

Export

Peak Incident Management System

Call Reference	PC0203864	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- HNG-X 01.00	Top Ref	2812409
Call Type	HNG-X Data Centre Raised Incidents/Defects	Priority	B -- Progress Stopped
Contact	EDSC	Call Status	Closed -- Advice after Investigation
Target Date	05/09/2010	Effort (Man Days)	0
Summary	H23564200102 - Trading position is -11.20.		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	SSCKEL	KEL BrailsfordS130S	
	SSCKEL	KEL wrightm33145J	
	TRIOLE for Service	2812409	
	SSCKEL	KEL wrightm33145J	

Progress Narrative

Date:02-Sep-2010 17:14:54 User:_Customer Call_
CALL PC0203864 opened
Details entered are:-
Summary:H23564200102 - Trading position is -11.20.
Call Type:J
Call Priority:B
Target Release:HNG-X 01.00
Routed to:EDSC - _Unassigned_

Date:02-Sep-2010 17:14:54 User:_Customer Call_

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INCIDENT MANAGEMENT
Date/Time Raised: Sep 2 2010 4:35PM
Priority: B
Contact Name: Stuart Brailsford
Contact Phone: GRO
Originator: XXXXXX@TFS01
Originator's reference: 2812409
Product Serial No:
Product Site: 235642

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Node : H23564200102
Summary : Trading position is -11.20. - GRO ERROR.

Alert Group : Counter APP
Alert Key : 0903
Event ID : 4096
First Occurrence : 02/09/2010 08:57:56
Last Occurrence : 02/09/2010 08:57:56
Identifier : H23564200102 0903 Counter APP 1 Application Counter Multi-headed NT Log Probe 4096
Type : Problem
Severity : Critical

Incident History:

2010-09-02 16:35:48 [Brailsford, Stuart]
INIT : create a new request/incident/problem/change/issue

2010-09-02 16:41:26 [Brailsford, Stuart]
zneun_en_rmg : Open Notification

2010-09-02 16:41:26 [Brailsford, Stuart]
zneut_en_rmg : Transfer Notification

2010-09-02 16:41:42 [Brailsford, Stuart]
LOG : No other open incidents involving this counter.

2010-09-02 16:42:13 [Brailsford, Stuart]
FLD : FIELD='zcbflag' OLD='NO' NEW='YES'

2010-09-02 16:43:40 [Brailsford, Stuart]
LOG : Counter build: HNG-X.

2010-09-02 16:51:55 [Brailsford, Stuart]
LOG : PostOfficeCounter.Log downloaded:

Requested files tarred and compressed into file 2812409-tar327.tar.Z and delivered to MBOSSC01 under directory e:/retrieved/

Event logs downloading:

File Id: 1404157 - Application
File Id: 1404158 - Security
File Id: 1404159 - System

2010-09-02 17:13:22 [Brailsford, Stuart]
TR : Transferring incident over to SSC for further investigation.

2010-09-02 17:13:49 [Brailsford, Stuart]
zneut_en_rmg : Transfer Notification

Date:02-Sep-2010 17:19:33 User:Customer Call_
Skeleton KEL BrailsfordSI30S created.

Date:02-Sep-2010 17:26:17 User:Sudip Sur
Product HNG-X Counter -- Application Service (version unspecified) added.

Date:02-Sep-2010 17:26:56 User:Sudip Sur
Prescan:

Date:02-Sep-2010 17:27:04 User:Sudip Sur
The Call record has been assigned to the Team Member: Joe Harrison
Progress was delivered to Consumer

Date:02-Sep-2010 18:52:00 User:Anne Chambers
Joe, this is important because it means their accounts don't net to zero due to some sort of system error - not user error. Similar to a receipts and payments mismatch. Garrett had a call about a problem with incomplete summaries recently, worth checking whether that was the same branch.

Date:03-Sep-2010 09:35:09 User:John Ballantyne
KEL BrailsfordSI30S authorised

Date:08-Sep-2010 14:28:14 User:Joe Harrison
Evidence Added - 02_app_extract.txt - File will be Obfuscated and made available to download soon.

