

Export

Peak Incident Management System

Call Reference	PC0223870	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- HNG-X 09.00.03.00SV&I Cycle 3	Top Ref	CTR_APP_X0900_V470-V435
Call Type	Live Incidents/Defects	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	22/03/2013	Effort (Man Days)	0
Summary	Branch 011458 has an unexplained discrepancy		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	Release PEAK	<u>PC0228641</u>	
	Product Baseline	CTR_APP_X0900_V470-V435	
	TRIOLE for Service	<u>A2401368</u>	
	Clone Call	<u>PC0224126</u>	
	Problem Incident	<u>CTR_APP_X0882_V450</u>	
	SSCKEL	<u>KEL_acha2230K</u>	
	Problem Incident	<u>CTR_APP_X0882_V450</u>	
SSCKEL	<u>KEL_acha2230K</u>		
Collections	Name	User	Date
	BIFApproved	Lorraine Elliott	25-Mar-2013 11:43:17
Impact Statement	User	Date	
	Unknown	20-Mar-2013 15:10:25	
	This change would alert support teams to the existence of a system problem affecting branch accounts, rather than having to wait for it to be reported. Such a problem, affecting 14 branches, was not reported until 15 months after it first could have been noticed.		

Progress Narrative

Date:25-Feb-2013 16:55:53 User:_Customer Call_
 CALL PC0223870 opened
 Details entered are:-
 Summary:The Branch as an unexplained discrepancy
 Call Type:L
 Call Priority:C
 Target Release:HNG-X R6.50
 Routed to:EDSC - _Unassigned_

Date:25-Feb-2013 16:55:52 User:_Customer Call_

=====

INCIDENT MANAGEMENT
 Date/Time Raised: Feb 25 2013 4:51PM
 Priority: C
 Contact Name: Ibrahim at NBSC
 Contact Phone: GRO
 Originator: XXXXXX@TFS01
 Originator's reference: A2401368
 Product Serial No:
 Product Site: 011458

=====

Transfer Note: Transfer Group from 'POA-HSD IMT' to 'POA-FJ-PEAK'

:
 The Branch as an unexplained discrepancy. They balanced and rolled trading period on 6 Feb, they have one stock unit AA and this was balanced with a loss of £39.57 which was transferred to local suspense however the figure that was cleared out from local suspense was much higher £9839.45.

I have carried out transaction logs for all transactions from date range 31 Jan to 06 Feb. Branch has submitted copies of the final balance reports from TP 10 BP4 and TP10 BP 5 the balance report for TP10 BP5 shows discrepancy transferred of £39.57 and then discrepancy resolved £9839.45. The transaction log completed for all transaction does not show any other figures being entered into or removed from housekeeping/local suspense account.

Node 1

06/02/2013 16:50 to 16:51

AA TP 10 BP4/5

HAS001

Incident History:

2013-02-25 16:51:20 [Richardson, Mark]
INIT : Create a new request/incident/problem/change/issue

2013-02-25 16:54:19 [Richardson, Mark]
zneun_en_poa : Open Notification

2013-02-25 16:54:19 [Richardson, Mark]
zneut_en_poa : Transfer Notification

2013-02-25 16:54:54 [Richardson, Mark]
zneut_en_poa : Transfer Notification

Date:25-Feb-2013 16:59:22 User:Clive Turrell

Product General/Other/Misc -- Unknown General/Other/Misc (version unspecified) added.

Date:25-Feb-2013 17:02:16 User:Clive Turrell

The Call record has been assigned to the Team Member: Anne Chambers
Progress was delivered to Consumer

Date:25-Feb-2013 17:47:51 User:Anne Chambers

The call summary has been changed from:-
The Branch as an unexplained discrepancy
The call summary is now:-
Branch 011458 has an unexplained discrepancy

Date:26-Feb-2013 13:18:12 User:Anne Chambers

[Start of Response]
When they completed the balance on 6th Feb and cleared the loss from Local Suspense, the amount cleared was £9839.45 instead of the loss they had put into local suspense, which was £39.57.

This appears to be a consequence of something that happened during the previous TP rollover on 2nd Jan: a 'gain to local suspense' of £9799.88 was included in the DEF opening figures.

