

Export

## Peak Incident Management System

|                |   |                            |                                   |
|----------------|---|----------------------------|-----------------------------------|
| Call Reference | PC0059497   | Call Logger                | Gerald Barnes -- Deleted Team     |
| Release        | Targeted At -- M1Clone                            | Top Ref                    | PWY WP 10694 CI4M1 PI TEST        |
| Call Type      | Cloned call                                       | Priority                   | B -- Progress stopped             |
| Contact        | EDSC  | Call Status                | Closed -- Fixed at Future Release |
| Target Date    | 13/12/2000  | Effort (Man Days)          | 0                                 |
| Summary        | Copy PC0058161 Receipts vs payments difference at |                            |                                   |
| All References | Type  | Value                      |                                   |
|                | Work Package                                      | PWY WP 10694 CI4M1 PI TEST |                                   |
|                | Copy From   | PC0058161                  |                                   |
|                | Other   | C                          |                                   |

## Progress Narrative

Date:20-Nov-2000 13:19:00 User:\_Customer Call\_  
CALL PC0058161 opened  
CALL PC0058161:Priority B:CallType L - Target 23/11/00 13:19:54  
20/11/00 13:20 Receipts vs payments difference at 145004 for CAP 34. R = 239668.63, P = 236432.63. Diff = 3236.00. This is not a migration issue. This outlet has no other open calls on Powerhelp. Please investigate and confirm if this is a CI3 or CI4 office. If this is a CI4 office this may be a new problem.  
F) Call details

Date:20-Nov-2000 13:20:00 User:\_Customer Call\_  
Diagnostician name:  
Customer opened date 20/11/2000 13:20:04

Date:20-Nov-2000 14:02:00 User:Barbara Longley  
Target Release updated to CSR-CI3\_2R  
Product General/Other/Misc Reconciliation added

Date:22-Nov-2000 17:03:00 User:Diane Rowe  
The Call record has been assigned to the Team Member: Diane Rowe  
Defect cause updated to 99:General - Unknown  
Hours spent since call received: 0 hours

Date:27-Nov-2000 14:38:00 User:Angela Shaw  
Can SSC please provide feedback to MSU on how this occurred? TI problem etc & the provide the reconciliation figures on this asap today as the 5 day SLA is up on this call today.  
Many thanks

Date:27-Nov-2000 15:01:00 User:Paul Steed  
F) Response :  
PRESCAN:Diane is not in today and so we have no idea what progress has been made so it is a start from scratch.  
[END OF REFERENCE 23288000]  
Responded to call type L as Category 40 -Incident Under Investigation  
The response was delivered to: PowerHelp  
The Call record has been assigned to the Team Member: Lina Kiang  
Hours spent since call received: 0 hours

Date:28-Nov-2000 09:57:00 User:Lina Kiang  
New evidence added - Complete message store for FAD 145004  
F) Response :  
The CheckBalance tool showed errors detected in CAP 34, SU:OOH:  
(1) PNo=1, Diff=-2882 (Txn total=-5315, Rollover total=-2433).  
(2) PNo=56, Diff=-107 (Txn total=-719, Rollover total=-612).  
(3) PNo=97, Diff=-125 (Txn total=-125, Rollover total=0).  
(4) PNo=2399, Diff=-122 (Txn total=-298, Rollover total=-176).  
which gives a Net Balance Error=-3236 (as reported).  
Routing to development for further investigation.  
[END OF REFERENCE 23302820]  
Responded to call type L as Category 40 -Incident Under Investigation

Date:28-Nov-2000 09:58:00 User:Lina Kiang  
The response was delivered to: PowerHelp  
The Call record has been transferred to the Team: QFP



Hours spent since call received: 2.0 hours

Date:28-Nov-2000 13:47:00 User:Les Ong

F) Response :

Is this CI3 or CI4? Please provide the appropriate audit log.

[END OF REFERENCE 23314005]

Responded to call type L as Category 96 -Insufficient evidence

Hours spent since call received: 0 hours

The Call record has been transferred to the Team: EDSC

The response has been routed to the gateway team for validation

Date:28-Nov-2000 16:26:00 User:Barbara Longley

In the absence of Diane, this call needs assigning to another team member.

Date:28-Nov-2000 17:01:00 User:Barbara Longley

The Call record has been assigned to the Team Member: Lina Kiang

Hours spent since call received: 0 hours

Date:28-Nov-2000 17:42:00 User:Lina Kiang

Target Release updated to CSR-CI4R

New evidence added - Event log for counter 2

New evidence added - Audit log for counter 2 17/11/00

F) Response :

This is a CI4 site. Added audit and event logs. Routing back to development.

[END OF REFERENCE 23328150]

Responded to call type L as Category 40 -Incident Under Investigation

The response was delivered to: PowerHelp

The Call record has been transferred to the Team: QFP

Hours spent since call received: 0.5 hours

Date:28-Nov-2000 18:04:00 User:Les Ong

The Call record has been transferred to the Team: EPOSS-FP

Hours spent since call received: 0 hours

Date:30-Nov-2000 11:31:00 User:Chris Hawkes

CALL PC0058161:Priority B:CallType N - Target 23/11/00 13:19:54

Date:05-Dec-2000 09:53:00 User:Walter Wright

The Call record has been transferred to the Team: EPOSS-Dev

Hours spent since call received: .1 hours

Date:05-Dec-2000 09:54:00 User:Walter Wright

The Call record has been assigned to the Team Member: Martin McConnell

Hours spent since call received: .1 hours

Date:05-Dec-2000 10:01:00 User:Walter Wright

The Call record has been transferred to the Team: EPOSS-FP

Hours spent since call received: .1 hours

Date:07-Dec-2000 12:13:00 User:Walter Wright

The Call record has been transferred to the Team: EPOSS-Dev

Date:07-Dec-2000 12:14:00 User:Walter Wright

Hours spent since call received: .1 hours

The Call record has been assigned to the Team Member: Gerald Barnes

Hours spent since call received: .1 hours

Date:08-Dec-2000 12:33:00 User:Gerald Barnes

New evidence added - Messages produced when stock unit OOH was rolled a

F) Response :

In fact the note "28/11/2000 17:42:42 - By Lina Kiang" may be true now - but at the time the bug occurred the system was running CI3\_2R.

