

Message

From: Jenkins Gareth GI [GRO]
on behalf of [GRO]
Sent: 19/06/2013 10:34:40
To: Simon Baker [GRO]
Subject: RE: Horizon Disconnection
Attachments: Disconnected Session Recovery Scenario.doc

Simon,

James is correct in that such messages don't always occur following a comms failure.

However if the comms failure occurs when trying to settle a basket (as was the case for SR001), then messages **are** displayed and require acknowledging. In James' original note (attached), this is shown on Page 7.

My analysis at the time shows that this screen was displayed twice. The first time the user selected Retry, and the second time the user selected Cancel. This was then followed by the printing of the receipts as shown on the following page. Note that messages would have been displayed regarding the printing, but I'm not sure whether these would need to be acknowledged.

Regards

Gareth

Gareth Jenkins
Distinguished Engineer
Business Applications Architect
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Please consider the environment - do you really need to print this email?

From: Simon Baker [GRO]
Sent: 18 June 2013 19:00
To: Jenkins Gareth GI
Subject: FW: Horizon Disconnection

Gareth

Cast your mind back to SR001. After reading our response, the sub postmaster and Second Sight are now trying to make the argument that we reversed the transactions without sub postmaster acknowledgement.

I would like to say that the sub postmaster was presented with a message, giving him the option to retry or cancel AND that that screen would have stayed until he responded .Can you confirm that this is the case. – from James note that message doesn't always appear.

Regards, Simon

From: James Brett
Sent: 13 June 2013 09:07
To: Simon Baker
Subject: RE: Horizon Disconnection

Simon,

If you lose comms, HNG continues to operate as normally until it reaches a point where it needs to read/write data to the data centre – typically this is when clearing the customer basket at the end of the session. In this circumstance, a message will be displayed to informing of a loss of connection, and the system will automatically log out. You cannot log in again until the connectivity is restored. When it is, and the user logs on, a recovery message is displayed, and a recovery receipt is automatically produced.

Looking at the second scenario that we storyboarded, the receipt looks as follows;

```
Post Office Ltd.  
Your Receipt      FRQ: 197206  
  
Wrenbury  
61 Nantwich Road  
Wrenbury  
Nantwich  
Cheshire  
CW5 8EW  
  
VAT REG No. GB 243 1700 02  
Date of Issue: 24/04/2013 12:17  
SESSION: 2-100842  
  
Recovery Successful.  
System Correction  
  
BT Retail  
1- 0      75.00      75.00-  
  
TOTAL DUE TO CUSTOMER      75.00  
  
Cash      FROM CUSTOMER      5.00  
Cash      TO CUSTOMER      80.00  
BALANCE      0.00
```

Please retain for future reference

Thank You

For recoverable transactions, there may be a prompt to confirm transaction details if the system is unsure of the transaction outcome. For unrecoverable transactions (such as the BT Bill), the system may know some of the transaction details (ie. Quantity and Value) if an online interaction (such as the banking withdrawal) occurred

subsequent to it. But full details of the transaction (ie. Customer reference number) may have been lost as non-recoverable transactions are not fully recorded at the data-centre until the end of the customer session. Therefore, transactions that are known of, but not fully recorded are reversed, as per the correction receipt above. It is then up to the clerk to re-input the reversed transaction.

I've looked at the advice provided by HNG online Help, and it is a bit vague -- it doesn't explicitly mention that the clerk needs to re-input data;

http://iplatform-sp.intranet.point/sites/HNGonline/HNG%20online/HNG_Help/other/equip_and_admin/rec/index.htm

However, this process is covered in 7 pages of detail under the Fallback section of online help;

http://iplatform-sp.intranet.point/sites/HNGonline/HNG%20online/HNG_Help/other/equip_and_admin/fall/index.htm

Hope this helps

James

James Brett I Senior Test Manager

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GRO

james.brett

GRO

POST
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From: Simon Baker
Sent: 12 June 2013 16:29
To: James Brett
Subject: Horizon Disconnection

James

Following up from the work you did a while ago on horizon disconnection, I have a further question.

When the branch loses contact with the data centre a disconnection message pops up, asking whether the sub postmaster wants to retry or cancel the transaction.

Do you know if this message stays on the screen until the sub postmaster responds to that message? Or does it automatically disconnect if there is no response after a period of time?

Regards, Simon

Simon Baker Head of Business Change and Assurance

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