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| --- | --- | --- | --- |
|  | Incident Report Form | Report number | IR00201 |
|  |  | Problem number |  |

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# To: System Planning & Management Department

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Incident Occurred Date / Time range : 2016/09/12 /07:16 AM | | | | | | | |
| Problem System / Application: NEW FEP Application | | | | | | | |
| Report person: Mara Poblete | | | | | | Department: Systems Operation | |
| Phone/Ext. No.: 8740 | | | Reported Date: 2016/12/05 | | | | |
| Brief description of incident: | | Refer the attached Incident Report - UPOP Issues.docx | | | | | |
| \*Priority Flag : | | Low | | | \*Risk Rating : Probability | | 1 |
| \*Risk Rating : Impact | | 1 | | |  | | |
| *\* Refer to Operational Risk Management Guideline* | | | | | | | |
| **Reported Problem: *(Must attach supporting document)*** | | | | | | | |
| **Incident Date and Time and recovery details :**    **Date of Incident : 4-December 2016**   |  |  |  |  | | --- | --- | --- | --- | | Time of Termination | Affected Process | Recovery Date | Recovery Time | | 14:27:44 | CUPMCP002 | 4-December 2016 | 16:57:00 | | 14:28:14 | CUPMCP004 | 4-December 2016 | 16:57:15 | | 20:17:39 | CUPMCP004 | 4-December 2016 | 21:44:37 | | 21:40:58 | CUPMCP003 | 4-December 2016 | 21:44:52 | | 23:09:02 | CUPMCP002 | 5-December 2016 | 08:32:57 | | 23:10:56 | CUPMCP003 | 5-December 2016 | 08:33:12 |     **Business Impact :**  Since there were still 2 active process of CUPMCP, FEP issuing transactions were still processed normally.    Only 1 Customer was affected by this issue.     |  |  |  | | --- | --- | --- | | Card Number | Amount | Merchant Name and Location | | 622493\*\*\* \*\*\*4601 | 1585.66 HKD | LUX - FRONT DESK         LAS VEGAS   USA |   **Note :** Transaction was retried several times causing the termination of other CUPMCP Process.      Below are the affected transactions of the card :    cid:image002.png@01D24FA5.0A26F890  cid:image003.png@01D24FA5.0A26F890 | | | | | | | |
| Approved by Department Head : | | | | Signature : | | | |
| Name : | Nelman Chan Siu Kei | | |
| Date : | 2016/12/05 | | |

**Analysis:**

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| **Problem Cause:** | |
| Problem Caused by Job Request / Incident Fix: | Expected Fixed Date: |
| Existing Problem?  Yes, existing problem number is:  No, this is a new problem | |
| CUP program was trying to get the CVN Flag value from Card Authentication information field (field 61) however FEP did not check whether the said field is present or not prior to extracting of information thus leading to the null error and termination of the process.  **Details :**  It was reported that CUPMCP process were terminated in Production for several time. Upon checking the logs, we found that the issue is triggered every time a **Pre-authorization (manual)** with   **Field 61 (*where Field 61.6 is not present)*** *is* from CUP network. Error is encountered whenever FEP is trying to obtain the CVN flag in position 43-44 (***byte 6 of Field 61.6 Transaction verification mode*)** but the field does not exist or currently is not present in the message.  **Sample field 61 received from CUP network :**  **Total length : 31**  <field id="61" value=" CUP "/>   |  |  |  |  | | --- | --- | --- | --- | | **Field no.** | **Description** | **Value** | **Position** | | 6.1 | ID Number | spaces (22) | 1-22 | | 6.2 | CVN Check Result | space (1) | 23 | | 6.3 | PVV Check Result | space (1) | 24 | | 6.4 | Card Not Present Check Value | CUP (with space (4) ) | 25 - 31 | | 6.5 | ARQC authentication result | Not present | 32 | | 6.6 | Security Information Check Value | Not present. | 33-200 |     **Field 61 description based from CUP Manual :** | |
|  | |
| Temporary Solution | |
| Batch job to automatically restart the down cupmcp process was applied in production | |
| Permanent solution | |
| Modify the program, for **Pre-authorization** and **Pre-authorization Complete transactions,** FEP **will initially check the existence of the CVN flag** before extracting the value (Position 43-44 of Field 61) and replacing it with “000”. | |

**System Planning & Management:**

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| Received Date: | Received by: |
| Softcopy received:  Yes  No | Additional document received:  Yes  No  No need |
| Handling programmer name(s): | Program leader name (if have): |

**Quality Assurance:**

|  |  |
| --- | --- |
| Confirmation Date: | QA:  Yes  No |
| Confirmed by: | Signature: |

**User Acceptance For Job Completion:**

|  |  |
| --- | --- |
| Program tested & accepted by: | Signature: |
| Date: |