

## Export

## Peak Incident Management System

Call Reference	PC0127246	Call Logger	_ Customer Call _ -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	E-0510120769
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	15/10/2005	Effort (Man Days)	0
Summary	FAD160868 stock unit from node 7 to node 2		

## Progress Narrative

Date:12-Oct-2005 18:02:58 User:\_Customer Call\_

CALL PC0127246 opened

Details entered are:-

Summary:Pm is transferring a stock unit from node 7 to node

Call Type:L

Call Priority:B

Target Release:BI 3S82R

Routed to:EDSC - \_Unassigned\_

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Date/Time Raised: Oct 12 2005 5:26PM

Priority: B

Contact Name: Janet

Contact Phone: [REDACTED] GRO

Originator: Phelp

Originator's reference: E-0510120769

Product Type: Riposte

Product Serial No:

Product Site: 160868

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12/10/05 17:26 Pm is transferring a stock unit from node 7 to node 2, it has been accepted on node 2 but has notbeen tranfered.

12/10/05 17:39 UK956078

Information: Pm was trying to transfer £2490 from node 7 onto node 2.

She states that she has accepted the transfer on node 2

but the system is not showing this.

On node 7 it is showing pending transfer but it is not showing on node 2.

It appears on her transfer sheet as cmpleted.

12/10/05 17:45 UK956078

Information: Transfer out:

node : 7

Stockunit: H

Username: JMH [RELEVANT]

£2,490

Pending trnansfer msg

Transfer in:

Node: 2

Stockunit: E

Username: JMH [RELEVANT]

£2,490

Not showing as accpeted

Showing as transfered on transfer sheet.

12/10/05 17:48 UK956078

Information: node 2 health check

Node 7 health checking

12/10/05 17:49 UK956078

Information: Downloading PS standard log.

12/10/05 17:52 UK956078

Information: Call REF: e-0509210898

Pm had problems while transferring to other nodes.

Call still under investigation

12/10/05 17:55 UK956078

Information: Downloaded ps standard log.

File ID node 7 : 661757

File ID node 2: 661756

12/10/05 17:56 UK956078

Information: Advised pm that call is under investigation and trnafered caller to NBSC for guidance with regards to balancing.

12/10/05 17:57 UK956078

Access Times: Mon - fri

09.00 - 17.30



no lunch  
12/10/05 17:58 UK956078  
KEL Ref No.: No kel found  
12/10/05 17:58 UK956078  
Recommend: Can you please investigate as to why transfers are not showing as being accepted on node 2.

Call REF: e-0509210898 is currently being investigated ,  
as this is different nodes could this be a similar issue?  
12/10/05 18:00 UK956078  
Information: Spoken to PSE Kat for guidance  
12/10/05 18:00 SYSADM  
Open OTI: Automatic Open OTI  
\*\*\*Updated by Jennifer D'Falco at 12/10/2005 18:00:37  
12/10/05 18:00 UK956078  
REASSIGN: Call # E-0510120769 was Reassigned from Jennifer D'Falco,  
Group HSH1 to Group EDSC1

Date:13-Oct-2005 08:17:20 User:Lorraine Guiblin

The call summary has been changed from:-  
Pm is transferring a stock unit from node 7 to node  
The call summary is now:-  
FAD160868 stock unit from node 7 to node 2

Date:13-Oct-2005 08:26:48 User:Lorraine Guiblin

Product EPOSS & DeskTop -- Counter Common added.

Date:13-Oct-2005 08:26:55 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Anne Chambers  
Progress was delivered to Powerhelp

Date:13-Oct-2005 11:49:54 User:Anne Chambers

[Start of Response]

Problem caused by a storm of 'timeout' events (KEL JSimpkins338Q). This is the third time this branch has had this problem in the last 5 weeks. PC0126376 already with development (Escher).

Spoke to PM, when they retried the balance this morning, all was ok (Cleardesk stops Riposte and clears the lock). They transfer was not accepted in twice, so they have not got a receipts and payments problem. However she says the green giro reports aren't consistent with the cash account - I'll check this.

[End of Response]

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

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:13-Oct-2005 14:48:22 User:Anne Chambers

[Start of Response]

Problem is just between counters 2 and 7 - no messages done on counter 2 after 16:48 BST have replicated to counter 7 (which is the one with the event storm, starting 16:48). Counter 7 does have messages from all the other counters.

I've advised the PM that the office reports done on counter 7 won't include cut-offs or transactions done on counter 2 after 16:48. Also that call e-0509210898 is still open and we are continuing to investigate. PM is happy for this call to be closed, however I'll keep it open for now to see if I can extract any further useful evidence.

[End of Response]

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

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:31-Jan-2006 17:42:33 User:\_Customer Call\_

EMPTY 31/01/06 17:40 UK957089 HSH2 Information: PM called in states a clerk has been logged on to 2 counters without being transferred. 31/01/06 17:40 UK957089 HSH2 Information: Adding this update may assist you.

Date:01-Feb-2006 15:55:01 User:Anne Chambers

[Start of Response]

The timeout events are apparently fixed in a new Riposte version released at S90 - see PC0126376.

I've looked at problems reported on 31st Jan - can't see why the system reported disconnected nodes, nor why the same user could log on twice (except that this followed a session transfer which silently failed, for no obvious reason). I don't think there were any ill-effects.

I think the best thing now is to see what happens after S90. I'll continue to keep this call open to remind me that this site should be checked then.

[End of Response]

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

Response was delivered to Powerhelp

Hours spent since call received: 0 hours



Date:27-Mar-2006 11:14:22 User:Anne Chambers

[Start of Response]

Since S90 was distributed, the number of these timeout events over the whole estate has gone right down, with no storms from an individual counter. So it looks as if the Riposte change has been effective.

Closing this call at long last.

[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.

Service Response was delivered to Powerhelp

Date:27-Mar-2006 11:14:22 User:Anne Chambers

CALL PC0127246 closed: Category 60 Type L

Date:27-Mar-2006 11:14:22 User:Anne Chambers

Hours spent since call received: 0 hours

Defect cause updated to 14 -- Development - Code

Date:27-Mar-2006 11:17:26 User:\_Customer Call\_

Consumer Phelp has received the call closure

Root Cause

Development - Code

Logger

\_Customer Call\_ -- EDSC

Subject Product

EPOSS & DeskTop -- Counter Common (version unspecified)

Assignee

\_Customer Call\_ -- EDSC

Last Progress

27-Mar-2006 11:17 -- \_Customer Call\_