

Export

Peak Incident Management System

Call Reference	PC0204765	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X 01.00	Top Ref	PC0204889
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Avoidance Action Supplied
Target Date	30/09/2010	Effort (Man Days)	0
Summary	FAD138824 MSG31318 non-zero trading position on office rollover		
All References	Type	Value	
	Clone Call	PC0204889	
	SSCKEL	KEL wrightm33145J	
	TRIOLE for Service	2918024	
	Call reference	PC0204537	
	SSCKEL	KEL ballantj1759Q	
	DevIntRel-Director	Live Supp.Test	

Progress Narrative

Date:25-Sep-2010 10:42:47 User:_Customer Call_
CALL PC0204765 opened
Details entered are:-
Summary:PM states that he has rolled over but the system is telling ...
Call Type:L
Call Priority:C
Target Release:HNG-X 01.00
Routed to:EDSC - _Unassigned_

Date:25-Sep-2010 10:42:47 User:_Customer Call_

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INCIDENT MANAGEMENT
Date/Time Raised: Sep 25 2010 10:28AM
Priority: C
Contact Name: Melony -- NRSC
Contact Phone: [GRO]
Originator: XXXXXX@TFS01
Originator's reference: 2918024
Product Serial No:
Product Site: 138824

=====

PM states that he has rolled over but the system is telling him that he hasnt - pm states that he is in balance period 7 and he is states he is getting the message "wrong trading period MSG31318 office balancing error"

Incident History:

2010-09-25 10:28:24 [Uppal, Peldeep]
INIT : create a new request/incident/problem/change/issue

2010-09-25 10:33:01 [Uppal, Peldeep]
zneut_en_rmg : Transfer Notification

2010-09-25 10:33:01 [Uppal, Peldeep]
zneun_en_rmg : Open Notification

2010-09-25 10:33:06 [Uppal, Peldeep]
LOG : non zero trading position - MSG31318 Office balancing error there is a non zero trading position on rollover of branch by user WMC002 to trading period 8

2010-09-25 10:33:09 [Uppal, Peldeep]
FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

2010-09-25 10:33:17 [Uppal, Peldeep]
LOG : Node - 1

Username - WMC002

Time - 10:10

Date

TP - 7

BP - 1

Stock Unit - BM

Full error message - non zero trading position - MSG31318 Office balancing error there is a non zero trading position on rollover of branch by user WMC002 to trading period 8

SSC kels - nothing found

Yes the counter can be pinged

2010-09-25 10:39:02 [Uppal, Peldeep]
LOG : Unable to download event logs as tivoli is down

NBSC have ruled out user error -

has been to 2nd line @ nbsc - unable to resolve the issue

2010-09-25 10:40:59 [Uppal, Peldeep]
LOG : *****Please can you investigate why pm is getting the following message non zero trading position - MSG31318 Office balancing error there is a non zero trading position on rollover of branch by user WMC002 to trading period 8*****

2010-09-25 10:41:49 [Uppal, Peldeep]
TR : Transfer assignee from 'Uppal, Peldeep' to ''
Transfer group from 'HSH7' to 'PEAK'

2010-09-25 10:41:49 [Uppal, Peldeep]
zneut_en_rmg : Transfer Notification

Date:27-Sep-2010 08:49:49 User:Lorraine Elliott
The call summary has been changed from:-
PM states that he has rolled over but the system is telling ...
The call summary is now:-
FAD138824 msg wrong trading period MSG31318 office balancing error

Date:27-Sep-2010 08:49:57 User:Lorraine Elliott
Product EPOSS & DeskTop -- Counter Common (version unspecified) added.

Date:27-Sep-2010 08:54:09 User:Lorraine Elliott
The Call record has been assigned to the Team Member: Cheryl Card
Progress was delivered to Consumer

Date:27-Sep-2010 14:44:14 User:Cheryl Card
The call summary has been changed from:-
FAD138824 msg wrong trading period MSG31318 office balancing error
The call summary is now:-
FAD138824 MSG31318 non-zero trading position on office rollover

Date:27-Sep-2010 14:45:43 User:Cheryl Card
Reference Added: Call reference PC0204537

Date:27-Sep-2010 14:46:55 User:Cheryl Card
Reference Added: SSCKEL ballantj1759Q

Date:27-Sep-2010 14:47:36 User:Cheryl Card
Reference Added: SSCKEL wrightm33145J

Date:27-Sep-2010 15:16:30 User:Cheryl Card
[Start of Response]
The problem occurred on 15/09/10 when stock unit 02 rolled over. This was originally reported, as per KEL ballantj1759Q, in call PC0204537 /tfs 2868995, but for some reason the call was closed without being investigated.

