

From: "Loraine, Paul" <[REDACTED] GRO>
To: "Mark Underwood" [REDACTED] GRO
[REDACTED] GRO
Cc: "Parsons, Andrew" [REDACTED] GRO "Rodric Williams
[REDACTED] GRO "Matthews,
Gavin" [REDACTED] GRO "Kerry F Moodie
[REDACTED] GRO

Subject: FW: KELs - examples from FJ [BD-4A.FID26610170]

Date: Mon, 9 Jan 2017 17:35:05 +0000

Importance: Normal

Inline-Images: image001.jpg; image002.png; image003.png; image004.jpg; image005.jpg;
image006.jpg; image007.gif; image008.gif; image009.gif; image010.gif; image011.png;
image012.gif; image013.jpg; image014.jpg; imaged31e7f.JPG; image49461c.PNG;
image50377a.PNG; image595e4a.PNG

Mark

Happy new year – I hope you're well.

Here is the chain with Pete Newsome at FJ on the KEL system, as requested.

Kind regards

Paul

Paul Loraine
Associate
Bond Dickinson LLP

Bond Dickinson

Direct: [REDACTED]
Mobile: [REDACTED]
Office: [REDACTED] GRO

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From: [pete.newsom](#) GRO
Sent: 15 November 2016 12:56
To: Loraine, Paul
Cc: Rodric Williams (GRO); Matthews, Gavin; [Michael.Harvey](#) (GRO)
Subject: RE: Quick query

Paul

Here are a few examples from the KEL system.

Sorry for the delay.

Pete

View KEL dsed3033R

Tuesday 15 Nov

PM is getting a system error when trying to produce a despatch report

A despatch report has not been produced and cut off daily so the number of records that are meant to appear in it have grown to the point that the counter is unable to process them.

Symptoms

The PM is unable to print or preview a despatch report as a system error is reported to them some time after pressing the print or preview button.

On Counter: MS090025: SystemError - Error Code: 0291 (or 0991) has occurred
In POC log: java.lang.OutOfMemoryError

Problem

A despatch report had not been produced and cut off daily so the number of records that are supposed to appear in the report are growing by the day.
The message log on the counter shows that these have been received at the counter but it would seem that the counter business application is unable to process them given that a java.lang.OutOfMemoryError error is logged at the time.

Solution

ATOS

SMC

SSC

The problem is caused by the office not following the Post Office procedure: by not producing a cut off despatch report on a regular basis. The Horizon system is working as per agreed design.

SSC:
SSC resolve the issue by [165596](#). Then close the incident as "user error" so that it is referred back to NBSC as a business issue during monthly reporting.

Counter Eventing Team (CET) should ignore OutOfMemoryError events caused during despatch report printing as these will only be investigated on calls raised by individual offices.

Evidence

PostOfficeCounter.log

[+ More details](#)

KEL type:

Information

Title:

PM is getting a system error when trying to produce a despatch report

Summary:

A despatch report has not been produced and cut off daily so the number of records that are meant to appear in it have grown to the point that the counter is unable to process them

Raised:

by Dave Seddon on 02/07/2010

Last updated:

by Steve Parker on 26/10/2016

Release:

HQDX

System product:

CounterBusinessapplications

Additional Search Words:

dispatch despatch not working freezing 0991 0291

Status:

Authorised

Visibility:

Medium

PSN:

PC0206322

Old TFS:

T3162996

Version:

18

Other versions of this KEL:

Version 17 (Deprecated) by Lina Kiang on 02/09/2013

View Changes

Version 16 (Deprecated) by Sudip Sur on 02/09/2011

View Changes

Version 15 (Deprecated) by Steve Parker on 29/03/2011

View Changes

View KEL dsed5448J

Tuesday 15 Nov

PM states that AEI transaction keeps registering as a zero value which is unexpected

As part of the transaction the PM is asked if transaction is zero value and if they select Yes a zero value is registered.

