Export

Peak Incident Management System

Call Reference	**PC0133933**	Call Logger	Deleted User -- MSU-Indt Mgt	
Release	Reported In -- BI_3S90R	Top Ref	KEL CObeng2634M	
Call Type	Live Incidents/Defects	Priority	B -- Business restricted	
Contact	Deleted Contact	Call Status	Closed -- Avoidance Action Supplied	
Target Date	30/03/2006	Effort (Man Days)	0	
Summary	Branch 101801 - TPSC254 Harvester Exception			

Progress Narrative

```
Date:27-Mar-2006 11:40:38 User:Pooja Sujith
CALL PC0133933 opened
Details entered are:-
Summary:Branch 101801 - TPSC254 Harvester Exception
Call Type:L
Call Priority:B
Target Release:BI_3S90R
Routed to:MSU-Indt Mgt - Pooja Sujith
```

```
Date:27-Mar-2006 11:40:38 User:Pooja Sujith
TPSC254 - Harvester Exception report. Produced on 24/03/2006.
The branch shows 1 new harvester exception.

Error message reads: 'Could not update database: Updating table TMS_RX_EPOSS_TRANSACTIONS, ORA-01400: cannot insert NULL into
().'
The 'Mode' field is blank.

Relevant reports attached. KEL CObeng2634M is relevant.
```

```
Date:27-Mar-2006 11:40:44 User:Pooja Sujith
Evidence Added - TPSC254 24/03/06
```

```
Date:27-Mar-2006 11:40:50 User:Pooja Sujith
Evidence Added - TPSC257 24/03/06
```

```
Date:27-Mar-2006 11:40:55 User:Pooja Sujith
Evidence Added - TPSC250 24/03/06
```

```
Date:27-Mar-2006 11:42:08 User:Pooja Sujith
OCR PSujith4146L has been raised. Sending to EDSC for investigation.
```

```
Date:27-Mar-2006 11:42:29 User:Pooja Sujith
The Call record has been transferred to the team: EDSC
```

```
Date:27-Mar-2006 12:06:01 User:Lorraine Elliott
The Call record has been assigned to the Team Member: Anne Chambers
```

```
Date:27-Mar-2006 12:56:03 User:Mik Peach
OCR PSujith4146L approved
```

```
Date:27-Mar-2006 16:12:36 User:Anne Chambers
[Start of Response]
I have repaired the problem transaction and will check tomorrow that it has been sent ok.

As far as I can tell, no call has gone to development about this. To summarise,

- Some messages get written with a null Mode attribute. The root cause of this has never been resolved.

- Changes have been made to the harvester agents so that messages with <ItemName:Mails> or <Application:Mails> can be handled
when Mode is missing (it assumes SC).

- MailsBalance messages have <Applications:Mails>, not <Application:Mails>. This was spotted soon after their introduction in
January, and I did intend to raise a Peak, but don't seem to have done so. At the time it was thought to be benign

- MailsBalance messages with missing Mode are now causing a number of harvester exceptions (5 on the reports for 24/3). Each
has to be repaired individually.

So we need to sort out the <Applications:Mails> issue. This could be fixed either at the agent, or in the Mails scripts. If it
can be fixed fairly soon in the scripts, I think that would be the better option, rather than making the agent cope with what
is basically a typo.

There are example messages in the attached reports, or I can provide a messagestore if required. Routing to Mails Dev
```

(probably Richard O'Neill) via QFP.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 0 hours

Date:**27-Mar-2006 16:12:55** User:**Anne Chambers**
Reference Added: SSCKEL_CObeng2634M

Date:**27-Mar-2006 16:16:28** User:**Anne Chambers**
The Call record has been transferred to the team: QFP

Date:**28-Mar-2006 13:26:34** User:**Peter Ambrose**
The Call record has been assigned to the Team Member: Mark Scardifield

Date:**30-Mar-2006 18:46:34** User:**Mark Scardifield**
Is this a duplicate of PC0131323?

Date:**30-Mar-2006 18:46:46** User:**Mark Scardifield**
The Call record has been transferred to the team: APS-Ctr-Dev

Date:**30-Mar-2006 18:46:56** User:**Mark Scardifield**
The Call record has been transferred to the team: APS-Ctr-Dev

Date:**31-Mar-2006 09:52:37** User:**Adrian Goodwin**
The Call record has been assigned to the Team Member: Adrian Goodwin

Date:**31-Mar-2006 11:08:47** User:**Adrian Goodwin**

This PEAK refers to the problem of Mails messages being generated with <Applications:Mails> attributes and how this is preventing a harvester agent circumvention for a null Modes problem from working. The <Applications:Mails> attribute problem is the subject of PEAK PC0131323 and PEAK PC0134069 and appropriate clearances will be supplied against those PEAKs and should therefore not be considered here.

