



Rahul Chauhan &lt;rahul.chauhan@nationalexpress.com&gt;

**URGENT: IN00197777 - Travel CAT Issue**

10 messages

**Rahul Chauhan** <rahul.chauhan@nationalexpress.com>

17 June 2021 at 18:16

To: Lee Bennett <lee.bennett@nationalexpress.com>, Ranbir Sagoo <ranbir.sagoo@nationalexpress.com>, Russ Dorgan <russ.dorgan@nationalexpress.com>, Iain McFarlane <Iain.McFarlane@nationalexpress.com>, Neil Allden <neil.allden@nationalexpress.com>, Chris Coton <chris.coton@nationalexpress.com>, Chris Weaver <chris.weaver@nationalexpress.com>, Daniel Parker <daniel.parker@nationalexpress.com>, Anup Raj <anup.raj@nationalexpress.com>

Cc: Amit Sharma <amit.sharma@nationalexpress.com>, Bhavesh Kashikar <bhavesh.kashikar@nationalexpress.com>, Maunish Soni <maunish.soni@nationalexpress.com>, Kinnal Parmar <kinnal.parmar@nationalexpress.com>, Nishil Vahia <nishil.vahia@nationalexpress.com>, Intezamhussain Painter <intezamhussain.painter@nationalexpress.com>

Hello All,

We checked this issue in the live environment and found that the DB script which was gone on production with the Golf release has the issue.

The changes that were made in the Stored Procedure (**cp\_Get\_Full\_Ticket\_Retail**) which is used by the TravelCAT application only had the issue with the generic consumers due to which sales items had 14K+ records.

To mitigate this we need to change the SP to exclude generic consumers. This has been suggested by Iain as well.

We think that this needs to be sorted on production environment as soon as possible, possibly before Tuesday CAB, otherwise, we may face the same issues like we faced yesterday and today morning,

We have attached current and probable solution copy for your reference to that same SP

- **cp\_Get\_Full\_Ticket\_Retail**

We have applied the solution on DT2 and the results are positive.

We would need your **approval** to make those changes on stable, perf and production environment respectively.

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Regards,

Rahul Chauhan

rahul.chauhan@nationalexpress.com

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**2 attachments**

 **cp\_Get\_Full\_Ticket\_Retail\_IN00197777\_PROBABLE\_SOLUTION.sql**  
60K

 **cp\_Get\_Full\_Ticket\_Retail\_IN00197777\_PROD\_COPY.sql**  
60K

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**Rahul Chauhan** <rahul.chauhan@nationalexpress.com>

17 June 2021 at 18:17

To: Lee Bennett <lee.bennett@nationalexpress.com>, Ranbir Sagoo <ranbir.sagoo@nationalexpress.com>, Russ Dorgan <russ.dorgan@nationalexpress.com>, Iain McFarlane <Iain.McFarlane@nationalexpress.com>, Neil Allden <neil.allden@nationalexpress.com>, Chris Coton <chris.coton@nationalexpress.com>, Chris Weaver <chris.weaver@nationalexpress.com>, Daniel Parker <daniel.parker@nationalexpress.com>, Anup Raj <anup.raj@nationalexpress.com>, Mitesh Prajapati <mitesh.prajapati@nationalexpress.com>

Cc: Amit Sharma <amit.sharma@nationalexpress.com>, Bhavesh Kashikar <bhavesh.kashikar@nationalexpress.com>, Maunish Soni <maunish.soni@nationalexpress.com>, Kinnal Parmar <kinnal.parmar@nationalexpress.com>, Nishil Vahia <nishil.vahia@nationalexpress.com>, Intezamhussain Painter <intezamhussain.painter@nationalexpress.com>

adding @Mitesh Prajapati

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**Russ Dorgan** <russ.dorgan@nationalexpress.com>

17 June 2021 at 18:29

To: Rahul Chauhan &lt;rahul.chauhan@nationalexpress.com&gt;

Is this a P1 or P2 currently?

Russ Dorgan  
Software Engineering Manager  
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**national express**

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**Lee Bennett** <[lee.bennett@nationalexpress.com](mailto:lee.bennett@nationalexpress.com)>

17 June 2021 at 18:32

To: Rahul Chauhan <[rahul.chauhan@nationalexpress.com](mailto:rahul.chauhan@nationalexpress.com)>, Vince O'Sullivan <[vince.o'sullivan@nationalexpress.com](mailto:vince.o'sullivan@nationalexpress.com)>, Mark O'Connor <[mark.o'connor@nationalexpress.com](mailto:mark.o'connor@nationalexpress.com)>

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Hi Rahul

cp\_Get\_Full\_Ticket\_Retail script was released on CR8707. So can i deduce from this email you are admitting that CR8707 was a failed change? and thus the following releases should also be considered as failed changes. **Why aren't these changes being rolled back? Otherwise what is the point of the roll back procedure if you don't use it!**

If you are seeking permission to fix an incident with urgency this is implying that 197777 is a major incident and not a P3 as its listed in remedyforce and the NX IT major incident manager is somebody you should be liaising with instead of sending widespread emails. Please follow major incident process.

