Peak Incident Management System

Call Reference	PC0179987	Call Logger	QC PEAK Interface user -- QC Interface
Release	Targeted At -- HNG-X CTR017	Top Ref	CTR_APP_X0105_V026-V025
Call Type	Quality Centre Raised Incidents/Defects	Priority	C -- Low Impact - Priority 2
Contact	QC PEAK Interface user	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	29/04/2009	Effort (Man Days)	0
Summary	RV ACC: Basket with recoverable and non-recoverable transactions results in unending loop		
All References	Type	Value	
	Product Baseline	CTR_APP_ X0105_V025	
	QC Severity	2 - Medium	
	QC_DEFECTID	8735-hng_x_hng_x_release_1_db.	
	Product Baseline	CTR_DATA_X0105_V003-V002	
	QC Defect No	8735	
	Product Baseline	CTR_APP_X0105_V026-V025	

Progress Narrative

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Date:24-Apr-2009 11:05:07 User:QC PEAK Interface user
CALL PC0179987 opened
Details entered are:-
Summary:RV ACC: Basket with recoverable and non-recoverable transactions results in unending loop
Call Type:Q
Call Priority:C
Target Release:HNG-X INT14
Routed to:EDSC - _Unassigned_
*************************************************************************
******************** Quality Centre Bug Report ********************
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Bug Reference: 8735-hng_x_hng_x_release_1_db.
Test Date: Apr 23 2009 12:00AM
Test User: spencera
QC Impact: 2 - Medium
Pathcode: Path201
OTI Team: None
Product: RV - ACC - NS&I
Product Version: Unspecified
Summary: RV ACC: Basket with recoverable and non-recoverable transactions results in unending loop
Incident Description:

Same as 8121 but for NS&I APOP transactions

HZN CTR 16
Logged on counter 511777 node 3

I sold 1st class stamp (31p), 1st Class Large Stamp (61p), A&L Giro Deposit (£59.99) and performed a NS&I APOP transaction
(£475.21) and placed them on the stack.

I selected settlement and pressed Fast Cash then I crashed the counter.

After reboot I logged on as the same user and the recovery process started. A System error MSG90025 was then shown giving
detail of a 0291 error code. Selected continue and the system then logged me out saying I was not connected to the Data Centre
(but I am as my comms links are OK). This happens every time you log on.
Comments:


Steve Wiseall <wisealls>, 24/04/09 09:58:30:
Details sent to Torstein Godeseth for review

Steve Wiseall <wisealls>, 24/04/09 10:56:52:
Response from TG:
I don't see 8735 as a script error so this should be bounced to Fujitsu.

Steve Wiseall <wisealls>, 24/04/09 10:57:16:
Sending to PEAK as requested by Torstein

Date:24-Apr-2009 11:29:32 User:John Simpkins
The Call record has been transferred to the team: HNG-X_Ctr_OSR


Date:24-Apr-2009 12:43:28 User:Mukesh Mehta
The Call record has been transferred to the team: xCtr_AS&B2_Dev
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Date:**24-Apr-2009 15:22:56** User:**Martin Day**
The Call record has been assigned to the Team Member: Martin Day

Date:**24-Apr-2009 15:35:19** User:**Martin Day**
[Start of Response]
This has been fixed for CTR017.E1. There were a couple of issues, recovery being called twice, and the basket not being add up
to 0, PC0178729 and PC0179550.
[End of Response]
Response code to call type Q as Category 46 -- Pending -- Product Error Fixed

Date:**24-Apr-2009 15:37:31** User:**Martin Day**
The Call record has been transferred to the team: HNG-X_Ctr-Rel

Date:**29-Apr-2009 09:47:48** User:**Michelle Norton**
The call Target Release has been moved to:Targeted At -- HNG-X CTR017
Reference Added: Product Baseline CTR_APP_ X0105_V025
[Start of Response]
Not tested in CIT
[End of Response]
Response code to call type Q as Category 48
The Call record has been transferred to the team: Development Integration Release Team
The Call record has been assigned to the Team Member: _Unassigned_

Date:**29-Apr-2009 15:22:40** User:**Matt Swain**
Reference Added: Product Baseline CTR_DATA_X0105_V003-V002

Date:**29-Apr-2009 15:23:23** User:**Matt Swain**
Reference Added: Product Baseline CTR_APP_X0105_V026-V025
[Start of Response]
CTR_DATA_X0105_V003-V002 and CTR_APP_X0105_V026-V025 available for testing
[End of Response]
Response code to call type Q as Category 60

Date:**06-May-2009 16:55:08** User:**QC PEAK Interface user**
Incident closure received from Quality Centre
Comments Update:

Andy Spencer <spencera>, 06/05/2009 08:32:43: Retested and with a session with recoverable and unrecoverable items the recovery
is complete and the system does not loop round continously. Defect now closed.

Date:**06-May-2009 16:55:09** User:**QC PEAK Interface user**
CALL PC0179987 closed: Category 60 Type Q

Root Cause	General - Unknown
Logger	QC PEAK Interface user -- QC Interface
Subject Product	QC Defects -- RV - ACC - NS&I (version: 1)
Assignee	QC PEAK Interface user -- QC Interface
Last Progress	06-May-2009 16:55 -- QC PEAK Interface user