To: Jenkins Gareth G | GRO |
Cc: Parker Steve | GRO |
From: Chambers Anne O[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=ANNE.CHAMBERS]
Sent: Thur 5/6/2010 10:40:34 AM (UTC)
Subject: RE: Receipts payments mismatches

Gareth,

Yes there is a KEL (ballantj1759Q) which tells SMC to raise a call if they see this event.

I haven't noticed any calls (but I haven't been doing that sort of call recently). I do have a PM-raised call from a few weeks back which I need to look at (the mismatch was only for a few pence so it has gone to the back of the heap).

Anne

☎ | GRO |
external | GRO |

From:	Jenkins Gareth GI
Sent:	06 May 2010 11:16
To:	Chambers Anne O
Subject:	Receipts payments mismatches

Anne,

I've been having a look at the NT Counter events from last week and spotted the following two:

27/04/2010 17:26	H08602500101	totalReceipts=477141.47, totalPayments=-471141.47. -com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.	Critical
23/04/2010 09:11	H24121700101	totalReceipts=759968.17, totalPayments=-739968.17. -com.fujitsu.poa.ctrc.businesslogic.print.velocity.VelocityHelperFunctions ERROR.	Critical

These look like Receipts and Payments mismatches.

Jon advises me that there were also raised from the Office Snapshot erroneously, but that peak (194381) was fixed in CTR025.08 which should be Live.

Have you been made aware of these or had any calls? I don't know if there is a KEL for SMC to pick up any such events and raise calls - there certainly ought to be one.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Applications Architect
Royal Mail Group Account

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Please consider the environment - do you really need to print this email?