Symptoms

PM is carrying out an AEI transaction, namely a SA Enrolment, but they have stated that it keeps being registered as a zero value transaction. They are expected it to be registered as a £110 transaction.

Problem

As part of the transaction the PM is asked if the transaction is zero value and is given the option to select Yes or No. If Yes is selected the transaction is registered as being zero value, which is what happened in this instance. If No is selected the PM is asked to enter the amount displayed on the barcode label. Note that at the end of the transaction the PM is also asked to confirm that the amount of the transaction matches the price from the label. They pressed Continue rather than using Prev to correct the amount.

Solution

ATOS

SMC

SSC

When asked if the transaction is zero value the PM must correctly select Yes or No.

More details

KEL type:

Information

Title:

PM states that AEI transaction keeps registering as a zero value which is unexpected

Summary:

As part of the transaction the PM is asked if transaction is zero value and if they select Yes a zero value is registered.

Raised:

by Dave Seddon on 25/10/2016

Last updated:

on 26/10/2016

Release:

HXDX

System product:

HMO-XCounter(OIT)

Additional Search Words:

Security Industry Authority biometric

Status:

Authorised

Visibility:

Medium

PEAK:

PC0254779

TFS:

A13851534

Version:

1

View KEL RamanaR5955KTuesday 15 Nov

IOException URL- Error in postcodeanywhere service

IOException URL- Error in postcodeanywhere service - Error in postcodeanywhere service

Symptoms

URL-Error in postcodeanywhere service may have different errors please review carefully -

ServerName : LRRPCW5nnn
Time of Occurrence : DD/MM/YY HH:MM:SS
Severity : Critical
Alert text1 : IOException URL-Error in postcodeanywhere service)-ALERTID-3009- Error during postcodeanywhere service-IOException URL- Check logs for detail exceptions-@@-
Alert text2 : IOException URL-Error in postcodeanywhere service)-javax.net.ssl.SSHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification pa
Alert text3 :Open quote is expected for attribute REL associated with an element type LINK -3009- Error in postcodeanywhere service)-Alert Internal Server Error-@@-
Alert text4 :Exception URL-Error in postcodeanywhere service)-org.xml.sax.SAXParseException: line1number: 6; columnNumber: 11: Open quote is expected for attribute REL associated with an element type LINK . at org.apache.xerces.parsers.DOMParser.parse(Unknown Source)
Alert text5 :The element type meta must be terminated by the matching end-tag </meta> -3009- Error in postcodeanywhere service)-Alert Internal Server Error-

Problem

This alert is raised when CWS unable to connect to postcodeanywhere service. The reasons could be either postcodeanywhere is down or slower response than normal or Internal domain issue like firewall restrictions. Probably Sec Ops issue

Solution

ATOS

SMC

SSC

SMC Action:
First check with ATOS whether the PostCodeAnywhere service is under maintenance or otherwise having issues. If the PostCodeAnywhere service is confirmed as up and the errors are continuing then:

For Alert text 1 and 2:
Raise a P1 call with SSC and follow normal escalation process of voicing.

As per the TFS#A12629765 For Alert text 3,4 and 5:
Look for clear event which will be like as highlighted below, since alert 3 and 4 trigger together normally. If clear alert found ignore. If no clear alert raise a P1 call with SSC and follow normal escalation process of voicing.

Clear Alert: "postcodeanywhere service is running-ERROR 3009 is resolved}-ERROR 3009 is resolved-@@-"

For CWS alerts: ALERTID-3009, please follow KEL ybna193BQ in future. (For more info: refer TFS# A12895875/A13397892/A13977726)

Evidence

Event Text, Date, time Server Name

[+ More details](#)