I don't think any of the local suspense products should ever appear in opening figures, however I have found 14 such lines (all prod 6295 Gain to LS, all different branches). Unfortunately all created Nov-Dec last year, so there is almost no remaining counter evidence.

Continuing to investigate cause and implications.

[End of Response]

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

Date:26-Feb-2013 13:33:23 User:Kevin McKeown

The call Priority has been changed from C
The call Priority is now B

Date:26-Feb-2013 13:33:53 User:Anne Chambers

Evidence Added - BRS extracts showing local suspense movements / opening bal

Date:26-Feb-2013 13:53:26 User:Anne Chambers

We only keep opening figures for 3 old trading periods, so can't be sure when problem started.

Date:26-Feb-2013 14:55:35 User:Anne Chambers

[Start of Response]

Asked Ibrahim at NBSC **GRO** if the suspense report from 2nd January is available - he'll obtain it and email to HSD IMT.

[End of Response]

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

Date:26-Feb-2013 16:51:32 User:Anne Chambers

[Start of Response]

Suspense report for TP9 (2nd Jan 2013) received, which shows no anomaly. I thought it might show 9799.88- c/f, since that amount is b/f on the TP10 report, but it doesn't.

The branch also sent the suspense report for TP10 2012, with the comment that they had the same problem last year - and although it is a very faint copy, it appears to show 9799.88- b/f.

[End of Response]

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

Date:26-Feb-2013 16:53:46 User:Anne Chambers

Evidence Added - Branch suspense reports

Date:26-Feb-2013 17:56:09 User:Anne Chambers

[Start of Response]

Have asked what the branch did about the problem last year.

Also checking what the archiving strategy has been for BRDB_RX_SU_OPENING_BALANCE in the past, and when it changed.

[End of Response]

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

Date:27-Feb-2013 16:18:08 User:Anne Chambers

Evidence File Updated - Updated notes / extracts etc

Date:27-Feb-2013 16:20:17 User:Anne Chambers

[Start of Response]

I have now found the cause of the problem: some data from autumn 2010 has been retained in table BRDB_RX_BTS_DATA, for 14 separate branches. These branches will all have been affected by this problem late 2011 and late 2012, though in some cases the amounts involved are small.

Branch	Affected TP	AMOUNT
002647	9	-6.71
002840	9	140.61
010007	9	-0.01
011458	10	-9,799.88
012004	9	16.12
054011	9	3.34
101832	9	5.84
104937	9	-49.62
155025	9	-113.14
156715	9	11.55
211844	9	-41.77
243242	9	-0.51
266418	9	3,186.70
297611	9	160.92

[End of Response]

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

Date:27-Feb-2013 16:22:43 User:Anne Chambers

Still to be investigated:

-Exactly how did these records cause the observed effect?

-Why were the records not removed by the normal archiving process?

-What impact has the problem had on the branch accounts?

-What impact has the problem had on POLSAP?

-How do we remove the records to prevent future problems?

-Were there any affected branches which have since closed?

-There are 19 other branches which have old data in the affected table, but not relating to Local Suspense ? could this cause any problems with the branch accounts? (some may be temporarily closed).

Date:28-Feb-2013 14:06:00 User:Anne Chambers

[Start of Response]

Further investigations:

** Exactly how did these records cause the observed effect?

The old data is picked up, along with the correct data, during the Branch Trading Statement production (at the end of the period BEFORE the problem is visible at the branch). The old opening figure (which may be for one or more of the Local Suspense products 6295-6298, associated with an unknown stock unit) gets converted during branch rollover, to prod 6295 Gain to Local Suspense (though the sign may be positive or negative), and written as an opening figure for the subsequent period, stock unit DEF.

At the end of the second period, this is included when the amount to be cleared from Local Suspense is calculated (when the last stock unit is rolled over), so the branch is forced to clear it.

** How to identify the problem from branch reports:

Branch Trading Statement: the sum of the two Discrepancy Transferred lines does not match the total of the two Discrepancy Resolved Lines

Suspense Account report: the B/Fwd figure on the report does not match the C/Fwd figure on the report for the previous TP.

** Why were the records not removed by the normal archiving process? The records, created Autumn 2010, belonged to stock units that have since been deleted. Normally they would have been removed before the 'deleted stock unit' entry itself was removed from the list of stock units, but there were some teething problems with archiving and they were 'orphaned' and are now ignored by the archiving process.

