equipment when the dentist is in attendance.

Riddings is no longer reporting problems since user errors were highlighted, and is considered closed by agreement with PON Problem Office manager Paula Astles.

F) Response :

Target date updated to reflect lack of clear evidence from outlets

[END OF REFERENCE 27293107]

New target date set 30/09/01 20:00:00

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:16-Aug-2001 07:37:00 User:Del(03/04 Jean Woolley)

The call references have been updated. They are now:-

Other : E-0104140863

T Customer reference : P10000498

Date:30-Sep-2001 20:56:00 User:Reg Barton

F) Response :

Gamesley has reported an incident of a confused transaction dueing their balancing. However, investigation from SSC showed that this was a result of user error, not following the correct balance sequence.

There is now no clear evidence of any phantom transactions. Those that have been resolved have been attributed either to faulty equipment or to user error. There is no evidence of any software error or external interference giving rise to phantom transactions.

I will now proceed to compile a spreadsheet reflecting all the evidence to date, and then discuss closure with the PON problem Manager - Wendell Jones

[END OF REFERENCE 27732267]

New target date set 30/10/01 20:00:00

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

Date:01-Oct-2001 11:08:00 User:Janet Reynolds

The call summary has been changed from:-

Phantom Transactions

The call summary is now:-

PM - Phantom Transactions

Date:29-Oct-2001 13:22:00 User:Del(03/04 Jean Woolley)

F) Response :

Update by Eric Hillier - 29/10/01

The master spreadsheet of the 'phantom transaction' calls has now been updated and all calls now have a resolution. There is no underlying cause of 'phantom transactions' and each call can be explained as either hardware, interference or user error.

The relevant information will now be passed to POL problem manager for discussion on call closure.

Action By

EH to provide full call details to W Jones POL problem manager for closure discussion. 29/10

[END OF REFERENCE 27997589]

Responded to call type Z as Category 2 -Progress update

The response was delivered on the system

The Call record has been assigned to the Team Member: Eric Hillier

Defect cause updated to 99:General - Unknown

Hours spent since call received: 0.0 hours

<p>Date:09-Nov-2001 10:34:00 User:Del(03/04 Jean Woolley) F) Response : Update by Eric Hillier Details of each occurrence and the results of the subsequent investigations provided to The POL problem manager. Reviewed by POL and accepted with the exception of Redditch where the POM has asked for a written response with regard to his specific system. Following this POL will re-consider closure. Actions By 1. Letter to be sent to POM at Redditch ASAP Julie Welsh 2. Review closure with POL pm following their receipt of letter Eric Hillier [END OF REFERENCE 28100849] Responded to call type Z as Category 2 -Progress update The response was delivered on the system</p>	
<p>Date:21-Nov-2001 12:09:00 User:Del(03/04 Jean Woolley) F) Response : Update by Eric Hillier Follow up to previous actions:- 1. Letter of explanation sent to Postmaster at Redditch 2. Problem reviewed with POL Problem Manager (Wendell Jones) and agreed that all 'Phantom Transactions' can be explained. It was agreed that the problem can now be closed. Any further occurrence of this phenomenon will be dealt with on an outlet by outlet basis. This problem is now closed. [END OF REFERENCE 28200063] Responded to call type Z as Category 15 -Completed Hours spent since call received: 0.0 hours The response was delivered on the system</p>	
<p>Date:21-Nov-2001 12:17:00 User:Del(03/04 Jean Woolley) CALL PC0066391 closed: Category 15, Type Z Hours spent since call received: 0.0 hours Defect cause updated to 41:General - in Procedure</p>	
Root Cause	General - in Procedure
Logger	POA Deleted User -- Deleted Team
Subject Product	General/Other/Misc -- Unknown (version unspecified)
Assignee	Deleted User -- Deleted Team
Last Progress	21-Nov-2001 12:17 -- Del(03/04 Jean Woolley)