

Export

Peak Incident Management System

Call Reference	PC0241528	Call Logger	Customer Call -- EDSC
Release	Reported In -- HNG-X 10.00	Top Ref	A7700407
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	31/03/2015	Effort (Man Days)	0
Summary	Health Lottery Recovery Failure on node 1		
All References	Type	Value	
	MSC Task	043T0086557	
	DevIntRel-Director	Live Supp.Test	
	TRIOLE for Service	A7700407	

Progress Narrative

Date:03-Mar-2015 17:48:29 User:_Customer Call_
 CALL PC0241528 opened
 Details entered are:-
 Summary:Health Lottery Recovery Failure on node 1
 Call Type:L
 Call Priority:C
 Target Release:HNG-X 10.00
 Routed to:EDSC - _Unassigned_

Date:03-Mar-2015 17:48:29 User:_Customer Call_

INCIDENT MANAGEMENT

Date/Time Raised: Feb 23 2015 4:46PM
 Priority: C
 Contact Name: 145925_Lydd
 Contact Phone: GRO
 Originator: XXXXXX@TFS01
 Originator's reference: A7700407
 Product Serial No:
 Product Site: 145925

Transfer Note: Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'

:
 While investigating PC0241216; State:4 Banking txn, I identified a separate issue.

On 21/2/15 User started SESSION: 1-893961
 This session contained two transactions:

1. Health Lottery txn 00-145925-1-3891960-1
2. Banking txn 00-145925-1-3891961-1

The Health Lottery txn 00-145925-1-3891960-1 was authorised and the receipt was printed.
 However PM didn't settle the txn basket.

While still logged on Node:1, PM then logged on Node:2 at 14:20pm.

User: HPA002 was warned about the concurrent login and the session on Node:1 will fail. But the PM carried on login on Node:2.
 This caused Both txns to fail on Node:1.

On 23/2/15 when the user attempted to logon on Node:1, the recovery kicked-in. But the recovery failed due to Health lottery ADCScript failure and preventing User Logon. Currently this is in a loop.

Please raise a TFS call with ATOS and ask POL to formally authorise us to delete this Health Lottery session so that office is able to use Node:1 again. This will enable the office to use Node:1 again quickly.

If nothing is done then after 5 days both txns will enter into failed transaction state and will have to be removed manually.

Incident History:

2015-02-23 16:46:38 [Millman-Sanford, Mary Jane]
 INIT : Create a new request/incident/problem/change/issue
 2015-02-23 16:48:24 [Millman-Sanford, Mary Jane]
 zneut_en_poa : Transfer Notification
 2015-02-23 16:48:24 [Millman-Sanford, Mary Jane]
 zneun_en_poa : Open Notification
 2015-02-23 17:12:00 [Millman, Emma]
 LOG : Email sent to Atos.
 2015-02-23 17:12:15 [Millman, Emma]

zneut_en_poa : Transfer Notification

2015-03-03 10:57:00 [Cowie, Ross Silverstone]
LOG : Chased with Atos

2015-03-03 17:40:00 [Gardiner, Stephen]
LOG : Please pass this call into PEAK FAO EDSC for advice and guidance.

To my knowledge POL have not formally authorised us to delete the Health Lottery sessions Node 1 (Lydd - FAD 145925). I am therefore assuming that node 1 is still in a loop?

I believe transactions will now have entered into failed transaction state and will have to be removed manually as we have exceeded the 5 day period to rectify the issue.

2015-03-03 17:47:41 [Millman-Sanford, Mary Jane]
zneut_en_poa : Transfer Notification
Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'

Date:04-Mar-2015 07:30:23 User:_Customer Call_
update from atos:

Hello,

We logged the case as requested.

For your reference I6851915.

Date:04-Mar-2015 08:20:59 User:Darran Avenell
Product EPOSS & DeskTop -- Counter Common (version unspecified) added.

Date:04-Mar-2015 08:21:50 User:Darran Avenell
[Start of Response]

PRESCAN
Comments:
KEL Reference: surs1034R
Assigned User: Sudip

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

Date:04-Mar-2015 08:21:55 User:Darran Avenell
The Call record has been assigned to the Team Member: Sudip Sur
Progress was delivered to Consumer

Date:04-Mar-2015 09:11:15 User:Sudip Sur
[Start of Response]
Our development team still investigating the original call. But we believe the failure lie in POL provided "ADCSript.ADCScript-THL_Recovery1" recovery script.

We hoped that the five day recovery rule will fail this session, but that has hasn't happened due to script failure.