** How do we remove the records to prevent future problems? Once well away from the problem TP, eg once into TP 1, get the branches

to recreate a stock unit with the same name as the problem one, then delete it again. Or we just delete them from the database under MSC.

** Were there any affected branches which have since closed? I have checked branches closed within the last 90 days, all ok. For branches closed longer ago which might be under investigation, the suspense account reports and BTS could be checked (see above).

** There are 19 other branches which have old data in the affected table, but not relating to Local Suspense ? could this cause any problems with the branch accounts?

I have checked very carefully and conclude that these extra lines have no ongoing impact on the branch accounts.

** There is old data in some other tables that use the same archiving strategy - this doesn't affect the branch balancing in the same way, but what would happen if a stock unit with the same name was recreated?

** Any corrective actions?

Local suspense should always be zero when the branch is rolled over - should this be checked and reported?

I think the archiving strategy is now ok, but this may need to be reviewed.

Still to do:

** What impact has the problem had on the branch accounts?

** What impact has the problem had on POLSAP?

[End of Response]

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

Response was delivered to Consumer

Date:28-Feb-2013 14:24:24 User:Anne Chambers

[Start of Response]

Correction:

** Exactly how did these records cause the observed effect?

The old data is picked up, along with the correct data, during the Branch Trading Statement production (at the end of the period BEFORE the problem is visible at the branch). The ****old BTS data line**** (which may be for one or more of the Local Suspense products 6295-6298, associated with an unknown stock unit) gets converted during branch rollover, to prod 6295 Gain to Local Suspense (though the sign may be positive or negative), and written as an opening figure for the subsequent period, stock unit DEF.

At the end of the second period, this is included when the amount to be cleared from Local Suspense is calculated (when the last stock unit is rolled over), so the branch is forced to clear it.

[End of Response]

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

Response was delivered to Consumer

Date:28-Feb-2013 17:17:58 User:Anne Chambers

Evidence File Updated - Another update of notes / extracts etc

Date:28-Feb-2013 17:18:31 User:Anne Chambers

Evidence Added - Spreadsheet sent to POL

Date:06-Mar-2013 16:05:10 User:Anne Chambers

[Start of Response]

There was a conference call with POL (Laura Darby, Mark Wardle and others) on 28th Feb about this call, and the spreadsheet showing the impact of the problem on the 14 branches was sent to them by Steve Bansal. We are waiting to hear from Mark whether this is sufficient information for them to resolve the consequences on the branches and POLSAP.

We will then need to get the old data causing the problem removed from the database (before TP 9 - Oct-Nov 2013) and consider whether extra checks should be put in place to trap similar anomalies in the future.

[End of Response]

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

Response was delivered to Consumer

Date:08-Mar-2013 13:37:01 User:Anne Chambers

[Start of Response]

POL will be arranging another conf call next week.

[End of Response]

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

Response was delivered to Consumer

Date:08-Mar-2013 13:41:46 User:Anne Chambers

Cloning call so that we can get the old data removed....

Date:08-Mar-2013 13:41:56 User:Anne Chambers

Call has been cloned to Call:PC0224126 by User:Anne Chambers

Date:08-Mar-2013 15:21:37 User:Anne Chambers

[Start of Response]

Cloned call PC0224126 sent to development to get old records removed from BRDB.

[End of Response]

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

Date:15-Mar-2013 11:10:18 User:Anne Chambers

Target Date/Time updated: new value is 22/03/2013 16:55

[Start of Response]

Following another conf call Thurs 14th March, more information has been sent to POL.

[End of Response]

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

Response was delivered to Consumer

Date:15-Mar-2013 11:18:31 User:Anne Chambers

Evidence Added - email, timeline example, another spreadsheet sent to POL

Date:20-Mar-2013 14:56:34 User:Anne Chambers

[Start of Response]

Can we add an extra check into the branch balancing process so errors like this would be reported in future (similar to the event which is raised if the BTS Trading position is not zero)?

Possible checks are

a) do the next TP's Opening Figures, generated for stock unit DEF, include any Local Suspense products? (raise event if they don't net to zero value)

b) does the sum of the two Discrepancy Transferred lines on the BTS, for the Branch Total, equal the sum of the two Discrepancy Resolved lines? (raise event if not).