KEL type:	Information
Title:	IOException URL- Error in postcodeanywhere service
Summary:	IOException URL- Error in postcodeanywhere service - Error in postcodeanywhere service
Raised:	by Ramana Ravula on 25/07/2013
Last updated:	by SriTeja Kalagampudi on 07/11/2016
Release:	WSDX
System product:	CollectandReturnWebServer(CWS)
Server name:	LRRPCW5nnn
Additional Search Words:	URL-Error in postcodeanywhere, URL- Check logs for
Station:	Authorised
Visibility:	Medium
External:	Visible to support teams outside Fujitsu
PEAK:	PC0244660
TFS:	A9196099
Version:	5

Other versions of this KEL:

Version 4 (Deprecated) by Akash Sharma on 24/06/2016	View Changes
Version 3 (Deprecated) by Mark Wright on 02/07/2015	View Changes
Version 2 (Deprecated) by Ramana Ravula on 27/09/2013	View Changes
Version 1 (Deprecated) by Ramana Ravula on 25/07/2013	View Changes

Pete Newsome

Business Change Manager

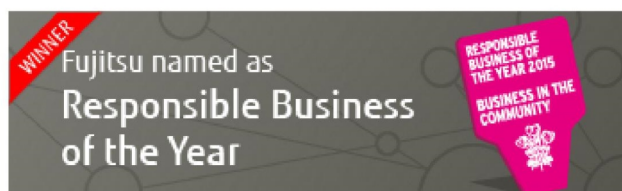
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From: Newsome, Pete

Sent: 15 November 2016 10:56

To: 'Loraine, Paul' < >
Cc: Rodric Williams (< >); Matthews, Gavin (< >)
Subject: RE: Quick query

Paul

Sorry thought we had responded. Will follow up today.

Pete

Pete Newsome

Business Change Manager

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From: Loraine, Paul [[mailto:](#)[GRO](#)]
Sent: 14 November 2016 17:07
To: Newsome, Pete <[GRO](#)>
Cc: Rodric Williams <[GRO](#)>; Matthews, Gavin <[GRO](#)>
Subject: RE: Quick query

Dear Pete

Please can you let me know if there is any update on the example KELs (further to my email below)?

Thanks again for your help on this.

Kind regards

Paul

Paul Loraine
Associate
Bond Dickinson LLP

Bond Dickinson

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From: Loraine, Paul
Sent: 01 November 2016 11:52
To: 'pete.newsome'; **GRO**
Subject: RE: Quick query

Many thanks Pete.

Kind regards

Paul

From: pete.newsome@GRO **GRO** <mailto:pete.newsome@GRO> **GRO**
Sent: 01 November 2016 11:07
To: Loraine, Paul
Cc: Parsons, Andrew; Rodric Williams **GRO**
Subject: RE: Quick query

Paul

I will progress with colleagues, hopefully it will not be a problem.

Pete

Pete Newsome

Business Change Manager

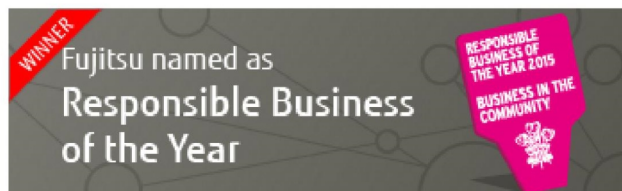
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From: Loraine, Paul [[mailto:](#) GRO]
Sent: 31 October 2016 17:38
To: Newsome, Pete <GRO>
Cc: Parsons, Andrew GRO; Rodric Williams
Subject: FW: Quick query

Hi Pete

By way of an introduction, I am a colleague of Andy Parsons at Bond Dickinson.

With apologies for bringing this issue up again, we need to revisit the Known Error Log point and I'm currently looking to draft a short description of what the KEL is / its scope etc. In addition to your helpful notes below, we wondered whether you might be able to provide us with a few example KELs (5 or so), just from the top of the pile? Is this feasible / easily done?

Thanks

Paul

From: [Parsons, Andrew](#)
Sent: 23/09/2016 10:30
To: [pete.newsome](#) GRO
Cc: [Rodric Williams](#) GRO; [Prime, Amy](#); [Michael.Harvey](#) GRO
Subject: RE: Quick query

Thanks Pete – much appreciated.