Date:08-Sep-2010 14:28:37 User:Joe Harrison
Evidence Added - 02_poc_extract_100902.txt - File will be Obfuscated and made available to download soon.

Date:08-Sep-2010 14:28:52 User:Joe Harrison
Evidence Added - 02_mes_extract_100902.txt - File will be Obfuscated and made available to download soon.

Date:08-Sep-2010 14:31:06 User:Joe Harrison
Evidence Obfuscated File (BALMSG) Added - App event log from counter .

Date:08-Sep-2010 14:31:24 User:Joe Harrison
Evidence Obfuscated File (CTRPOC) Added - Counter log .

Date:08-Sep-2010 14:31:27 User:Joe Harrison
Evidence Obfuscated File (CTRMSG) Added - message log .

Date:08-Sep-2010 14:47:50 User:Joe Harrison
According to DEV/APP/LLD/0164 section 3.1.1 this is a symptom of a failed internal sanity check to detect design or implementation bugs. Unable to identify event 117 as described in documentation but there is a similar event with different ID to announce that check has failed. Unable to diagnose anything more than that; counter logs attached please advise if specific further information is required to assist investigation into this problem.

Date:08-Sep-2010 14:48:49 User:Joe Harrison
The Call record has been transferred to the team: xCtr GDC
User:Joe Harrison Confirmed that this Incident may be passed to the external company with the attached evidence.
Progress was delivered to Consumer

Date:08-Sep-2010 14:54:47 User:Suresh Chitikela
The Call record has been transferred to the team: xCtr BAC GDC
The Call record has been assigned to the Team Member: Suresh Chitikela
Progress was delivered to Consumer

Date:10-Sep-2010 08:47:30 User:Suresh Chitikela
incident under investigation.it will take some time to understand the root cause of the problem

Date:10-Sep-2010 13:09:50 User:Suresh Chitikela sent a mail to Joe Harrison requesting data from DB.waiting for the requested data from Joe Harrison
Date:13-Sep-2010 10:10:27 User:Suresh Chitikela Action placed on Team:xCtr_BAC_GDC, User:Suresh Chitikela
Date:13-Sep-2010 10:11:06 User:Suresh Chitikela please provide the data for the SQL statements attached in the file
Date:13-Sep-2010 10:11:51 User:Suresh Chitikela Evidence Added - <u>data required for the SQL statements in this file</u>
Date:13-Sep-2010 10:12:21 User:Suresh Chitikela The Call record has been transferred to the team: EDSC User:Suresh Chitikela Confirmed that this Incident may be passed to the external company with the attached evidence. Progress was delivered to Consumer
Date:13-Sep-2010 10:27:43 User:Lorraine Guiblin The Call record has been assigned to the Team Member: Joe Harrison Progress was delivered to Consumer
Date:13-Sep-2010 11:52:55 User:Suresh Chitikela The trading position difference is 11.2.This is happening due to the There is a discrepancy BFwd for accounting node 3110 which is 11.2.generally this value should be zero.Some how this value is 11.2 which is causing non zero trading position. According to document DEV/APP/LLD/0164--- The brought forward discrepancies (value stock) node 3110 should always be zero, but the BTS will include this node to be correct should any values actually be carried forward for any reason. In this case the value for 3110 is not zero. it is 11.2. This is the one creating the diffrence
Date:13-Sep-2010 12:20:35 User:Joe Harrison Evidence Added - Suresh.txt - File will be Obfuscated and made available to download soon.
Date:13-Sep-2010 12:21:33 User:Joe Harrison Here is output as requested. Some of the output lines are blank so please let me know if any further diagnostics required.
Date:13-Sep-2010 12:30:10 User:Joe Harrison Evidence Obfuscated File (BALMSG) Added - <u>Output as requested</u> .
Date:13-Sep-2010 12:40:05 User:Joe Harrison The Call record has been transferred to the team: xCtr BAC GDC User:Joe Harrison Confirmed that this Incident may be passed to the external company with the attached evidence. Progress was delivered to Consumer
Date:13-Sep-2010 12:42:40 User:Suresh Chitikela The Call record has been assigned to the Team Member: Suresh Chitikela Progress was delivered to Consumer
Date:14-Sep-2010 14:57:27 User:Suresh Chitikela Product HNG-X Counter -- BUC-BranchAccounting (version unspecified) added.
Date:15-Sep-2010 13:48:18 User:Suresh Chitikela sent my analysis to jon hulme and richard craig today and asked for some help .waiting for the response.
Date:17-Sep-2010 07:58:01 User:Suresh Chitikela Product HNG-X Counter -- BUC-BranchAccounting deleted.
Date:17-Sep-2010 07:58:24 User:Suresh Chitikela Product HNG-X Platforms -- HNG-X Counter (CNT) (version unspecified) added.
Date:17-Sep-2010 07:58:27 User:Suresh Chitikela Product HNG-X Platforms -- HNG-X Counter (CNT) updated to Subject.