I cut off the supplied message store to a date and time of 17th November 2000 and rerolled stock unit OOH from CAP 34 BP 1 to CAP 34 BP 2. I attach the messages produced as the file listen.dat. It will be noticed that this time the Opening figures produced differ from those produced in the live message store by the numbers quoted in "28/11/2000 09:57:46 - By Lina Kiang". This is another case of transactions being dropped. At CI3\_2R this happens with no error logged. At CI4L1 and above it is often the case that an error will be reported to the user in such cases (PinICL PC0038631)

I will have another look at M1 rollover and see if any further improvements can be made in error trapping to catch other Riposte Errors.

[END OF REFERENCE 23653194]



Responded to call type N as Category 40 -Incident Under Investigation  
The response has been flagged to the gateway team for validation  
CALL PC0059497:Priority B:CallType C - Target 13/12/00 12:33:21  
Call PC0059497 cloned from original call PC0058161

Date:08-Dec-2000 12:34:00 User:Gerald Barnes  
The call summary has been changed from:-  
Copy PC0058161 Receipts vs payments difference at  
The call summary is now:-  
Copy PC0058161 Receipts vs payments difference at  
The Call record has been transferred to the Team: EPOSS-Dev  
Defect cause updated to 14:Development - Code  
Hours spent since call received: .1 hours

Date:08-Dec-2000 12:43:00 User:Gerald Barnes  
The Call record has been assigned to the Team Member: Gerald Barnes  
Hours spent since call received: .1 hours

Date:11-Dec-2000 19:01:00 User:Gerald Barnes  
F) Response :  
The result code from many more Riposte calls excercised during stock unit rollover is now tested in EPOSSStockUnit.  
If errors occur you will get at least on Red Error event in the event log with source EPOSSStockUnit and more detailed information on each failure in the audit log.  
[END OF REFERENCE 23701291]  
Responded to call type C as Category 46 -Product Error Fixed  
The response was delivered on the system  
The Call record has been transferred to the Team: EPOSS-Rel  
Hours spent since call received: 12.3 hours

Date:12-Dec-2000 14:36:00 User:del(01/01 Denise Jackson)  
M1 Clone confirmed by QFP  
Target Release updated to M1Clone  
The call references have been updated. They are now:-  
T Copy From : PC0058161  
Other : C

Date:18-Dec-2000 12:42:00 User:Clifford Sawdy  
Link testing WP10694  
There appears to be no specific test that can be performed to prove a fix for the original problem regarding missing transactions.  
Performed a full link test cycle:Migration; SU transactions, balancing and Office rollovers;cash account and reconciliation to ensure no regression. All results were as expected with no red events in Event Viewer in regard to the issue described above.

Date:05-Jan-2001 09:13:00 User:Clifford Sawdy  
Further link testing cycle over 4 cash accounts would seem to confirm all is well.  
The Call record has been transferred to the Team: EPOSS-Post-Rel  
Hours spent since call received: 2.0 hours

Date:05-Jan-2001 16:02:00 User:Tim Canniffe  
Fix released in WP10694 CI4M1.  
The call references have been updated. They are now:-  
Copy From : PC0058161  
Other : C  
T Work Package : PWY\_WP\_10694 CI4M1 PI TEST  
The Call record has been transferred to the Team: Dev-Int-Rel  
Hours spent since call received: 0 hours

Date:05-Jan-2001 16:35:00 User:Miho Fujii  
Fast track available, please test.  
The Call record has been transferred to the Team: PI Test  
Hours spent since call received: 0 hours

Date:17-Jan-2001 17:40:00 User:Del(08/01 Martyn Hurst)  
We've run through complete M1 test cycles, and subsequent stock unit rollover and cash account testing as described above by Cliff, and have been unable to reproduce this error. Suggest this is now closed.  
The Call record has been transferred to the Team: EDSC  
Hours spent since call received: 0 hours

Date:18-Jan-2001 10:44:00 User:Neil Streeter  
F) Response :



Prescan - Closing call as fixed at future release PM has not been informed.  
[END OF REFERENCE 24246432]  
Responded to call type C as Category 74 -Fixed at Future release  
Hours spent since call received: 0 hours  
The response was delivered on the system

Date:19-Jan-2001 11:14:00 User:Les Ong  
CALL PC0059497 closed: Category 74, Type C  
Hours spent since call received: 0 hours

|                 |  |
|-----------------|--|
| Root Cause      | Development - Code   |
| Logger          | Gerald Barnes -- Deleted Team                              |
| Subject Product | General/Other/Misc -- Reconciliation (version unspecified) |
| Assignee        | Gerald Barnes -- Deleted Team                              |
| Last Progress   | 19-Jan-2001 11:14 -- Les Ong                               |