A

Paul Loraine
Solicitor
Bond Dickinson LLP

Bond Dickinson

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From: pete.newsome@GRO **GRO** <mailto:GRO>
Sent: 23 September 2016 10:26
To: Parsons, Andrew
Cc: Rodric Williams **GRO** Prime, Amy; Michael.Harvey@GRO
Subject: RE: Quick query [BD-4A.FID26896945]

Andrew

We have checked all the KELs (takes time as they have free text included) and have found there are no KELs that directly affect the normal operation of the Core Audit Process.

Pete

Pete Newsome

Business Change Manager

Post Office Account, Fujitsu UK&I

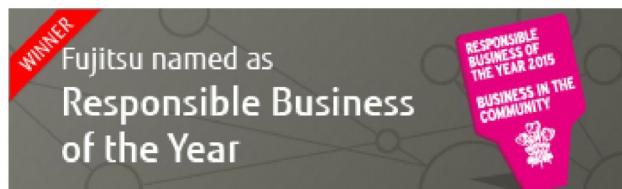
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From: Parsons, Andrew [[mailto:](#) GRO]
Sent: 21 September 2016 13:40
To: Newsome, Pete <GRO>
Cc: Rodric Williams <GRO>; Prime, Amy
<GRO>; Harvey, Michael <GRO>
Subject: RE: Quick query [BD-4A.FID26896945]

Pete

Thanks. Very useful.

Noted on the theme of questions – unfortunately these are not always under our control as these are questions being put by Freeths, the postmasters' solicitors.

That said, are you 100% sure that there are no KELs in respect of the Core Audit Log? If so, we may say this to Freeths so to try to avoid having to disclose the KELs.

Thanks
Andy

Andrew Parsons
Partner
Bond Dickinson LLP

Bond Dickinson

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Mobile:

Office: GRO

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From: [pete.newsome](#) GRO
Sent: 21 September 2016 12:36
To: Parsons, Andrew
Cc: Rodric Williams (GRO); Prime, Amy; [Michael.Harvey](#) GRO
Subject: RE: Quick query [BD-4A.FID26896945]

Andrew

As requested, please find below our answers to the 6 questions posed.

We would, however, like to first point out our concern regarding the underlying, erroneous, theme that these questions (and the previous questions we've provided answers to you on) seem to be driving at. At the risk of sounding like a "broken record", the key premise of the HNG-X (and Horizon) system is the Core Audit Log. This comprises the only source of the "truth". And to our knowledge there has been no identified issues with the Core Audit Log and there are no KELs in respect of this log. To this end, the questions regarding the existence or otherwise of issues with other elements of the system are, in our opinion, a distraction to the key premise and could be used to create an erroneous view of HNG-X / Horizon. It is our view that a strong rebuttal is required and a shift of focus from a view that we should somehow constantly need to "prove the negative" to a focus on the fact that the Core Audit Log provides a true source of the data entered and transactions performed at the relevant terminals. Any subsequent use of said data by the system does not impact on this "truth" and as such we often determine the existence or otherwise of errors by reference to the Core Audit Log.

The answers (highlighted in yellow) to your questions are:

- What format do these logs take and where are they held? The logs (referred to as the Known Error Log or "KEL") are held on a server and contain information advising to accessor of the error condition, priority, resolver group to handle and process to follow. Access to the log is controlled by the accessor having to logon to the server. KELs created as a result of an issue arising from an enterprise management event or the result of a post incident action. KEL's are often fixed as part of a maintenance release and then closed. However, in some instances KELs are not closed and remain on the system on the basis it is easier to follow the tactical workaround procedure defined in the individual record.
- What level of detail is included within the logs (i.e. are they generic logs for all Horizon errors or linked to specific branches, do the logs explain the consequences of the error and the fix which was applied, etc.)? KELs are individual articles associated to individual events. They explain the issue and any workaround for to be followed if the issue is reported. They are logged against a priority/impact and which capability the call should be passed onto in our service management tool to record and resolve at the time.
- When did Fujitsu begin to maintain these logs and are they still maintained? The log was implemented from day 1 of the service and is reviewed periodically. The KEL solution is currently being reviewed as part of a service improvement activity with service managers talking with product owners on relevance and quality of all KELs in the system.