For the problem under investigation here, the first check would have identified a problem when branch 11458 rolled into TP 10, and the second check at the end of TP 10.

[End of Response]

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

Response was delivered to Consumer

Date:20-Mar-2013 15:10:25 User:Anne Chambers

A new Business Impact has been added:

This change would alert support teams to the existence of a system problem affecting branch accounts, rather than having to wait for it to be reported. Such a problem, affecting 14 branches, was not reported until 15 months after it first could have been noticed.

Date:20-Mar-2013 15:20:28 User:Anne Chambers

The Call record has been transferred to the team: BIF

Progress was delivered to Consumer

Date:26-Mar-2013 10:09:57 User:Gareth Jenkins

Routing Peak to GDC to add in alerts as requested by Anne Chambers in update timed at 2013-03-20 14:56:34.

Date:26-Mar-2013 10:11:20 User:Gareth Jenkins

The Call record has been transferred to the team: xCtr_GDC

User:Gareth Jenkins Confirmed that this Incident may be passed to the external company with the attached evidence.

Progress was delivered to Consumer

Date:26-Mar-2013 10:15:58 User:Ravindra Kumar

The Call record has been transferred to the team: xCtr_BAC_GDC

The Call record has been assigned to the Team Member: Leela Dhanalakshmi Nune

Progress was delivered to Consumer

Date:27-Mar-2013 13:20:55 User:Leela Dhanalakshmi Nune

Analysis and Root cause:

Generally all Local suspense movement transactions are written during stock unit TP rollover (6295/6296), during last stock unit rollover, and also from the Housekeeping menu (6297/6298).

On office rollover, local suspense from branch opening figures and movements for all stock units are netted off, and should result in 0 value carried forward.

When Office rollover, the previous suspense opening figures and suspense movements for current trading period are summed, netted off, and written as new suspense opening figures to SU DEF.

In the present scenario, the previous local suspense movements for a deleted stockunit are retained in BRANCH_BTS_DATA. (i.e £9799.88). This Local suspense record was not cleared while next office rollover since SU was deleted.

After 205 days the stock unit was created with same name So sytem summed off old non-zero local suspense movements amount from BRANCH_BTS_DATA along with Ls movements from present trading period. (i.e £9799.88 + £39.57 = £9839.45).

Reproducing Steps:

1. Create a stock unit 'SU1' and attach to present user.
2. Carry out a local suspense transaction by declaring cash £100 for SU1.
3. Rollover all stockunits to next TP.
4. Attach user to another stock unit and delete stockunit SU1.
5. Rollover Office to next TP. (Here system doesn't complain about LS record of SU1 since it was deleted.)

6. Change system date to after 205 days.
7. Carry out a local suspense transaction by declaring stock f23 for present SU.
8. Create a stock unit with same name which is deleted 'SU1'.
9. Rollover office to next Tp.
10. Suspense Report and Office Trading statement shows total cleared amount for current TP is f123.(Evidence attached).

Date:27-Mar-2013 13:22:50 User:Leela Dhanalakshmi Nune

Action placed on Team:xCtr_BAC_GDC, User:Leela Dhanalakshmi Nune

Date:27-Mar-2013 13:25:45 User:Leela Dhanalakshmi Nune

The Call record has been assigned to the Team Member: Ravindra Kumar
Progress was delivered to Consumer

Date:27-Mar-2013 13:26:16 User:Leela Dhanalakshmi Nune

Please review.

Date:27-Mar-2013 13:36:56 User:Leela Dhanalakshmi Nune

Evidence Added - evidence

Date:02-Apr-2013 11:37:15 User:Ravindra Kumar

Analysis is fine. Please put the fix impact template.

Date:02-Apr-2013 11:37:32 User:Ravindra Kumar

The Call record has been assigned to the Team Member: Leela Dhanalakshmi Nune
Progress was delivered to Consumer

Date:03-Apr-2013 15:08:49 User:Leela Dhanalakshmi Nune

[Start of Response]

Product error diagnosed.

[End of Response]

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

Response was delivered to Consumer

Date:16-Apr-2013 07:24:44 User:Sarita Pujari

Action has been removed from the call

Date:18-Apr-2013 08:34:22 User:Leela Dhanalakshmi Nune

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Counter.