As the session contains financial values, POL need to authorise us to delete the session for formal reconciliation.

Please ask ATOS to get in touch with correct POL team for authorisation.

[End of Response]
Response code to call type L as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:04-Mar-2015 09:11:15 User:Sudip Sur
CALL PC0241528 closed: Category 68 Type L

Date:04-Mar-2015 09:11:15 User:Sudip Sur
Defect cause updated to 42 -- Gen - Outside Program Control

Date:20-Mar-2015 11:04:25 User:_Customer Call_
CALL PC0241528 reopened by _Customer Call_

Date:20-Mar-2015 11:04:25 User:_Customer Call_
Transfer Note: Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'
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2015-03-03 17:47:41 [Millman-Sanford, Mary Jane]
zneut_en_poa : Transfer Notification

2015-03-03 17:48:49 [Tfs Connector]
HDIinACK : Provider Ref: PC0241528

2015-03-04 07:29:00 [Watts, James Marcus]
HDIoutADD : update from atos:

Hello,

We logged the case as requested.

For your reference I6851915.

2015-03-04 08:22:23 [Tfs Connector]

HDIinSTU : From PINICL: Update by Darran Avenell:Category 40 -- Pending -- Incident Under Investigation:-----

PRESCAN
Comments:
KEL Reference: surs1034R
Assigned User: Sudip

2015-03-04 08:22:24 [Tfs Connector]

HDIinSTU : From PINICL: Update by Darran Avenell:Call routed to Team:EDSC Member:Sudip Sur

2015-03-04 09:11:49 [Tfs Connector]

HDIinSRS : Provider Ref: PC0241528

Resolution Details: Update by Sudip Sur:Category 68 -- Final -- Administrative Response:Our development team still investigating the original call. But we believe the failure lie in POL provided "ADCScript.ADCScript-THL_Recovery1" recovery script.

We hoped that the five day recovery rule will fail this session, but that has hasn't happened due to script failure.

As the session contains financial values, POL need to authorise us to delete the session for formal reconciliation.

Please ask ATOS to get in touch with correct POL team for authorisation.

2015-03-04 09:11:50 [POA-HDI]
zneur_en_poa : Status changed from 'Acknowledged' to 'Resolved'

2015-03-04 09:11:50 [POA-HDI]
RE : Status changed from 'Acknowledged' to 'Resolved'

2015-03-04 09:29:00 [Dhillon, Manpreet Singh]
HDIoutADD : Update forwarded to Atos

2015-03-04 09:29:17 [Dhillon, Manpreet Singh]
zneut_en_poa : Transfer Notification

2015-03-13 09:15:00 [Watts, James Marcus]
HDIoutADD : emailed atos to chase up a further update regarding this incident

2015-03-13 13:45:00 [Wilcock, Jacqueline Denise]
HDIoutADD : E mail sent to POA DM for advise as Peak were waiting for the authorisation to delete but PO are now saying this has already been done.

2015-03-13 13:45:00 [Wilcock, Jacqueline Denise]
HDIoutADD : Update from Post Office Brach Support

Hi,

Yes I did authorise deletion however neither I nor our Network Teams received any confirmation that the session had been deleted.

Pat, in Branch Support Team, however did remain in contact with the postmaster and has confirmed with the branch that the session was deleted and they are able to use the Horizon kit again.

Could you please contact whoever is needed (Fujitsu I presume) and confirm that this is the case please. Alternatively it would be good to know who is responsible for providing confirmation of incident closure.

Thanks
Anne

2015-03-16 08:36:00 [Dhillon, Manpreet Singh]
HDIoutADD : Please ignore both log comments at 13/03/2015 13:45 as POL are unaware that Lydd PO is affected by such an issue. PSB email provided from POL:

Hi,
I'm only aware of one incident that needed to be resolved for Meanwood branch FAD code 269323.
I haven't received any request for Lydd 145925, and I'm unable to authorise something that I have no detail for.

Thanks
Anne

2015-03-16 08:37:00 [Dhillon, Manpreet Singh]
HDIoutADD : Email sent to Atos advising of issue at site, and that it requires POL to be briefed so that authorisation can be provided to delete session.

2015-03-16 15:43:00 [Dhillon, Manpreet Singh]
HDIoutADD : Response from Atos:

Hi Team,

A request for authorization has been sent to POL and we are currently awaiting response.
As soon as we receive notification, we'll let you know.