Are the logs capable of being extracted and provided to us? **Yes via excel data extract**

Have Post Office previously been provided with a copy of these and, if so, to whom and when? We don't believe Post Office has ever asked for this before but it is available if required.

Has there been any correspondence between Post Office and Fujitsu concerning these logs? I suspect loads– but it would be good to just understand in high level terms how they are used. **To our recollection, this has not been raised in any service meetings and as such we are not aware of any correspondence regarding the KELs themselves though clearly there will be numerous correspondence regarding any issues that may have given rise to a KEL.**

Hope this helps

Pete

Pete Newsome

Business Change Manager

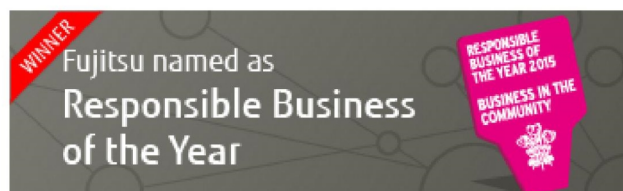
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From: Newsome, Pete

Sent: 19 September 2016 13:57

To: 'Parsons, Andrew'

Cc: Rodric Williams

GRO

> Prime, Amy

<[REDACTED] GRO >
Subject: RE: Quick query [BD-4A.FID26896945]

Andrew

Will check with colleagues and get back with an update.

Regards

Pete

Pete Newsome

Business Change Manager

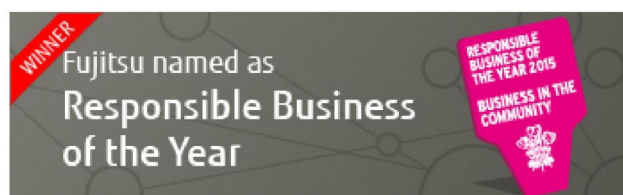
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From: Parsons, Andrew [[mailto:\[REDACTED\] GRO](#)]
Sent: 19 September 2016 12:21
To: Newsome, Pete
Cc: Rodric Williams; [REDACTED] GRO; Prime, Amy
<[REDACTED] GRO >
Subject: Quick query [BD-4A.FID26896945]

Pete

Hope you're well. Would you mind hoping with what is hopefully a quick query?

The solicitors for the postmasters have asked us to provide them with a copy of the 'known error logs' kept by Fujitsu and all correspondence between Fujitsu and Post Office relating to the same. So we can respond to this request it would be appreciated if you could confirm whether a Horizon "known error log" or a similar documents exist. We've not decided yet on whether to provide this information (and so don't need any documents from you at this stage) – we're just trying to scope out what might be covered by the request.

We would appreciate if you could help with the following:

What format do these logs take and where are they held?

What level of detail is included within the logs (i.e. are they generic logs for all Horizon errors or linked to specific branches, do the logs explain the consequences of the error and the fix which was applied, etc)?

When did Fujitsu begin to maintain these logs and are they still maintained?

Are the logs capable of being extracted and provided to us?

Have Post Office previously been provided with a copy of these and, if so, to whom and when?

Has there been any correspondence between Post Office and Fujitsu concerning these logs? I suspect loads – but it would be good to just understand in high level terms how they are used.

I'm hoping that this questions are fairly easy to address but if they do need more careful thought, please let me know and we can discuss how to tackle them.

If possible, a response by close of business on Wednesday would be useful.

Kind regards

Andy

Andrew Parsons
Partner
Bond Dickinson LLP

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