

Export

Peak Incident Management System

Call Reference	PC0211788	Call Logger	Customer Call -- EDSC
Release	Reported In -- HNG-X R4	Top Ref	4513092
Call Type	Live Incidents/Defects	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Ref Data Fix Available to Call Logger
Target Date	07/08/2011	Effort (Man Days)	0
Summary	FAD014323 PM is stuck on the recovery option		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	SSCKEL	KEL acha4353P	
	TRIOLE for Service	4513092	
	MSC Task	043T0059188	
	SSCKEL	KEL acha4353P	

Progress Narrative

Date:02-Aug-2011 15:53:28 User:_Customer Call_

CALL PC0211788 opened

Details entered are:-

Summary:Pm states he is stuck on the recovery option

Call Type:L

Call Priority:C

Target Release:HNG-X R4

Routed to:EDSC - _Unassigned_

Date:02-Aug-2011 15:53:27 User:_Customer Call_

=====

INCIDENT MANAGEMENT

Date/Time Raised: Aug 2 2011 9:34AM

Priority: C

Contact Name: Segun ogundibo

Contact Phone: [REDACTED] GPO

Originator: XXXXXX@FSU1

Originator's reference: 4513092

Product Serial No:

Product Site: 014323

=====

Pm states he is stuck on the recovery option

Incident History:

2011-08-02 09:34:56 [Hale, Perry]

INIT : create a new request/incident/problem/change/issue

2011-08-02 09:43:28 [Hale, Perry]

zneut_en_rmg : Transfer Notification

2011-08-02 09:43:28 [Hale, Perry]

zneun_en_rmg : Open Notification

2011-08-02 09:43:52 [Hale, Perry]

LOG : Pm states when he tried to complete a Postal order of £31.21 the counter froze so he rebooted the counter

after the counter had successfully loaded up he tried to complete the recovery transaction and log in

Pm states when he tries to complete the recovery it would respond by saying " has the payment been made with the customer - the Pm would select no - Pm states it comes back with a message stating MSG10802 please contact NBSC

2011-08-02 09:46:42 [Hale, Perry]

FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

2011-08-02 09:46:47 [Hale, Perry]

LOG : Pm states he had talked to the NBSC and they state that they couldnt see the transaction from thier side and passed him on to us - The previous agent asked him to reboot - see ref 4512601

2011-08-02 09:49:13 [Hale, Perry]

LOG : The transaction is a £31.21 postal order

This was attempted at about 09:00

Node 12

Username SOG002

TP04

BP01

Stock unit FH

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2011-08-02 09:50:45 [ Hale, Perry]
LOG : 2LS please investigate why the PM cant log in and use the recovery
---
2011-08-02 09:57:36 [ Hale, Perry]
LOG : Downloaded event logs

ref number 1666738
---
2011-08-02 09:58:35 [ Hale, Perry]
LOG : Checked by PSE Tom

sent to 2LS
---
2011-08-02 10:00:54 [ Hale, Perry]
zneut_en_rmg : Transfer Notification
---
2011-08-02 10:00:54 [ Hale, Perry]
TR : Transfer assignee from 'Hale, Perry' to ''
Transfer group from 'HSH3' to 'HSD 2LS Team'
---
2011-08-02 10:01:35 [ Martin, Jose]
TR : Transfer assignee from '' to 'Martin, Jose'
---
2011-08-02 10:01:35 [ Martin, Jose]
zneut_en_rmg : Transfer Notification
---
2011-08-02 10:11:49 [ Martin, Jose]
LOG : In first instance if the PM is getting a message to contact NBSC (MSG10802)

Checking user sessions on smiley:
DDA002 12 SH
FAILED
01-AUG-2011 08:09:09

This shows the user DDA002 has a failed session from yesterday that needs to be recovered.

Advised PM to log onto SU SH with that user name and recover transaction.

PM states it has tried but has a blank screen now.
---
2011-08-02 10:31:06 [ Martin, Jose]
LOG : Events are fine for node 12

Advised PM to reboot and we'll call back in 10mins.
---
2011-08-02 10:50:52 [ Martin, Jose]
CB : PM states still the same issue MSG10802 please contact NBSC

Advised PM the User sessions is also showing:
USER:DDA002
NODE: 12
Failed session:01-AUG-2011 08:09:09

PM states blank screen so advised PM to reboot once more and we'll call back. PM is OK with it.
---
2011-08-02 11:05:03 [ Martin, Jose]
CB : Busy line, to retry
---
2011-08-02 11:16:41 [ Martin, Jose]
LOG : PM states the system is trying to recover the session but then same message:
MSG10802 please contact NBSC and then cannot log out as getting blank screen.