The real problem identified in this PEAK is the missing Mode attribute value. This is a well known problem and does not just affect Mails messages. The Mode attribute is added to messages by Escher when the messages are added to the transaction stack / written to the message store by RetailBroker.

I believe this PEAK should therefore be transfered to Escher-Dev so this PEAK is being routed to QFP for their consideration.

Date:**31-Mar-2006 11:09:06** User:**Adrian Goodwin**
The Call record has been transferred to the team: QFP

Date:**03-Apr-2006 07:27:41** User:**Lionel Higman**
The Call record has been assigned to the Team Member: Mark Scardifield

Date:**06-Apr-2006 10:58:15** User:**Mark Scardifield**
The Call record has been transferred to the team: Escher-Dev

Date:**06-Apr-2006 14:07:31** User:**Mike Coon**
[Start of Response]
This may be a "well known problem" but this does no mean that it is worth chucking over the fence to Escher!

We need to give them a reasonably high-probability scenario in which the problem arises. If it is only in a tiny fractional percentage of daily transactions then they can hardly be expected to investigate it with no further evidence.

Gareth Jenkins confirms that this logic has been applied all along...
[End of Response]
Response code to call type L as Category 36 -- Pending -- Known Problem Registered
Hours spent since call received: 0 hours

Date:**06-Apr-2006 14:08:08** User:**Mike Coon**
The Call record has been assigned to the Team Member: Parked

Date:**08-Jun-2007 15:34:34** User:**Mark Scardifield**
Another one that I am going to route to RMF to consider closing. There may well be a bug in Escher code but (1) we don't even have a reproducible scenario that we can take to them (2) any resulting fix will be to a component that we do not wish to take (eg RetailBroker).

Date:**08-Jun-2007 15:34:46** User:**Mark Scardifield**

The Call record has been transferred to the team: RelMngmntForum

Date:**14-Jun-2007 15:36:48** User:**Tyrone Cozens**
Routing for attention of Mark Scardifield at Esher Dev. RMF have decided that this can be closed. Mark to add a statement to this Peak to this effect.

Date:**14-Jun-2007 15:37:10** User:**Tyrone Cozens**
The Call record has been transferred to the team: Escher-Dev

Date:**14-Jun-2007 15:51:56** User:**Mike Coon**
The Call record has been assigned to the Team Member: Mark Scardifield

Date:**15-Jun-2007 11:43:16** User:**Mark Scardifield**
[Start of Response]
It was agreed at RMF that this PEAK could be closed.

To summarise, a workaround has already been implemented in the TPS Harvester to insert missing mode paramenters. The smartpost (aka mails) scripts have also been modified so that Mails Balancing messages are also caught by this workaround.

This PEAK remains to investigate and possibly fix the underlying cause. For the reasons given above and the limited life expectancy of the Horizon counter it was agreed that this would not be cost effective and hence this PEAK should be closed.
[End of Response]
Response code to call type L as Category 70 -- Final -- Avoidance Action Supplied
Routing to Call Logger following Final Progress update.

Date:**18-Jun-2007 10:22:13** User:**Pooja Sujith**
[Start of Response]
Routing call to Anne to see response from Mark.

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

Date:**18-Jun-2007 10:22:20** User:**Pooja Sujith**
The Call record has been transferred to the team: EDSC

Date:**18-Jun-2007 10:56:13** User:**Lorraine Elliott**
The Call record has been assigned to the Team Member: Anne Chambers

Date:**18-Jun-2007 13:54:33** User:**Anne Chambers**
[Start of Response]
Response noted. I never really expected the root cause to be investigated or fixed. The typo which caused the agent circumvention to fail was fixed a long time ago. Closing call.
[End of Response]
Response code to call type L as Category 70 -- Final -- Avoidance Action Supplied
Routing to Call Logger following Final Progress update.

Date:**20-Jun-2007 15:01:14** User:**Pooja Sujith**
Defect cause updated to 40: General - User

Date:**20-Jun-2007 15:01:17** User:**Pooja Sujith**
CALL PC0133933 closed: Category 70 Type L

Root Cause	General - User
Logger	Deleted User -- MSU-Indt Mgt
Subject Product	EPOSS & DeskTop -- (version unspecified)
Assignee	Deleted User -- MSU-Indt Mgt
Last Progress	20-Jun-2007 15:01 -- Pooja Sujith