TECHNICAL SUMMARY:

This change will affect counter pdl files.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

None

DEPENDENCIES:

None

DEPLOYMENT DETAIL:

None

DEV EFFORT IN MANDAYS:

2 days for Development + testing

IMPACT ON USER:

An Error prompt will be shown to the user when next TP opening figures of DEF SU contains any non zero Localsuspense movements.
Another error prompt will be shown when the sum of the two Discrepancy Transferred lines on the BTS, for the Branch Total, Not equal the sum of the two Discrepancy Resolved lines.

The purpose of these Error Events is to alert the support teams that something has occurred that shouldn't have done so that they can investigate it quickly.

IMPACT ON OPERATIONS:

Impact is medium as previous local suspense movements of a deleted SU are processing in present TP when same SU is created again.
User will be surprised with discrepancy of local suspense figures which is not for done for the current TP.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

Yet to be created.

IMPACT ON TEST:
Explained testing steps above.

RISKS (of releasing and of not releasing proposed fix):
Risk is low since there is two events will be added.

Date:24-Apr-2013 13:46:20 User:Leela Dhanalakshmi Nune

IMPACT ON USER:

An Error event will be generated when next TP opening figures of DEF SU conatins any non zero Localsuspense movements.
Another error event will be generated when the sum of the two Discrepancy Transferred lines on the BTS, for the Branch Total, Not equal the sum of the two Discrepancy Resolved lines.
The purpose of these Error Events is to alert the support teams that something has occurred that shouldn?t have done so that they can investigate it quickly.

Date:24-Apr-2013 13:46:47 User:Leela Dhanalakshmi Nune

Action placed on Team:xCtr_BAC_GDC, User:Leela Dhanalakshmi Nune

Date:24-Apr-2013 13:46:59 User:Leela Dhanalakshmi Nune

The Call record has been assigned to the Team Member: Ravindra Kumar
Progress was delivered to Consumer

Date:24-Apr-2013 13:47:25 User:Leela Dhanalakshmi Nune

Please Review.

Date:17-May-2013 09:32:37 User:Ravindra Kumar

Ok With Analysis.

Date:17-May-2013 09:32:48 User:Ravindra Kumar

The Call record has been assigned to the Team Member: Leela Dhanalakshmi Nune
Progress was delivered to Consumer

Date:17-May-2013 11:09:50 User:Ravindra Kumar

The call Target Release has been moved to Proposed For -- HNG-X 08.82

Date:17-May-2013 11:11:56 User:Ravindra Kumar

Action has been removed from the call

Date:17-May-2013 11:17:19 User:Ravindra Kumar

Action placed on Team:RelMngmntForum

Date:20-May-2013 14:48:07 User:Lou Barham

The call Target Release has been moved to Targeted At -- HNG-X 08.82

Date:20-May-2013 14:48:27 User:Lou Barham

Targeted in PTF as requested

Date:20-May-2013 14:48:32 User:Lou Barham

Action has been removed from the call

Date:19-Jun-2013 12:31:55 User:Jon Hulme

The design is to raise events on branch rollover if:

- The next TP's Opening Figures, generated for stock unit DEF, include Local Suspense products that don't net to zero value.
- The sum of the two Discrepancy Transferred lines on the BTS, for the Branch Total, do not equal the sum of the two Discrepancy Resolved lines.

The design is to follow the same pattern as the TradingPositionNotEqualToZero error and event created when the BTS trading position is non zero (see btsManagementInfoSummaySection v2Template.vmxml, ReportingHelperBLO.java and AccountingReportBLO.pdl), i.e. error "0903.com.fujitsu.poa.ctrc.businesslogic.reporting.nonZeroTradingPosition" and event id 117.

So 2 new system errors to be logged at error level, and two new deferred events. The new events will not appear on the counter event log report.

Suggested system errors:

"0904.com.fujitsu.poa.ctrc.businesslogic.reporting.nonZeroLocalSuspenseBranchOpeningFigures"

"0905.com.fujitsu.poa.ctrc.businesslogic.reporting.mismatchedBTSdiscrepancyTransferredandResolved"

Event ids:

124 "The branch local suspense opening figures for TP %TP% do not net to zero."
125 "The BTS branch discrepancy transferred totals do not match the branch discrepancy resolved totals."

