Peak Incident Management System

Call Reference	**PC0188442**	Call Logger	Deleted User -- QC Interface
Release	Reported In -- SV&I Cycle 9	Top Ref	COMPLETE
Call Type	Quality Centre Raised Incidents/Defects	Priority	B -- Medium Impact - Priority 3
Contact	Deleted Contact	Call Status	Closed -- Unspecified QC closure requested
Target Date	27/09/2009	Effort (Man Days)	0
Summary	SVIC9 - Postal Orders: Recovery of Open Value Encashment Fails with Red dot events.		

All References	Type	Value
	SSCKEL	KEL KEL arnolda229R
	QC_DEFECTID	11970-hng_x_hng_x_release_1_db.
	QC Severity	3 - High
	QFP Review	COMPLETE
	QC Defect No	11970

Progress Narrative

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Date:25-Sep-2009 09:10:06 User:Andy Ringshaw
CALL PC0188442 opened
Details entered are:-
Summary:SVIC9 - Postal Orders: Recovery of Open Value Encashment Fails with Red dot events.
Call Type:Q
Call Priority:B
Target Release:SV&I Cycle 9
Routed to:EDSC - _Unassigned_
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Date:25-Sep-2009 09:10:06 User:Andy Ringshaw
*****************************************************************
******************** Quality Centre Bug Report ********************
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Bug Reference: 11970-hng_x_hng_x_release_1_db.
Test Date: Sep 24 2009 12:00AM
Test User: RingshawA
QC Impact: 3 - High
Pathcode: Path201
OTI Team: None
Product: Counter
Product Version: CTR023
Summary: SVIC9 - Postal Orders: Recovery of Open Value Encashment Fails with Red dot events.
Incident Description:

Pls see attached zip of counter logs, screenshots plus Ref Data WDS & extract from BRDB_RX_RECOVERY_TRANSACTIONS.

An Open Value Encashment for £5.00 was performed, the txn was authorised by the apop db, and added to the Basket but the counter
crashed before the Basket could be settled.
On Login Recovery was invoked and a 'Recovery Failure' receipt was printed for £0.00.
Two red dot events were recorded as follows:-
'The description for Event ID ( 4096 ) in Source ( Log4j ) could not be found. It contains the following insertion string(s): 0852:
Session 101622 could not recover 2294 - com.fujitsu.poa.ctrc.businesslogic.recovery.strategy.status.RecoveryState ERROR'
'The description for Event ID ( 4096 ) in Source ( Log4j ) could not be found. It contains the following insertion string(s): 0920:
Unable to find recovery script ADCScript-PORecovery-8130). - com.fujitsu.poa.domain.adc.AdcTransactionState ERROR'.

Pls investigate & advise.
Comments:
Andy Ringshaw <ringshawa>, 24/09/2009 16:04:26:
Chris
I suspect this is an ADC script problem and that when the Recovery function in the GenerOnline datatype is writing the Recovery
record to BRDB_RX_RECOVERY_TRANSACTIONS it is nominating a Recovery Script that does not exist.
The impact of this not being fixed is that Open Value txns that crash or lose connection during a Session will not Recover.
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Date:25-Sep-2009 09:10:08 User:Andy Ringshaw
Evidence imported from QC - BUG_11970_BRDB_RX_RECOVERY_TRANSACTIONS.csT
Evidence imported from QC - BUG_11970_overseas recovery.zip
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Date:25-Sep-2009 09:13:53 User:Lorraine Elliott
The Call record has been assigned to the Team Member: Kevin Miller
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Date:25-Sep-2009 10:20:06 User:Andy Ringshaw
Comments Update:
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Andy Ringshaw <ringshawa>, 25/09/2009 10:11:42:
I have checked the output files this morning and there is no AP Client or POLMIS file for this txn although the APOP db shows the encashment as successful.

Date:25-Sep-2009 14:56:31 User:Kevin Miller
The Call record has been transferred to the team: Ref-DataCS-Dev
The Call record has been assigned to the Team Member: Kath Greenwood

Date:28-Sep-2009 11:11:09 User:Peter Okely
Reference Added: QFP Review COMPLETE

Date:28-Sep-2009 13:45:08 User:Andy Ringshaw
Comments Update:

Andy Ringshaw <ringshawa>, 25/09/2009 10:11:42:
I have checked the output files this morning and there is no AP Client or POLMIS file entry for this txn although the APOP db shows the encashment as successful.Evidence imported from QC - BUG_11970_r3sep24.zip

Date:29-Sep-2009 14:17:28 User:Kath Greenwood
The Call record has been transferred to the team: POCL-Test-Data
The Call record has been assigned to the Team Member: At-POL

Date:29-Sep-2009 14:30:21 User:Kath Greenwood
[Start of Response]
Martin & I have investigated and find there is a typo in the 8130 script (double closing bracket in two WriteRecoveryData steps 9,23) which seems to be causing the problem:

<Validation>RECOVERY(ADCScript-PORecovery-8130)}</Validation>

We are going to try it without as an Addon but POL will need to change the master source.

[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:12-Oct-2009 16:02:57 User:Andrea Lowndes
Reference Added: SSCKEL_KEL_arnolda229R

Date:21-Oct-2009 09:20:06 User:Andy Ringshaw
Incident closure received from Quality Centre
Comments Update:

Steve Wiseall <wisealls>, 30/09/09 17:16:40:
Covered under issue 105 in ADC issues s/sheet.

Andrea Arnold <arnolda>, 12/10/2009 16:02:56: KEL arnolda229R raised.

Martin Rolfe <rolfem>, 14/10/2009 09:55:40: Fixed in delivery of ADC scripts from Bryn Morgan on 12/10/09. Status amended to FIXED.

Martin Rolfe <rolfem>, 21/10/2009 09:13:43: 2 x Open Value PO Encashment transactions successfully recovered today. Status amended to CLOSED.

Date:21-Oct-2009 09:20:06 User:Andy Ringshaw
CALL PC0188442 closed: Category 99 Type Q

Root Cause	General - Unknown
Logger	Deleted User -- QC Interface
Subject Product	QC Defects -- Counter (version: 1)
Assignee	At-POL -- POCL-Test-Data
Last Progress	21-Oct-2009 09:20 -- Andy Ringshaw