There is a known problem with the use of the Cancel button during stock unit rollover. This is fully described in KEL wrightm33145J. A fix is currently being worked on.

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

Date:27-Sep-2010 15:25:37 User:Cheryl Card
[Start of Response]
Calls raised:
This call branch 138824 rolled 15/09/10 su 02 difference 23.97
PC0204263 branch 002014 rolled 09/09/10 su 01 difference 109.00
PC0203864 branch 235642 rolled 01/09/10 su AA difference 11.20
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:27-Sep-2010 15:56:06 User:Cheryl Card

[Start of Response]

As agreed, routing to Gareth Jenkins at Bus-Apps-Des for advice on how to correct the differences.

[End of Response]

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

Response was delivered to Consumer

Date:27-Sep-2010 15:56:15 User:Cheryl Card

The Call record has been transferred to the team: Bus Apps_Des

The Call record has been assigned to the Team Member: Gareth Jenkins

Progress was delivered to Consumer

Date:29-Sep-2010 13:44:28 User:_Customer Call_

As per KEL:wrightm33145J

The branch accounts will need to be corrected. Peak PC0204765 has been sent to development for advice on how to correct the accounts. For further occurrences of this problem, update PC0204765 with your branch details.

Node: H21740500102

Time: 29/09/10 13:17:31

Event Text: totalReceipts=73947.07, totalPayments=-73704.05. -

com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Severity: Critical

Alert Group: Counter App

and

Node: H19132000101

Time: 29/09/10 13:01:30

Event: Text:totalReceipts=80047.38, totalPayments=-80025.01. -

com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Severity: Critical

Alert Group: Counter APP

Date:29-Sep-2010 14:44:31 User:Joe Harrison

Problem as described in wrightm33145J

PC0203864

Node : H23564200102

Summary : Trading position is -11.20. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Alert Group : Counter APP

Alert Key : 0903

Event ID : 4096

First Occurrence : 02/09/2010 08:57:56

Date:30-Sep-2010 08:26:32 User:_Customer Call_

As per KEL:wrightm33145J

The branch accounts will need to be corrected.

Node: H18063200101

Time: 29/09/2010 18:22

Event Text: totalReceipts=131566.40, totalPayments=-131562.67. -

com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Severity: Critical

Alert Group: Counter App

Node: H17011400101

Time: 29/09/2010 18:21

Event Text: totalReceipts=3815.88, totalPayments=-3853.71. -

com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Severity: Critical

Alert Group: Counter App

Node: H15963200101

Time: 29/09/2010 17:54

Event Text: totalReceipts=161960.16, totalPayments=-162689.17. -

com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Severity: Critical

Alert Group: Counter App

Node: H40020700107

Time: 29/09/2010 17:28

Event Text: totalReceipts=18011.42, totalPayments=-18013.04. -

com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.

Severity: Critical

Alert Group: Counter App

Node: H23553900102
Time: 29/09/2010 17:24
Event Text: totalReceipts=77144.08, totalPayments=-76278.08. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter App

Node: H28141800103
Time: 29/09/2010 17:22
Event Text: totalReceipts=24099.58, totalPayments=-24093.32. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter App

Node: H17641000101
Time: 29/09/2010 17:12
Event Text: totalReceipts=111116.75, totalPayments=-111146.16. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter App

Date: **30-Sep-2010 08:32:25** User: **Gareth Jenkins**
Call has been cloned to Call: PC0204889 by User: Gareth Jenkins

Date: **30-Sep-2010 15:33:37** User: **_Customer Call_**
As per KEL:wrightm33145J
The Branch accounts will ned to be corrected

Node: H27754600101
Date and Time: 30/09/10 14:05:53
Event text: totalReceipts=3781.02, totalPayments=-3779.66. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP

Date: **05-Oct-2010 09:43:25** User: **David Seddon**
Evidence **Added** - FAD122946 - Rollover/BTS reports, rep_events_data, rep_session_data