The event id spreadsheet is now formally held in Dimensions as DES/APP/HLD/2255. Please can you update http://10.182.7.102/doku/doku.php?id=appserv:recordbusinesssevent_190&s=record%20business%20event to refer to this HLD - half way down the page it has a link to the old events spreadsheet in project web - think link should be removed and the reader referred to DES/APP/HLD/2255 in Dimensions.

Date:18-Jul-2013 15:42:09 User:Leela Dhanalakshmi Nune
Evidence Added - code patches

Date:18-Jul-2013 15:42:32 User:Leela Dhanalakshmi Nune
Action placed on Team:xCtr_BAC_GDC, User:Leela Dhanalakshmi Nune

Date:18-Jul-2013 15:42:44 User:Leela Dhanalakshmi Nune
The Call record has been assigned to the Team Member: Venkata Peddapothula
Progress was delivered to Consumer

Date:18-Jul-2013 15:43:06 User:Leela Dhanalakshmi Nune
Please review code patches.

Date:26-Jul-2013 07:24:53 User:Leela Dhanalakshmi Nune
Evidence Added - Revised code patches.

Date:26-Jul-2013 08:12:56 User:Leela Dhanalakshmi Nune
HNGX CODE FIX

FIX DESCRIPTION
Explained above.

PROPOSED BRANCH
CTR08_82_00_RELEASE

COUNTER JAVA FILES CHANGED
ReportingConstants.java
ReportingHelperBLO.java
RolloverBranchBLO.java

COUNTER PDL FILES CHANGED
BalanceBranchBLO.pdl
AccountingReportBLO.pdl

COUNTER REFDATA FILES CHANGED
New Message file added MSG31332.xml
btsManagementInfoSummarySection_v2Template.vmxml

SHARED CODE FILES CHANGED
None

BAL JAVA CODE FILES CHANGED
None.

SQL FILES CHANGED
None

OTHER FILES CHANGED
errormessages.properties.

APPROPRIATE CODE COMMENTS
Yes.

DEPENDENCIES
There is a new message file added i.e MSG31332.xml.

RELATED PROBLEMS
None

UNIT TESTING EVIDENCE
Attached above along with Revised code patches.

REGRESSION TEST CLASS
Attached.

BACKWARDS COMPATIBILITY
NA.

Date:26-Jul-2013 08:23:25 User:Leela Dhanalakshmi Nune
Evidence Added - Regression Test Evidence & Testing steps to CIT

Date:26-Jul-2013 14:03:56 User:Venkata Peddapothula
Code looks fine. Please go ahead with the fix

Date:26-Jul-2013 14:05:06 User:Venkata Peddapothula
[Start of Response]

[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Response was delivered to Consumer

Date:29-Jul-2013 08:31:34 User:Leela Dhanalakshmi Nune
The Call record has been assigned to the Team Member: Leela Dhanalakshmi Nune
Progress was delivered to Consumer

Date:29-Jul-2013 10:18:21 User:Leela Dhanalakshmi Nune
Committed the following files to branch CTR08_82_00_RELEASE.
ReportingHelperBLO.java 1.38.16.1
RolloverBranchBLO.java 1.10.130.1
ReportingConstants.java 1.14.330.1
AccountingReportBLO.pdl 1.18.272.1
BalanceBranchBLO.pdl 1.14.130.1
btsManagementInfoSummarySection_v2Template.vmxml 1.2.278.1
errormessages.properties 1.148.2.1

Committed the following files to branch REFDATA08_82_00_RELEASE.
MSG31332.xml 1.1.2.1

Date:29-Jul-2013 10:18:54 User:Leela Dhanalakshmi Nune
The Call record has been transferred to the team: xCtr_REL_GDC
Progress was delivered to Consumer

Date:02-Aug-2013 15:34:39 User:Vikaran Bhan
Reference Added: Problem Incident CTR_APP_X0882_V450

Date:02-Aug-2013 15:34:43 User:Vikaran Bhan
TOP Reference set to: Problem Incident CTR_APP_X0882_V450

Date:02-Aug-2013 15:35:23 User:Vikaran Bhan
Reference Added: Problem Incident CTR_APP_X0882_V450

Date:08-Aug-2013 08:40:33 User:Pavan Vejendla
While testing this peak we observed an issue while doing the stock unit roll over. Use case is getting stopped in between and returning to home.