Advised PM to reboot to clear the screen and that further investigation is needed, ref given
---
2011-08-02 12:09:50 [ Martin, Jose]
LOG : I have looked at the PostOfficeCounter.log and message.log.
Every time user tries to log on it appears that the system initiates a reversal recovery process which is failing due to invalid
value being input. As a result this counter crashes and needs rebooting.

2011-08-02 07:02:34,620 UTC   MSG10102: Previous Login Details
2011-08-02 07:02:37,154 UTC   Button : 0 / Continue
2011-08-02 07:02:37,555 UTC   MSG04024: Recovery
2011-08-02 07:03:12,167 UTC   Button : 0 / Continue
2011-08-02 07:03:15,161 UTC   MSG10800: Postal Order Encash Recovery
2011-08-02 07:07:45,155 UTC   Button : 1 / No
2011-08-02 07:07:46,117 UTC   MSG10802: Postal Order Encashed
2011-08-02 07:07:52,847 UTC   Button : 0 / OK
2011-08-02 07:07:53,648 UTC   MSG00012: Invalid Value

POC.log : 4513092-tar304.tar for 02/08/2011
POC.log : 4513092-tar240.tar for 01/08/2011

Message.log: 4513092-tar234.tar for 02/08/2011
Message.log: 4513092-tar303.tar for 01/08/2011
---
2011-08-02 14:04:04 [ Martin, Jose]
LOG : Calling back, busy line
---
2011-08-02 14:55:40 [ Martin, Jose]
```

CB : Calling PO to gather further info. Busy line, to retry

2011-08-02 15:32:03 [Martin, Jose]

LOG : KEL surs1147Q

KEY Strikes:

PM states getting a Postal order encashment transaction recovery message for £-31.21 when logging in.

REF: 98269365970083756848

Was payment made with the Customer as a result of this transaction.

Options: Yes or no will bring up a white screen with the backspace option but when hit there is no response and neither by pressing any key and as a consequence the PM has to reboot.

TP:4

BP:3

SU:SH

Node: 12

USER:DDA002

Spoke to Anne Chamber that advises to send the call to PEAK

Please investigate failure of recovery process.

2011-08-02 15:52:06 [Martin, Jose]

TR : Transfer assignee from 'Martin, Jose' to ''

Transfer group from 'HSD 2LS Team' to 'PEAK'

2011-08-02 15:52:06 [Martin, Jose]

zneut_en_rmg : Transfer Notification

Date:02-Aug-2011 16:05:04 User:_Customer Call_

User:Denise states getting a Postal order encashment transaction recovery message for £-31.21 when logging in.

REF: 98269365970083756848

Was payment made with the Customer as a result of this transaction. No

Options: Yes or no will bring up message:The value input -31.21 is outside the allowed range (1p to £250)

Date:02-Aug-2011 16:13:45 User:Cheryl Card

Product HNG-X Miscellaneous -- Counter (version unspecified) added.

Date:02-Aug-2011 16:14:19 User:Cheryl Card

The call summary has been changed from:-

Pm states he is stuck on the recovery option

The call summary is now:-

FAD014323 PM is stuck on the recovery option

Date:02-Aug-2011 16:14:29 User:Cheryl Card

The Call record has been assigned to the Team Member: Anne Chambers

Progress was delivered to Consumer

Date:02-Aug-2011 17:41:22 User:Anne Chambers

[Start of Response]

Postal Order 9700837568 is stored on the APOP database with negative value -31.21. Postal Orders normally have a positive value.

When the counter AP-ADC scripts retrieve the voucher information from the database, an 'Invalid Value' message was output, but it was not possible to get out of the script cleanly. Since this is a recoverable transaction, whenever someone tries to log on, it again tries to process the stored recovery info, but keeps failing because the value is invalid.

The counter (node 12) is unusable and stock unit SH cannot be rolled over until the problem is resolved.

[End of Response]

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

Response was delivered to Consumer

Date:02-Aug-2011 18:00:59 User:Anne Chambers

[Start of Response]

I think there are 3 problems here - the first two are under POL's control:

1. APOP Batch file processing doesn't validate that PORD voucher values are positive. The erroneous record was in file COS20110715003.por, with ref homophone3-17414.

2. Postal order encashment AP_ADC scripts, and recovery scripts, check for and report 'invalid value', but don't apparently allow a clean exit.

3. We need to take some action to make the counter useable again. The obvious method is to remove the recovery record under give it a 'settlement complete' timestamp. Preferably in time for the stock unit to be balanced Wed pm.

2LS have spoken to the PM who says the money was not paid out - the customer will have to follow this up with the Postal Order Administration team. So abandoning the recovery will not impact the branch accounts.

[End of Response]