Kind Regards,

Lee Bennett  
IT Change and Problem Management Co-Ordinator  
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National Express Group PLC, Mill Lane, Birmingham B5 6DD  
[www.nationalexpressgroup.com/](http://www.nationalexpressgroup.com/)

**national express**

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**Mitesh Prajapati** <[mitesh.prajapati@nationalexpress.com](mailto:mitesh.prajapati@nationalexpress.com)>

17 June 2021 at 18:36

To: Lee Bennett <[lee.bennett@nationalexpress.com](mailto:lee.bennett@nationalexpress.com)>

Cc: Rahul Chauhan <[rahul.chauhan@nationalexpress.com](mailto:rahul.chauhan@nationalexpress.com)>, Vince O'Sullivan <[vince.o'sullivan@nationalexpress.com](mailto:vince.o'sullivan@nationalexpress.com)>, Mark O'Connor <[mark.o'connor@nationalexpress.com](mailto:mark.o'connor@nationalexpress.com)>, Ranbir Sagoo <[ranbir.sagoo@nationalexpress.com](mailto:ranbir.sagoo@nationalexpress.com)>, Russ Dorgan <[russ.dorgan@nationalexpress.com](mailto:russ.dorgan@nationalexpress.com)>, Iain McFarlane <[Iain.McFarlane@nationalexpress.com](mailto:Iain.McFarlane@nationalexpress.com)>, Neil Allden <[neil.allden@nationalexpress.com](mailto:neil.allden@nationalexpress.com)>, Chris Coton <[chris.coton@nationalexpress.com](mailto:chris.coton@nationalexpress.com)>, Chris Weaver <[chris.weaver@nationalexpress.com](mailto:chris.weaver@nationalexpress.com)>, Daniel Parker <[daniel.parker@nationalexpress.com](mailto:daniel.parker@nationalexpress.com)>, Anup Raj <[anup.raj@nationalexpress.com](mailto:anup.raj@nationalexpress.com)>, Amit Sharma <[amit.sharma@nationalexpress.com](mailto:amit.sharma@nationalexpress.com)>, Bhavesh Kashikar <[bhavesh.kashikar@nationalexpress.com](mailto:bhavesh.kashikar@nationalexpress.com)>, Maunish Soni <[maunish.soni@nationalexpress.com](mailto:maunish.soni@nationalexpress.com)>, Kinnal Parmar <[kinnal.parmar@nationalexpress.com](mailto:kinnal.parmar@nationalexpress.com)>, Nishil Vahia <[nishil.vahia@nationalexpress.com](mailto:nishil.vahia@nationalexpress.com)>, Intezamhussain Painter <[intezamhussain.painter@nationalexpress.com](mailto:intezamhussain.painter@nationalexpress.com)>, PMC DBAs <[Pmc.dbas@nationalexpress.com](mailto:Pmc.dbas@nationalexpress.com)>

++Adding team

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**Rahul Chauhan** <rahul.chauhan@nationalexpress.com>  
To: Russ Dorgan <russ.dorgan@nationalexpress.com>

17 June 2021 at 18:41

Hi Russ,

It was raised as P2 but as it was an intermittent issue, it was changed to P3 some time back.

And we raised this concern because we think this needs to be resolved on production as soon as possible. this was also mentioned in the first email.

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**Iain McFarlane** <iain.McFarlane@nationalexpress.com>

17 June 2021 at 18:53

To: Mitesh Prajapati <mitesh.prajapati@nationalexpress.com>

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Hi Lee

This issue will impact all tickets with more than one passenger so is certainly not a P3.

Iain

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Iain McFarlane  
Technical Architect  
IT Architecture Team  
National Express

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**Vince O'Sullivan** <vince.o'sullivan@nationalexpress.com>

17 June 2021 at 19:00

To: Iain McFarlane <iain.McFarlane@nationalexpress.com>

Cc: Mitesh Prajapati <mitesh.prajapati@nationalexpress.com>, Lee Bennett <lee.bennett@nationalexpress.com>, Rahul Chauhan <rahul.chauhan@nationalexpress.com>, Mark O'Connor <mark.o'connor@nationalexpress.com>, Ranbir Sagoo <ranbir.sagoo@nationalexpress.com>, Russ Dorgan <russ.dorgan@nationalexpress.com>, Neil Allden <neil.alden@nationalexpress.com>, Chris Coton <chris.coton@nationalexpress.com>, Chris Weaver <chris.weaver@nationalexpress.com>, Daniel Parker <daniel.parker@nationalexpress.com>, Anup Raj <anup.raj@nationalexpress.com>, Amit Sharma <amit.sharma@nationalexpress.com>, Bhavesh Kashikar <bhavesh.kashikar@nationalexpress.com>, Maunish Soni <maunish.soni@nationalexpress.com>, Kinnal Parmar <kinnal.parmar@nationalexpress.com>, Nishil Vahia <nishil.vahia@nationalexpress.com>, Intezamhussain Painter <intezamhussain.painter@nationalexpress.com>, PMC DBAs <Pmc.dbas@nationalexpress.com>

Hi all,

Can we follow the process here please and someone raise an emergency change in remedy with as much detail as possible. We can then hold an ECAB to discuss and approve.

Thanks,

Vince

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**Chris Weaver** <chris.weaver@nationalexpress.com>

17 June 2021 at 19:02

To: Vince O'Sullivan <vince.o'sullivan@nationalexpress.com>

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I'll raise the ECR

Chris

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**Chris Weaver**

Project Manager

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17 June 2021 at 19:03

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Hello Lee,

We have talked with @Chris Weaver and decided not to rollback the script, we need to go ahead with the fix on production,

As you suggested the changes need to go through a major incident process, as we are not sure about the exact steps required, could you please suggest!

**Note:** This issue was raised as P2 and was changed back to P3.

Regards,  
Rahul

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