

Export

Peak Incident Management System

Call Reference	PC0206923	Call Logger	Raj Bains -- Key Manager
Release	Targeted At -- HNG-X 03.13	Top Ref	AUDIT_EXTRACT_CLT_0313_D065-D064
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	07/12/2010	Effort (Man Days)	0
Summary	ARQ 412, FAD: 055013, LPD 9.12.10		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	Product Baseline	AUDIT_EXTRACT_CLT_0313_V065	
	Release PEAK	PC0207015	
	Product Baseline	AUDIT_EXTRACT_CLT_0313_V065-V064	
Impact Statement	Product Baseline	AUDIT_EXTRACT_CLT_0313_D065-D064	
	User	Date	
	Unknown	08-Dec-2010 11:29:12	
	Messages returned by the filtering process are for one day less than the date range specified i.e. messages are not returned for the last day of the specified range. The Prosecution Support Service have stopped processing ARQs until this is resolved as the date range displayed in the final spreadsheet does not match the date range of the messages actually returned.		
	This error was introduced at 3.13, deployed on 28 November.		
Messages returned by the filtering process are for one day less than the date range specified i.e. messages are not returned for the last day of the specified range.			
These records are incorrect in that the transaction data provided does not reflect the time period specified and the audit trail is incorrect.			
If these reports were returned and presented at Court the discrepancy would be obvious and the integrity of the returns could be in question.			
As a result of the above we have stopped processing AROs until this issue is resolved.			

Progress Narrative

Date:06-Dec-2010 15:03:58 User:Raj Bains
 CALL PC0206923 opened
 Details entered are:-
 Summary:ARQ 412, FAD: 055013, LPD 9.12.10
 Call Type:L
 Call Priority:A
 Target Release:HNG-X R3
 Routed to:Audit-Deferred - Andrew Mansfield

Date:06-Dec-2010 15:03:58 User:Raj Bains
 Hi,

Received request from POL for ARQ retrieval for 18.5.10 - upon running a Slow and Fast ARQ have been unable to retrieve files for this date, however upon extending back end date by 15 days data has been retrieved.

Upon further investigation with Andy and Gerald have found that in order to retrieve data for 18.5 search criteria will need to be 18.5 to 19.5 which then brings back data for 18/5.

This was not the case before R3.13, before we were able do a search on 1 particular day and the necessary data would be retrieved.

If data is provided to POL spreadsheet will show data for 18.5 & 19.5 when infact it is just for the 18.5.

Date:06-Dec-2010 15:27:14 User:Andrew Mansfield
 The Call record has been transferred to the team: Audit-Dev
 The Call record has been assigned to the Team Member: Andrew Mansfield

Date:06-Dec-2010 16:02:23 User:Lionel Higman
[Start of Response]

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Date:06-Dec-2010 16:47:21 User:Andrew Mansfield

A new Business Impact has been added:

Messages returned by the filtering process are for one day less than the date range specified i.e. messages are not returned for the last day of the specified range. The Prosecution Support Service have stopped processing ARQs until this is resolved as the date range displayed in the final spreadsheet does not match the date range of the messages actually returned.

Date:06-Dec-2010 16:47:39 User:Andrew Mansfield

Product HNG-X Platforms -- Audit Workstation (AUW) (version unspecified) added.

Date:06-Dec-2010 16:53:28 User:Andrew Mansfield

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Yes - Audit Workstation

TECHNICAL SUMMARY:

Affects one executable - AEClient.exe

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_EXTRACT_CLT

DEPENDENCIES:

None

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

No

DEV EFFORT IN MANDAYS:

1 man day

IMPACT ON USER:

Prosecution Support Service unable to run audit requests.

IMPACT ON TEST:

Perform both slow and Fast ARQ retrievals specifying the same start and end date for filtering and check that date is returned for that date.