Date: **05-Oct-2010 09:56:52** User: **John Simpkins**
Evidence **Added** - BRSS OPENING_BALANCE extract

Date: **05-Oct-2010 09:57:14** User: **John Simpkins**
Evidence **Added** - BRSS BTS_RX_DATA extract

Date: **06-Oct-2010 13:57:39** User: **_Customer Call_**
As per KEL:wrightm33145J
The Branch accounts will ned to be corrected

Node: H13785900101
Date and Time: 06/10/10 12:48:08
Event text: totalReceipts=85535.77, totalPayments=-85393.78. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP

Date: **06-Oct-2010 14:11:46** User: **Cheryl Card**
As per KEL:wrightm33145J
The Branch accounts will need to be corrected

Node: H01113600101
Date and Time: 06.10.2010 @09:26:18
Event text: totalReceipts=633.76, totalPayments=-620.18. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP

(Also raised as PC0205076)

Date: **06-Oct-2010 14:25:08** User: **Niall Vincent**
A Priority TFS call 2973684 sent to SSC/EDSC for H01113600101 "Total Receipts" @ 09:26:18

Date: **06-Oct-2010 15:36:13** User: **_Customer Call_**
As per KEL:wrightm33145J
The Branch accounts will ned to be corrected

Node: H01600100106
Date and Time: 06/10/10 14:28:29

Event text:totalReceipts=30802.52, totalPayments=-30775.31. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.Severity:Critical
Alert Group:Counter APP

Date:07-Oct-2010 10:26:16 User:_Customer Call_
Node: As per KEL:wrightm33145J

The branch accounts will need to be corrected.

Node: H13883200102
Time: 06/10/2010 17:39:38
Event Text: totalReceipts=64717.61, totalPayments=-64696.95. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter App

Node: H20802000101
Time: 06/10/2010 18:45:59
Event Text: totalReceipts=99911.32, totalPayments=-99834.36. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter App

Node: H13502600102
Time: 07/10/2010 08:58:37
Event Text: totalReceipts=15101.23, totalPayments=-15190.00. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR..
Severity: Critical
Alert Group: Counter App

Date:07-Oct-2010 10:28:46 User:_Customer Call_
Node: As per KEL:wrightm33145J

The branch accounts will need to be corrected.

Node: H40020700101
Time: 07/10/2010 09:35:38
Event Text: Trading position is -1.62. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions
ERROR.Severity: Critical
Alert Group: Counter App

Date:07-Oct-2010 15:31:28 User:_Customer Call_
As per KEL: wrightm33145J

The branch accounts will need to be corrected.

Node: H27754600101
Time: 07/10/10 14:48:57
Event Text: Trading position is 1.36. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP

Date:13-Oct-2010 15:57:54 User:_Customer Call_
As per KEL: wrightm33145J

The branch account will need to be corrected.

Node: H37442700101
Time: 13/10/10 14:58:06
Event Text: totalReceipts=14152.07, totalPayments=-14072.88. -
com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP

Date:14-Oct-2010 10:57:28 User:_Customer Call_
Further events found:

Node: H13182400103
Time: 14/10/10 09:39:22
Event Text: Trading position is -48.35. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Count: 1
First Occurrence: 14/10/10 09:39:22
Last Occurrence: 14-OCT-2010

Node: H13182400102
Time: 14/10/10 09:31:31
Event Text: Trading position is -48.35. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Count: 1

First Occurrence: 14/10/10 09:31:31
Last Occurrence: 14-OCT-2010

Node: H23832000103
Time: 14/10/10 09:09:35
Event Text: Trading position is 91.34. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Count: 1
First Occurrence: 14/10/10 09:09:35
Last Occurrence: 14-OCT-2010

Node: H22231100101
Time: 14/10/10 09:09:11
Event Text: Trading position is -115.60. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Count: 1
First Occurrence: 14/10/10 09:09:11
Last Occurrence: 14-OCT-2010

Date:14-Oct-2010 13:23:16 User:_Customer Call_
Further events:

Node: H13883200101
Time: 14/10/10 12:12:10
Event Text: Trading position is 20.66. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Count: 1
First Occurrence: 14/10/10 12:12:10
Last Occurrence: 14-OCT-2010

Date:16-Oct-2010 11:07:30 User:_Customer Call_
Further event:

Node: H13883200101
Time: 16/10/10 10:27:25
Event Text: Trading position is 20.66. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Count: 1
First Occurrence: 16/10/10 10:27:25
Last Occurrence: 16-OCT-2010

Date:18-Oct-2010 13:55:46 User:Gareth Jenkins
Returning to SSC as agreed with Mark

Date:18-Oct-2010 13:55:57 User:Gareth Jenkins
The Call record has been transferred to the team: EDSC
Progress was delivered to Consumer

Date:18-Oct-2010 14:13:33 User:Darran Avenell
The Call record has been assigned to the Team Member: Mark Wright
Progress was delivered to Consumer

Date:20-Oct-2010 13:24:28 User:_Customer Call_
Further event found:

Node: H21740100103
Time: 20/10/10 12:13:15
Event Text: totalReceipts=10232.42, totalPayments=-10232.15. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Alert Group: Counter APP
Tally: 1
First Occurrence: 20/10/10 12:13:15
Last Occurrence: 20-OCT-2010

Date:21-Oct-2010 10:25:17 User:_Customer Call_
As per Kel:wrightm33145J

The branch accounts will need to be corrected.

Node:H45831100101
Time:20/10/10 17:41:21
Event Text:totalReceipts=116682.50, totalPayments=-116671.42. - com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity:Critical

Alert Group:Counter APP

Date:27-Oct-2010 15:18:36 User:_Customer Call_
Further event found:

Date/Time:27/10/10 14:42:05
Node: H37442700101
Event text: Trading position is 79.19. - com.fujitsu.poa.ctr.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Tally: 1
First Occurance: 27/10/10 14:42:05
Alert Group: Counter APP
Event ID: 4096

Date:28-Oct-2010 15:18:58 User:_Customer Call_
Date/Time:27/10/10 13:37:13
Node: H21740500102
Event text: Trading position is 243.02 com.fujitsu.poa.ctr.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Tally: 1
First Occurance:
Alert Group: Counter APP
Event ID: 4096

Date:28-Oct-2010 15:20:28 User:_Customer Call_
Further event found:

Date/time: 27/10/10 14:42:05
Node: H37442700101
Event text: Trading position is 79.19. - com.fujitsu.poa.ctr.businesslogic.print.velocity.VelocityHelperFunctions ERROR.
Severity: Critical
Tally: 1
First Occurance: 27/10/10 14:42:05
Alert group: Counter APP
Event ID: 4096

Date:30-Oct-2010 09:15:39 User:_Customer Call_
Further events:

Date:29/10/10 23:53:56
Node:H01393700101
Event Text:Thread died unexpectedly - com.fujitsu.poa.ctr.mainstart.StartupThreadGroup ERROR.
Severity:Critical
Tally:3
First Occurance:29/10/10 23:53:56
Alert Group:Counter
Event ID:APP 409

Date:30-Oct-2010 09:18:10 User:_Customer Call_
Further events:

Date:30/10/10 00:00:06
Node:H21555200105
Event Text:Thread died unexpectedly - com.fujitsu.poa.ctr.mainstart.StartupThreadGroup ERROR.
Severity:Critical
Tally:1
First Occurance:30/10/10 00:00:06
Alert Group:Counter APP
Event ID:4096

Date:30-Oct-2010 09:19:11 User:_Customer Call_
Further events.

Date:30/10/10 03:45:44
Node:H18954200103
Event Text:Thread died unexpectedly - com.fujitsu.poa.ctr.mainstart.StartupThreadGroup ERROR.
Severity:Critical
Tally:1
First Occurance:30/10/10 03:45:44
Alert Group:Counter APP
Event ID:4096

Date:01-Nov-2010 10:29:07 User:Mark Wright
[Start of Response]
The software issue that caused the discrepancy is being monitored and all instances are being reported directly to POL Duty Manager with all the relevant figures and reports. I have confirmed that this issue at this office has already been reported through. POL will get in touch with the PM regarding any remedial actions. 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.
Service Response was delivered to Consumer

Date:01-Nov-2010 10:29:07 User:Mark Wright
CALL PC0204765 closed: Category 70 Type L

Date:01-Nov-2010 10:29:07 User:Mark Wright
Defect cause updated to 14 -- Development - Code

Date:01-Nov-2010 13:17:32 User:_Customer Call_
Consumer XXXXXX@TFS01 has acknowledged 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	01-Nov-2010 13:17 -- _Customer Call_