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

Response was delivered to Consumer

Date:03-Aug-2011 10:02:40 User:Anne Chambers

Reference Added: MSC Task 043T0059188

Date:03-Aug-2011 10:03:46 User:Anne Chambers

Evidence Added - Fix

Date:03-Aug-2011 10:40:41 User:Anne Chambers

[Start of Response]

MSC actioned, contacted branch, clerk was able to log onto counter 12 successfully without it attempting recovery.

[End of Response]

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

Response was delivered to Consumer

Date:03-Aug-2011 17:13:30 User:Anne Chambers

[Start of Response]

This update needs to be sent to the Postal Order Administration Team - IMT please email to POSD and request them to send it on.

An attempt was made to encash Postal Order 9700837568 on counter 12 at branch 014323, on 1st August at 14:44.

The encashment was authorised but the value stored on the APOP database for this voucher is negative: -31.21. The counter failed to complete the encashment, and then failed repeatedly in recovery until we took steps to clear out the recovery record.

I understand from the branch that they contacted NBSC and were advised to impound the postal order and return it to Chesterfield.

I've discovered that normally in Postal Order recovery, the encashment session will be settled, even if the clerk replies 'No' to the question 'Was payment made to the Customer as a result of this transaction?'. Then the clerk is advised to contact NBSC and I assume normal practice is for a Transaction Correction to be issued to undo the effects. In this case, the encashment was never settled, so no Transaction Correction should be required.

We are already talking to Ian Trundell about improving the validation of Postal Order corporate sales (received via batch files) to prevent negative values from being stored in future.

[End of Response]

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

Response was delivered to Consumer

Date:04-Aug-2011 08:51:54 User: Customer Call

I have mailed this information over to POL - Awaiting their update.

Date:04-Aug-2011 09:20:47 User: Customer Call

Spoke with Julie at POL to let her know that email was being sent for forwarding onto Postal Order Administration Team.

Date:04-Aug-2011 10:12:31 User: Customer Call

Julie at POL advised Via email that This has been forwarded to the Post Order Administration team

Date:04-Aug-2011 17:19:21 User:Anne Chambers

[Start of Response]

Counter is now fully operational. KEL acha4353P raised in case it happens again. Details of problem postal order and consequences at the branch have been sent to the Postal Order admin team. APOP batch validation being improved - routing call to RefData team who are overseeing this.

[End of Response]

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

Response was delivered to Consumer

Date:04-Aug-2011 17:19:35 User:Anne Chambers

The Call record has been transferred to the team: Ref-DataCS-Liv

Progress was delivered to Consumer

Date:06-Aug-2011 08:15:33 User:David Wilcox

The Call record has been assigned to the Team Member: Rob Gelder

Progress was delivered to Consumer

Date:08-Aug-2011 09:09:16 User: Rob Gelder

POL Submitted APOP/1108/001 this has been validated by RDT and is now with POL to authorise.

Date:08-Aug-2011 09:11:11 User: Rob Gelder

The Call record has been transferred to the team: POCLRefDataOSG

The Call record has been assigned to the Team Member: Rob Gelder
Progress was delivered to Consumer

Date:09-Aug-2011 17:08:30 User:David Seddon
KEL_acha4353P authorised

Date:15-Aug-2011 15:00:09 User:Rob Gelder
[Start of Response]
Ref Data released Live following POL Authorisation
[End of Response]
Response code to call type L as Category 59 -- Final -- Ref Data Fix Available to Call Logger
Routing to Call Logger following Final Progress update.
Response was delivered to Consumer
Defect cause updated to 41 -- General - in Procedure

Date:15-Aug-2011 15:08:41 User:Mark Wright
[Start of Response]
.
[End of Response]
Response code to call type L as Category 59 -- Final -- Ref Data Fix Available to Call Logger
Routing to Call Logger following Final Progress update.
Service Response was delivered to Consumer

Date:15-Aug-2011 15:08:41 User:Mark Wright
CALL PC0211788 closed: Category 59 Type L

Date:15-Aug-2011 15:24:40 User:_Customer Call_
Consumer XXXXXX@TFS01 has acknowledged the call closure

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Miscellaneous -- Counter (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	15-Aug-2011 15:24 -- _Customer Call_