Date:17-Sep-2010 12:43:23 User:Suresh Chitikela

I am able to reproduce the issue for Non Zero trading Position

Steps to reproduce the issue.

Clear data from BRDB RX BTS DATA, BRDB SU OPENING BALANCE, BRDB BRANCH_DECL<BRDB_BRANCH_DECL_ITEM and make SU TP and branch TP same by setting values in BRDB_BRANCH_INFO AND BRDB_BRANCH_STOCKUNITS

- 1) Make sure we have one stock unit in our branch
- 2) sell green giros in front office
- 3) Declare Zero cash and stock
- 4) rollover the SU to next BP
- 5) Declare Zero cash and stock again
- 5) try to rollover the SU to TP. when you get the message MSG31316 cancel the rollover and rollover to next BP.
- 6) Now rollover the SU to next TP
- 7) now rollover the branch to next TP. After preview you can see message trading Position not equal to zero

The root cause of the problem has been given in peak PC0204263

Fixing the peak PC0204263 will resolve the Non Zero trading position issue

Date:20-Sep-2010 06:58:26 User:Vivek Agnihotri

I agree that the fix of PC0204263 will fix this as well.

Date:20-Sep-2010 06:59:24 User:Suresh Chitikela

[Start of Response]

[End of Response]

Response code to call type J as Category 41 -- Pending -- Product Error Diagnosed

Response was delivered to Consumer

Date:22-Sep-2010 15:21:43 User:Jon Hulme

Yes I agree that the root cause is PC0204263.

What needs some work with the SSC as to how they correct the branch accounts for branches which have had this problem, and to find how many branches this fault has effected by checking for the non-zero trading position error 0903.

Date:23-Sep-2010 09:50:28 User:Lina Kiang

KEL wrightm33145J authorised

Date:29-Sep-2010 14:05:30 User:Suresh Chitikela

closing this peak as duplicate as solution is ready for PC0204263 which was targetted for 2.20 release

Date:29-Sep-2010 14:06:24 User:Suresh Chitikela

[Start of Response]

[End of Response]

Response code to call type J as Category 72 -- Final -- Duplicate Call

Routing to Call Logger following Final Progress update.

Response was delivered to Consumer

Defect cause updated to 14 -- Development - Code

Date:29-Sep-2010 14:29:42 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Joe Harrison

Progress was delivered to Consumer

Date:29-Sep-2010 14:46:19 User:Joe Harrison

[Start of Response]

This is a software error and a fix is being developed. Closing this call as duplicate. For more details see KEL wrightm33145J and PC0204765.

[End of Response]

Response code to call type J as Category 95 -- Final -- Advice after Investigation

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:29-Sep-2010 14:46:19 User:Joe Harrison

CALL PC0203864 closed: Category 95 Type J

Date:29-Sep-2010 15:45:33 User: Customer Call

Consumer XXXXXX@TFS01 has acknowledged the call closure

Date:29-Aug-2013 08:34:30 User: Billy Melrose
The Call record has been transferred to the team: Infinite - 3rd line route all Ctr PEAKs here
The Call record has been assigned to the Team Member: _Unassigned_

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Platforms -- HNG-X Counter (CNT) (version unspecified)
Assignee	_Unassigned_ -- xCtr_GDC
Last Progress	29-Aug-2013 08:34 -- Billy Melrose