

## Export

## Peak Incident Management System

Call Reference	PC0105706	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- BI_3S52R-Provisional	Top Ref	E-0407200722
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Avoidance Action Supplied
Target Date	23/07/2004	Effort (Man Days)	0
Summary	FAD510201 - Cannot put transfer through		

## Progress Narrative

Date:20-Jul-2004 17:53:19 User:\_Customer Call\_

CALL PC0105706 open/upd

Details entered are:-

Summary:Pm reports that he can not put a transferred throu

Call Type:L

Call Priority:B

Target Release:BI 3S52R-Provisional

[END OF REFERENCE 38312771]

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Date/Time Raised: Jul 20 2004 4:53PM

Priority: B

Contact Name: Jay

Contact Phone: GRO

Originator: Phelp

Originator's reference: E-0407200722

Product Type: riposte

Product Serial No:

Product Site: 510201

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20/07/04 16:53 Pm reports that he can not put a transferred through it keeps coming up with an error message.

20/07/04 17:11 gb083557

Information: PM has tried completing the Transferred in and also tried reversing the transfer but each time he tries he gets the message Transaction failed an error occurred during the selected transfer please try again.

20/07/04 17:13 gb083557

Information: PM is unable to roll over the stock unit MM as it gets the message cannot roll over there is a transfer pending.

20/07/04 17:14 gb083557

Information: Checked events on all counters no errors showing.

20/07/04 17:14 gb083557

KEL Ref No.: No kels found for this error.

20/07/04 17:27 gb083557

Information: checked all counters on tivoli no errors are showing up

20/07/04 17:28 gb083557

Information: the user SW[REDACTED] was has transferred out from MC to MM with no problems, then logged into MM and tried to transfer in this is when the error occurred.

20/07/04 17:29 gb083557

Escalate: Spoke to Barbara Longley at EDSC she advised that Catherine O'Bain will look into this and call me back

20/07/04 17:42 gb083557

Repeat Call: Catherin has called back and requests the call to be sent over to SSC.

20/07/04 17:42 gb083557

Repeat Call: PM has called back in for an up date.

20/07/04 17:42 gb083557

Information: Transfer session ID 1-1578181-1

transaction time 13:04 on the 14th July

User name of clerk who done the transaction, SW[REDACTED]

PM user name for trying to reverse the transfer JN[REDACTED]

the transferred amount is £166.32

20/07/04 17:50 SYSADM

Open OTI: Automatic Open OTI

\*\*\*Updated by Matthew Hall at 20/07/2004 17:50:04

20/07/04 17:49 gb083557

REASSIGN: Call # E-0407200722 was Reassigned from Matthew Hall, Group HSH8 to Group EDSC1

Date:21-Jul-2004 09:40:05 User:\_Customer Call\_

EMPTY 21/07/04 09:33 uk952720 HSH2 Repeat Call: pm chasing update.

21/07/04 09:35 uk952720 HSH2 Information: informed pm that this is still being investiagted and we

call call him as soon as we receive any updates. 21/07/04 09:36 uk952720

HSH2 Information: pm happy with this.



Date:21-Jul-2004 10:10:43 User:Barbara Longley  
The call summary has been changed from:-  
Pm reports that he can not put a transferred throu  
The call summary is now:-  
FAD510201 - Cannot put transfer through

Date:21-Jul-2004 10:14:15 User:Barbara Longley  
Product EPOSS & DeskTop Counter Common added.

Date:21-Jul-2004 10:18:36 User:Barbara Longley  
[Start of Response]  
Prescan: Assigning call to Catherine OBENG (please note correct spelling of Catherine's name) in EDSC.  
  
[END OF REFERENCE 38314055]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:21-Jul-2004 10:18:44 User:Barbara Longley  
The Call record has been assigned to the Team Member: Catherine Obeng  
Progress was delivered to Powerhelp

Date:21-Jul-2004 10:33:40 User:Barbara Longley  
[Start of Response]  
Prescan: Catherine is currently unable to progress call, so reassigning to Anne Chambers in EDSC.  
  
[END OF REFERENCE 38314203]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:21-Jul-2004 10:33:49 User:Barbara Longley  
The Call record has been assigned to the Team Member: Anne Chambers  
Progress was delivered to Powerhelp

Date:21-Jul-2004 12:30:32 User:Anne Chambers  
[Start of Response]  
The transfer causing the problem was started while the user was attached to SU BDC. The user then managed to attach to SU MC before completing the transfer (I think this is probably another result of a known problem whereby you can get out of the foreign currency pick list without being forced to settle the transfer - being fixed at S60).  
So the transfer was really from BDC to MM, but the EPOSSTransfers object thinks it is from MC to MM. This inconsistency is preventing the transfer from completing and from being reversed.  
I've spoken to the PM and asked him not to balance stock units BDC, MM or MC until we have sorted out the problem. I'm loading up the messagestore on a test counter and hope that by amending the EPOSSTransfers object it will then be possible to reverse the transfer.  
  
[END OF REFERENCE 38315324]  
Response code to call type L as Category 40  
Response was delivered to Powerhelp  
Hours spent since call received: 0 hours

Date:21-Jul-2004 13:55:34 User: Customer Call\_  
EMPTY 21/07/04 13:52 uk952016 HSH8 Repeat Call: pm called for a update in the call adviced pm that the call is under investigation still and will be called bac when it comes back and the pm si ok now

Date:21-Jul-2004 15:58:13 User: Customer Call\_  
EMPTY EMPTY EMPTY OTI Astea OTI Success: An add has been sent to PINICL 21/07/04 15:54 uk951566 HSH8 Repeat Call: pm phoning for update on call 21/07/04 15:56 uk951566 HSH8 Advice: advise pm still under investigation, but we will call him when we receive update 21/07/04 15:56 uk951566 HSH8 Information: pm states causing a problem as cannot roll over, but ok with update

Date:21-Jul-2004 17:40:11 User:Anne Chambers  
Evidence Added - before and after messages



<p>Date:21-Jul-2004 17:41:03 User:Anne Chambers</p> <p>[Start of Response]</p> <p>I've made a messagestore correction (OCR AChambers3131Q) to remove the transfer. Before and after messages attached. Have spoken to PM and informed him he should be able to continue with the balance now.</p> <p>Office last rolled over 2 weeks ago so it is likely to take him several hours - please contact him in the morning and make sure it went ok.</p> <p>[END OF REFERENCE 38318022]</p> <p>Response code to call type L as Category 70</p> <p>Routing to Call Logger following Final Progress update.</p> <p>Service Response was delivered to Powerhelp</p> <p>Hours spent since call received: 0 hours</p> <p>Defect cause updated to 14 -- Development - Code</p>
<p>Date:21-Jul-2004 17:41:03 User:Anne Chambers</p> <p>CALL PC0105706 closed: Category 70 Type L</p>
<p>Date:21-Jul-2004 17:43:31 User:_Customer Call_</p> <p>Consumer Phelp has received the call closure</p>

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	21-Jul-2004 17:43 -- _Customer Call_