Many thanks!
Lady Anne D. Noces

2015-03-18 10:38:00 [Wilcock, Jacqueline Denise]
HDIoutADD : Atos have requested update - have advised need to still get the required authorisation from POL

2015-03-20 10:59:00 [Watts, James Marcus]
HDIoutADD : POL have emailed over a formal email to confirm the deletion which I have forwarded on.

2015-03-20 11:03:33 [Watts, James Marcus]
zneut_en_poa : Transfer Notification
Transfer Group from 'POA-FJ-ATOS' to 'POA-FJ-PEAK'

Date:20-Mar-2015 11:08:09 User:Gary Maxwell
The Call record has been assigned to the Team Member: Sudip Sur
Progress was delivered to Consumer

Date:20-Mar-2015 11:17:13 User:Sudip Sur

Target Date/Time updated: new value is 31/03/2015 17:48
[Start of Response]
Extending the deadline as no POL authorisation attached to this call yet.

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

Date: 20-Mar-2015 11:35:24 User: Mail Manager
Added evidence item 'OriginalEmail.eml' from Email attachment
External Progress Update Received via Email.
Originator : SSC Duty Manager [GRO]
Sent Date : Fri Mar 20 11:30:07 GMT 2015
Subject : POL Approval - Lydd 145925 - I6809429 | A7700407

From: IT-Solutions R SMC PostOffice Incident Management [GRO]
Sent: 20 March 2015 10:30
To: MAC
Cc: Egan, James
Subject: FW: Lydd 145925 - I6809429 | A7700407

Hello Team,

Please see the below mail got from Patricia for authorization.

Could you please look into the matter as its urgent.

Thanks & Regards,

Prakash Sali
Incident/Request Management - UK SMC
Direct: [GRO]
[GRO]
Mumbai-79. INDIA
www.atos.net<<http://www.atos.net>>

[cid:image004.png@01D06326.F24ACD80]
From: Patricia Bursi [GRO]
Sent: Friday, March 20, 2015 1:43 PM
To: Egan, James
Cc: Anne Allaker; Sue Richardson; Branch Support Team
Subject: RE: Lydd 145925 - I6809429 | A7700407

Hi James

Assuming this is the same issue as at Meanwood with no loss or gain to the office, I will authorise for this transaction to be removed at Lydd to allow the office to balance etc.

Could you please keep myself and Anne updated on developments with these issues.

Also could you please advise when this has been cleared from Lydd and the PM is informed.

Many thanks for your help

[cid:image001.png@01D062E5.E9B35020]

Patricia Bursi
Branch Support Team Leader

1st Floor Dartford Crown Office
19 Hythe St
Dartford
Kent DA1 1AB
Office phone: [GRO] Postline: [GRO]
Mobile: [GRO]
Mobex: [GRO]

From: Egan, James [GRO]
Sent: 19 March 2015 16:46
To: Patricia Bursi
Cc: IT-Solutions R SMC PostOffice Incident Management; ITSUPPLIERMANAGEMENT
Subject: RE: Lydd 145925 - I6809429 | A7700407

Good afternoon Patricia,

I hope you're well.

Apologies to involve you in this issue again; I've been looking into the ticket and it looks like crossed wires have led to confusion over deletion of the session at Lydd Post Office. With Meanwood being referenced a number of times in the below email chain, I believe there has been a misunderstanding on the Service Desk as to whether authorisation was being provided for Meanwood, Lydd, or neither Branch.

The frequency of these issues has been noted and as of early March there is a Problem Record open from our side to try to establish why this is occurring so frequently for Health Lottery, and how it can be stopped. To be candid we're currently

relying on an interim process and it was arguably only a matter of time before we hit an issue (Anne being out of office).

At present we are looking at a frozen counter where the only viable means of restoring service to the Branch is to delete the data which is causing this; unfortunately Atos are not permitted to authorise this as per Fujitsu's stringent processes.

If this makes sense, I'd be really grateful if you'd be able to send me just a few words stating you are happy for the transaction to be removed at Lydd.

Of course, please let me know if you've any questions, though. Apologies once again for involving you in this.

Best regards,

James Egan
Service Manager - Post Office

[cid:image001.png@01D062E5.DBBC2DC0]

alexander.egan [cid:image002.png@01D062E5.DBBC2DC0]

[cid:image011.png@01D062E5.DBBC2DC0]

Hi Ian/Sharon

Please see below and attached another issue where we are being asked to authorise removal of a transaction without any understanding of the issue. I am aware recently of Meanwood office where Anne Allaker exceptionally gave authorisation for the removal of the transaction. (Please note Anne is on annual leave this week)

Below is an e-mail Anne sent to yourselves regarding this issue: Could you please advise if this was resolved as currently I have not given authorisation to remove this transaction and the office will need to be advised, the office is unable to rollover or balance correctly.

