Export

Peak Incident Management System

Call Reference	PC0058161		Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- CSR-CI4R		Top Ref	E-0011201815
Call Type	N Hidden. Has ALL ResponseCategories for Admin use		Priority	B -- Progress stopped
Contact	EDSC		Call Status	Closed -- Reconciliation - resolved
Target Date	23/11/2000		Effort (Man Days)	0
Summary	Receipts vs payments difference at 145004 for CAP			
All References	Type		Value	
	PowerHelp		E-0011201815	
	Copy To		PC0059497	

Progress Narrative

```
Date:20-Nov-2000 13:19:00 User:_Customer Call_
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
CALL PC0058161 opened
```

```
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 PC0058161 cloned to new call PC0059497

Date:**08-Dec-2000 12:38:00** User:**Gerald Barnes**
F} Response :
As already stated "08/12/2000 12:33:03 - By Gerald Barnes" this is a case of
Riposte System calls failing with no error being logged. At CI4L1 things are
much better. The call has been cloned to PC0059497 to improve even further
still the logging of Riposte System call errors in stock unit rollover.
[END OF REFERENCE 23653555]
Responded to call type N as Category 74 -Fixed at Future release
Hours spent since call received: 8.6 hours
Defect cause updated to 14:Development - Code
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:**08-Dec-2000 14:05:00** User:**Mark Wright**
The Call record has been assigned to the Team Member: Lina Kiang
Hours spent since call received: 0 hours

Date:**12-Dec-2000 10:07:00** User:**Lina Kiang**
F} Response :
Routing call to MSU for closure.
[END OF REFERENCE 23704746]
Responded to call type N as Category 40 -Incident Under Investigation
The response was delivered to: PowerHelp
The Call record has been transferred to the Team: MSU-Indt Mgt
Hours spent since call received: 0.1 hours

Date:**12-Dec-2000 10:23:00** User:**Angela Shaw**
The Call record has been assigned to the Team Member: John Moran
Hours spent since call received: 0 hours

Date:**12-Dec-2000 13:22:00** User:**John Moran**
F} Response :
Final BIM issued explaining this to PON
Please close this call.
[END OF REFERENCE 23712653]
Responded to call type N as Category 68 -Administrative Response
Hours spent since call received: .3 hours
The Call record has been transferred to the Team: EDSC
The response has been routed to the gateway team for validation

Date:**12-Dec-2000 14:27:00** User:**Barbara Longley**
F} Response :
12/12/2000 13:22:09 - By John Moran - MSU
Final BIM issued explaining this to PON
Please close this call.
closing as Reconciliation Resolved
[END OF REFERENCE 23715289]
Responded to call type N as Category 90 -Reconciliation - resolved
Hours spent since call received: 0 hours
CALL PC0058161 closed: Category 90, Type N
The response was delivered to: PowerHelp

Date:**12-Dec-2000 14:37:00** User:**_Customer Call_**
Date and time complete: 12/12/2000 14:45:27
Service Complete (Confirmation) Received

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	General/Other/Misc -- Reconciliation (version unspecified)
Assignee	_Unassigned_ -- EDSC
Last Progress	12-Dec-2000 14:37 -- _Customer Call_