

## Export

## Peak Incident Management System

Call Reference	PC0126042	Call Logger	_Customer Call_ -- EDSC
Release	Reported In -- BI_3S82R	Top Ref	E-0509150123
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- Reconciliation - resolved
Target Date	18/09/2005	Effort (Man Days)	0
Summary	FAD160868 - SU cash amounts vary on counters		

## Progress Narrative

Date:15-Sep-2005 10:46:27 User:\_Customer Call\_

CALL PC0126042 opened

Details entered are:-

Summary:faye at nbsc of tier 2 states that all of the node

Call Type:L

Call Priority:B

Target Release:BI\_3S82R

Routed to:EDSC - \_Unassigned\_

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Date/Time Raised: Sep 15 2005 9:11AM

Priority: B

Contact Name: faye crawley

Contact Phone: GRO

Originator: Pherr

Originator's reference: E-0509150123

Product Type: Riposte

Product Serial No:

Product Site: 160868

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15/09/05 09:11 faye at nbsc of tier 2 states that all of the nodes attached to the shared stock unit are showing different cash amounts and the stock varies when it should be the same. each node shows different figures

15/09/05 09:23 uk955549

Information: pm's name, alan brown

15/09/05 09:24 uk955549

Contacted: contacted po

15/09/05 09:25 uk955549

Information: no answer from po, will re-try in 5 mins

15/09/05 09:36 uk955549

Contacted: contacted po

15/09/05 09:36 uk955549

Information: line still engaged

15/09/05 10:09 uk955549

Contacted: contacted po

15/09/05 10:10 uk955549

Information: problem occurred when doing counter daily reports on stock unit aa yesterday.

nodes attached to stock unit aa are node 3 and 4

balance showing on both counters print out are not

matching as they should be, neither are correct

pm has not rolled over the stock unit or done cash account

usernames involved: AJO001, DSR001, ABR001

15/09/05 10:28 uk955549

KEL Ref No.: unable to find relevant kel

15/09/05 10:29 uk955549

Information: faye at nbsc states that she went through 2 hours of checks and could not identify problem

15/09/05 10:35 uk955549

Information: downloading ps standardredlog

15/09/05 10:36 uk955549

Information: file ID. node 4= 651372

file ID. node 3= 651371

15/09/05 10:38 uk955549

Access Times: mon to fri 09.00 - 17.30

15/09/05 10:39 uk955549

Information: no error messages are showing and both are health checking

15/09/05 10:40 uk955549

Recommend: please investigate as to why the stock unit aa on node 3 and node 4 are showing varied amounts on counter daily reports

15/09/05 10:41 SYSADM

Open OTI: Automatic Open OTI

\*\*\*Updated by Jason Rogers at 15/09/2005 10:41:31

15/09/05 10:41 uk955549

REASSIGN: Call # E-0509150123 was Reassigned from Jason Rogers, Group

HSH7 to Group EDSC1

Date:15-Sep-2005 11:16:23 User:Barbara Longley

The call summary has been changed from:-



faye at nbsc of tier 2 states that all of the node  
The call summary is now:-  
FAD160868 - SU cash amounts vary on counters

Date:15-Sep-2005 11:16:51 User:Barbara Longley  
Product EPOSS & DeskTop -- Counter Common added.

Date:15-Sep-2005 11:17:10 User:Barbara Longley  
The Call record has been assigned to the Team Member: Cheryl Card  
Progress was delivered to Powerhelp

Date:15-Sep-2005 15:14:14 User: Customer Call  
EMPTY 15/09/05 15:12 uk956669 HSH6 Repeat Call: PM would like to be given update.

Date:15-Sep-2005 16:12:27 User:Cheryl Card

[Start of Response]

Due to the Riposte errors on 14/09/05 from 15:30 onwards (see call E-0509140700), messages were not replicated on counter 3. As a result, 3 transfers in to stock unit AA were done twice, initially on other counters then again on counter 3. The transfers in were for:

3000.00 (cash)

400.00 (cash)

89.69 (cheques)

This has resulted in a loss of 3489.69 in CAP 25 to the outlet, which POL may need to correct via an error notice.

Phoned the PM to explain what the problem was. He is concerned about other transactions which he has input twice (3 Giro deposits and another cheque) because of the replication problem. Have advised him to contact the NBSC as this is a business issue.

[End of Response]

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

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:15-Sep-2005 16:13:14 User:Cheryl Card

[Start of Response]

Routing call to MSU so that they can send a report to POL.

[End of Response]

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

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:15-Sep-2005 16:13:30 User:Cheryl Card

The Call record has been transferred to the team: MSU-Indt Mgt

Progress was delivered to Powerhelp

Date:16-Sep-2005 10:34:09 User:Cheryl Card

Evidence Added - Spreadsheet showing one set of Transfer Out txns and 2 sets of Transfer In txns

Date:16-Sep-2005 11:42:13 User:Jez Murray

[Start of Response]

BIMS raised

Closing call

[End of Response]

Response code to call type L as Category 67 -- Final -- Solicited Known Error

Routing to Call Logger following Final Progress update.

Hours spent since call received: 0 hours

Date:16-Sep-2005 12:03:19 User:Cheryl Card

[Start of Response]

Closing call as report has now been sent to POL.

[End of Response]

Response code to call type L as Category 90 -- Final -- Reconciliation - resolved

Routing to Call Logger following Final Progress update.

Service Response was delivered to Powerhelp

Date:16-Sep-2005 12:03:19 User:Cheryl Card

CALL PC0126042 closed: Category 90 Type L

Date:16-Sep-2005 12:03:19 User:Cheryl Card

Hours spent since call received: 0 hours

Defect cause updated to 14 -- Development - Code



Date:16-Sep-2005 12:05:06 User:\_Customer Call\_  
Consumer Phelp has received the call closure

Root Cause	Development - Code
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- Counter Common (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	16-Sep-2005 12:05 -- _Customer Call_