RISKS (of releasing and of not releasing proposed fix):

Low risk

LIST OF LIKELY DELIVERABLES:

Workset AUDIT_EXTRACT_CLT

Date:06-Dec-2010 16:54:00 User:Andrew Mansfield

Action placed on Team:RelMngmntForum

Date:07-Dec-2010 17:41:10 User:Tyrone Cozens

The call Target Release has been moved to Targeted At -- HNG-X 03.24

Date:07-Dec-2010 17:41:16 User:Tyrone Cozens

Action has been removed from the call

Date:07-Dec-2010 17:41:45 User:Tyrone Cozens

Authorised for 03.24 as agreed with RMF and Sheila Bamber

Date:08-Dec-2010 11:29:12 User:Steve Bansal

The Business Impact has been updated:

Messages returned by the filtering process are for one day less than the date range specified i.e. messages are not returned for the last day of the specified range. The Prosecution Support Service have stopped processing ARQs until this is resolved as the date range displayed in the final spreadsheet does not match the date range of the messages actually returned.

This error was introduced at 3.13, deployed on 28 November.

Messages returned by the filtering process are for one day less than the date range specified i.e. messages are not returned for the last day of the specified range.

These records are incorrect in that the transaction data provided does not reflect the time period specified and the audit trail is incorrect.

If these reports were returned and presented at Court the discrepancy would be obvious and the integrity of the returns could be in question.

As a result of the above we have stopped processing ARQs until this issue is resolved.

Date:08-Dec-2010 14:26:39 User:Andrew Mansfield

[Start of Response]

Fixed by a new version of AEClient.exe. Records are now returned for the date specified as the filter end date.

The fix can be tested by performing an ARQ and specifying the same date as the filter start and end dates (picking a date for which records matching the filter criteria are known to exist in the retrieved files). The expected records should be found by the filtering process. (Previously no records would be returned when the start and end dates are the same. More generally, no records would be returned for the specified end date.)

The test needs to be performed for both slow and fast ARQs.

[End of Response]

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

Date:08-Dec-2010 14:43:10 User:Tyrone Cozens

The call Target Release has been moved to Targeted At -- HNG-X 03.13

Date:08-Dec-2010 14:43:27 User:Tyrone Cozens

Authorised for 03.13 Hotfix.

Date:08-Dec-2010 14:44:20 User:Tyrone Cozens

Please contact Integration and Mark Jepson once fix is ready.

Date:08-Dec-2010 15:00:44 User:Andrew Mansfield

Evidence Added - Handover note

Date:08-Dec-2010 16:45:04 User:PIT Automated User

Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0313_V065

Date:08-Dec-2010 16:50:03 User:PIT Automated User

Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0313_V065-V064

Date:08-Dec-2010 17:08:36 User:Andrew Mansfield

[Start of Response]

Delivered as incremental baseline AUDIT_EXTRACT_CLT_0313_V065-V064

[End of Response]

Response code to call type L as Category 48 -- Pending -- Fix Released to PIT

Date:08-Dec-2010 17:09:21 User:Andrew Mansfield

The Call record has been transferred to the team: Dev-Int-Rel

Date:09-Dec-2010 07:45:04 User:PIT Automated User

Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0313_D065-D064

Date:09-Dec-2010 10:42:43 User:Victoria Hancock

Reference Added: Release PEAK PC0207015

Date:13-Dec-2010 10:41:16 User:Sheila Bamber

The Call record has been transferred to the team: Live Supp.Test

The Call record has been assigned to the Team Member: Release to Live

Date:15-Dec-2010 17:29:19 User:John Rogers

[Start of Response]

Tested in LST under Release Note HRU7263

Tested with HNG_X / Horizon Data and using Slow / Fast ARQs

All OK

Returning call for closure

[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.

Defect cause updated to 14 -- Development - Code

Date:16-Dec-2010 11:07:48 User:John Boston

Applied successfully to live. Please close.

Date:16-Dec-2010 11:22:47 User:Raj Bains
CALL PC0206923 closed: Category 60 Type L

Root Cause	Development - Code
Logger	Raj Bains -- Key Manager
Subject Product	General/Other/Misc -- ACE (version unspecified)
Assignee	Raj Bains -- Key Manager
Last Progress	16-Dec-2010 11:22 -- Raj Bains