This appears to be saying that the banking transaction recovery has worked correctly without any impact to branch or customer. The recovery of the health lottery transaction however was not successful.

It appears that the postmaster followed the on screen prompts and processes correctly can that you confirm that for me please? It doesn't tell me whether there's any impact to branch or customer for the Health Lottery Transaction but Pat has kindly rung the branch and confirmed the customer isn't impacted, nothing changed hands for the Health Lottery transaction, and there is no branch discrepancy.

I'm therefore happy to authorise this session to be deleted so that the kit at the branch can return to BAU state.

I still need to understand the background to this type of enquiry, what has happened in the past, where would authorisation have been requested from. If a branch has followed process correctly that may explain why Network haven't been asked for authorisation in the past but without identifying root cause or knowing past cases I don't know where this should sit or why Network need to make the authorisation.

What needs to happen now is that the reason for the unsuccessful recovery of the health lottery transaction needs to be established so that if this scenario happens again the branch or customer isn't impacted. Who has responsibility for taking that forward please?

Regards

[cid:image012.png@01D062E5.DBBC2DC0]

Patricia Bursi
Branch Support Team Leader

1st Floor Dartford Crown Office
19 Hythe St
Dartford
Kent DA1 1AB
Office phone: [cid:image003.png@01D062E5.DBBC2DC0] Postline: [cid:image004.png@01D062E5.DBBC2DC0]
Mobile: [cid:image005.png@01D062E5.DBBC2DC0]
Mobex: [cid:image006.png@01D062E5.DBBC2DC0]

From: Branch Support Team
Sent: 17 March 2015 13:46
To: Patricia Bursi
Cc: PostOfficeServiceDesk; Caroline A Hoare
Subject: FW: Lydd 145925 - I6809429 | A7700407

Hi Pat,

Please see below and attached email - Anne is on leave?

Thanks,

[cid:image013.png@01D062E5.DBBC2DC0]

Tina Gibson
Branch Support Team

Dartford Crown Office, 1st Floor,
19 Hythe Street
Dartford DA1 1AB

GRO

/ Postline

GRO

GRO

From: PostOfficeServiceDesk
Sent: 17 March 2015 13:39
To: Branch Support Team
Subject: FW: Lydd 145925 - I6809429 | A7700407

Hi,

Please see email thread below.
Email authorization request.
You can just reply using this thread.

Should you need further assistance, please do not hesitate to contact us.

Many Thanks,

Nina Angeli Galang
Service Desk Analyst - Post Office Service Desk
Phone Number: [REDACTED] (IVR Option 7)

GRO

[cid:image014.jpg@01D062E5.DBBC2DC0]

From: Post Office Service Desk
Sent: Samstag, 14. März 2015 08:16
To: 'Anne Allaker'
Subject: RE: Meanwood Post Office- Branch Code2693232 / I6809429 | A7700407
Hello,

Please confirm if your email authorization for MAC to delete Health Lottery session for A7711259 / I6815009 would be the same authorization for A7700407 / I6809429 as both ticket incidents are identical in nature. PSB

Please send new authorization if needed.
Your response is highly appreciated.

Thank you.

Regards,

Allan Rommel Baron
Service Desk Analyst - Post Office Service Desk
Phone Number: [REDACTED] (IVR Option 7)
Post Office Service Desk Mailbox: [REDACTED]

GRO

[cid:image016.jpg@01D062E5.DBBC2DC0]

From: MAC [REDACTED]
Sent: Saturday, March 14, 2015 1:28 AM
To: Post Office Service Desk
Subject: Meanwood Post Office- Branch Code2693232 / I6809429 | A7700407

Good afternoon

This query has been looked into and it appears that Branch Code 2693232 is associated to call references A7711259 / I6815009, not those given in this email trail. The work for this branch was authorised and completed by our SSC team.

However the calls mentioned in the previous emails, A7700407 / I6809429 related to Branch Code 145925 for Lydd, authorisation for this fix has not yet been given.

Please escalate the authorisation for the fix to be completed.