Date:08-Aug-2013 08:42:05 User:Pavan Vejendla
[Start of Response]
changing the status and returning to dev
[End of Response]
Response code to call type L as Category 50 -- Pending -- Fix Failed
Response was delivered to Consumer

Date:08-Aug-2013 08:42:25 User:Pavan Vejendla
The Call record has been transferred to the team: xCtr_BAC_GDC
The Call record has been assigned to the Team Member: Leela Dhanalakshmi Nune
Progress was delivered to Consumer

Date:08-Aug-2013 10:08:07 User:Leela Dhanalakshmi Nune
[Start of Response]
Status is changed as the issue is because of peak fix PC0222229.
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Response was delivered to Consumer

Date:08-Aug-2013 10:08:38 User:Leela Dhanalakshmi Nune
The Call record has been transferred to the team: xCtr_REL_GDC
The Call record has been assigned to the Team Member: Pavan Vejendla
Progress was delivered to Consumer

Date:09-Aug-2013 14:24:59 User:Vikaran Bhan Action has been removed from the call	
Date:09-Aug-2013 16:22:03 User:Vikaran Bhan Defect cause updated to 14: Development - Code	
Date:09-Aug-2013 16:22:24 User:Vikaran Bhan The Call record has been transferred to the team: Dev-Int-Rel User:Vikaran Bhan Confirmed that this Incident may be passed to the external company with the attached evidence. Progress was delivered to Consumer	
Date:12-Aug-2013 14:59:29 User:Matt Swain Reference Added: Product Baseline CTR APP X0900_V470-V435 CTR_APP_X0900_V470-V435 available for testing The Call record has been transferred to the team: Live Support Team The Call record has been assigned to the Team Member: _Unassigned_	
Date:20-Aug-2013 14:22:17 User:Lorraine Elliott The call Target Release has been moved to Targeted At -- HNG-X 09.00.03.00SV&I Cycle 3	
Date:20-Aug-2013 14:22:23 User:Lorraine Elliott Re targeted outside PTF as discussed in release planning	
Date:15-Oct-2013 14:27:14 User:John Budworth Reference Added: Release PEAK PC0228641	
Date:23-Oct-2013 17:28:20 User:Andy Pavis [Start of Response] Tested with Anne Chambers using COUNTER APP 74 2 (LST R9.01.00.40): The behaviour of the Counter app now, on encountering such historic data, is that: 1. No messages warning of the problem are displayed when rolling an affected Counter, including rolling the last Counter 2. Following the Counter rolls, the Local Suspense includes the historic data 3. When rolling the Branch, message MSG31332 is displayed to alert the PM that "Discrepancies for Transferred and Resolved do not match" and that the PM needs to report this 4. The Branch roll can complete, including the erroneous data Once the PM reports the problem to the Help Desk, the call should be transferred to Fujitsu to resolve. The point at which the problem is noted is at the time it arises, rather than a year later. Closing PEAK with Anne's agreement. [End of Response] Response code to call type L as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update. Response was delivered to Consumer	
Date:23-Oct-2013 17:30:09 User:Lina Kiang The Call record has been assigned to the Team Member: Anne Chambers Progress was delivered to Consumer	
Date:24-Oct-2013 18:30:59 User:Anne Chambers [Start of Response] The original problem was fully investigated and resolved several months ago. We have now added a couple of new checks to the balancing process, to alert us if anything similar happens again. KEL raised to document what to do if the events are seen. Closing call. [End of Response] Response code to call type L as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update. Service Response was delivered to Consumer	
Date:24-Oct-2013 18:30:59 User:Anne Chambers CALL PC0223870 closed: Category 60 Type L	
Date:25-Oct-2013 11:08:42 User:Cheryl Card KEL acha2230K authorised	

Root Cause	Development - Code
Logger	_ Customer Call _ -- EDSC
Subject Product	General/Other/Misc -- Unknown General/Other/Misc (version unspecified)
Assignee	_ Customer Call _ -- EDSC
Last Progress	25-Oct-2013 11:08 -- Cheryl Card