Thanks,
Kind Regards,
Jacquie

From: Anne Allaker
Sent: Friday, March 13, 2015 4:39 PM
To: Post Office Service Desk
Cc: Humphries, Ian; ITSupplierManagement; Patricia Bursi; Ibrahim Kizildag
Subject: RE: Meanwood Post Office- Branch Code2693232 / 16809429

Hi,

Yes I did authorise deletion however neither I nor our Network Teams received any confirmation that the session had been deleted.

Pat, in Branch Support Team, however did remain in contact with the postmaster and has confirmed with the branch that the session was deleted and they are able to use the Horizon kit again.

Could you please contact whoever is needed (Fujitsu I presume) and confirm that this is the case please. Alternatively it would be good to know who is responsible for providing confirmation of incident closure.

Thanks
Anne

[cid:image018.png@01D062E5.DBBC2DC0]

Anne Allaker
Branch Support Programme

Upper Floors, The Markets Post Office,
6/16 New York Street,
Leeds, LS2 7DZ.
Mobile: **GRO**

Added evidence item 'image005.png' from Email attachment
Added evidence item 'image011.png' from Email attachment
Added evidence item 'image012.png' from Email attachment
Added evidence item 'image013.png' from Email attachment
Added evidence item 'image014.jpg' from Email attachment
Added evidence item 'image016.jpg' from Email attachment
Added evidence item 'image018.png' from Email attachment
Added evidence item 'image001.png' from Email attachment
Added evidence item 'image003.png' from Email attachment
Added evidence item 'image004.png' from Email attachment

Date:23-Mar-2015 12:09:32 User:_Customer Call_
spoke to antosh at SMC for an update, he will chase this up soon as they have an update they will let us know

Date:23-Mar-2015 12:10:33 User:_Customer Call_
Received a call from MAC for an update.

Can SSC please advice on this.

Date:23-Mar-2015 14:59:35 User:Sudip Sur
Reference Added: MSC Task 043T0086557

Date:23-Mar-2015 16:23:29 User:Sudip Sur
[Start of Response]
I have updated the failed session and the PM confirmed that he is now able to log on Node:1.

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

Date:24-Mar-2015 10:21:25 User:_Customer Call_
update from Atos:

Hello Team,

I have called branch and talk to PM, as per her mention incident got resolved and ready to close the ticket.

Date:24-Mar-2015 10:28:19 User:Sudip Sur
[Start of Response]

MSU please do the necessary reconciliation:

This office was doing a Banking txn 00-145925-1-3891961-1 cash withdrawal txn for £296.70 on 21/2/15 @14:05
The session (1-893961) also contained a non financial Health Lottery txn.

The cash withdrawal txn were authorised and receipt was printed
However PM didn't settle the txn basket.
While still logged on Node:1, PM then logged on Node:2 at 14:20pm.
User: HPA002 was warned about the concurrent login and the session on Node:1 will fail. But the PM carried on login on Node:2.
This caused Both txns to fail on Node:1.

On 23/2/15 when the user attempted to logon on Node:1, the recovery kicked-in. But the recovery failed due to Health lottery
ADCSript failure and preventing User Logon.

POL Branch Support team have now authorised us to remove/update the session in order for PM to use the node again.
I have carried out and completed the task. PM is now able to use the node again.

Reconciliation needed for the banking transaction:
The cash withdrawal txn was authorised and PM should have paid the money out.
If PM paid the money out as printed on the receipt then customers account should be ok.
However this will leave this office £296.70 short (cash shortage) as the session not completed fully.
POL need to do appropriate reconciliation; transaction correction.

MSU: Please send the call back to me once BIMs have been raised.

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

Date:24-Mar-2015 10:28:51 User:Sudip Sur
The Call record has been transferred to the team: MSU-Indt Mgt
Progress was delivered to Consumer

Date:24-Mar-2015 14:10:01 User:Jason Muir
BIMS issued to POL. Returning call to EDSC.

Date:24-Mar-2015 14:10:11 User:Jason Muir
The Call record has been transferred to the team: EDSC
Progress was delivered to Consumer

Date:24-Mar-2015 14:24:55 User:Clive Turrell
The Call record has been assigned to the Team Member: Sudip Sur
Progress was delivered to Consumer

Date:24-Mar-2015 16:17:03 User:Sudip Sur
[Start of Response]
All done.
This call may now be closed.

[End of Response]
Response code to call type L as Category 95 -- Final -- Advice after Investigation
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:24-Mar-2015 16:17:03 User:Sudip Sur
CALL PC0241528 closed: Category 95 Type L

Root Cause	Gen - Outside Program Control
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	24-Mar-2015 16:17 -- Sudip Sur