

Export

Peak Incident Management System

Call Reference	PC0225656	Call Logger	Gerald Barnes -- Audit-Dev
Release	Proposed For -- HNG-X 08.01.04.00	Top Ref	PC0225071
Call Type	Cloned call	Priority	A -- Programme stopped
Contact	Gerald Barnes	Call Status	Closed -- Duplicate Call
Target Date	14/05/2013	Effort (Man Days)	1.00
Summary	Possibility of missing transactions on ARQ Audit spreadsheets		
All References	Type	Value	
	DevIntRel-Director	Live Supp.Test	
	Clone Master	PC0225071	
	DevIntRel-Director	Live Supp.Test	
	QFP Review	QFP RC	
Impact Statement	User	Date	
	Gerald Barnes	13-May-2013 10:54:34	
	This is a clone of PC0225071. Unless this is fixed there will be regression when QueryDLL.dll in AUDIT_EXTRACT_SVR_0801_V064-V063 is released.		
There is a loop hole in the code of QueryDLL.dll where by if it is running during the evening service shutdown the resulting prosecution spreadsheets produced later may have missing transactions.			

Progress Narrative

Date:13-May-2013 10:48:23 User:Gerald Barnes

CALL PC0225656 opened

Details entered are:-

Summary:Possibility of missing transactions on ARQ Audit spreadsheets

Call Type:C

Call Priority:A

Target Release:HNG-X 08.00

Routed to:Audit-Dev - Gerald Barnes

Date:16-Apr-2013 08:56:09 User:Andy Dunks

CALL PC0225071 opened

Details entered are:-

Summary:Possibility of missing transactions on ARQ Audit spreadsheets

Call Type:L

Call Priority:A

Target Release:HNG-X 08.00

Routed to:Audit-Dev - _Unassigned_

Date:16-Apr-2013 08:56:08 User:Andy Dunks

[Start of Response]

There is a small possibility of missing transactions on generated spreadsheets if the query handling was run during the evening Query Manager shutdown.

A flaw has recently been spotted in the audit code. It was introduced in the fix to PC0187097 quite some time ago (but post HNGx).

Passing call to Audit Dev as they have requested this call to be raised.

[End of Response]

Response code to call Live Incidents/Defects(L) as Potential Problem Identified(38)

Date:16-Apr-2013 10:22:04 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes

Date:16-Apr-2013 10:34:10 User:Gerald Barnes

Target Date/Time updated: new value is 30/04/2013 08:56

Development Cost updated: new cost is 14 (Man Days)

[Start of Response]

The problem is principally because of a fix introduced by PC0187097. The following change -

```

if (cStatus == CRFIQueryRequest::E_ABSTRACT_FILES_OK || //Directories created ok
    cStatus == CRFIQueryRequest::E_CONCAT_FILES || //Abnormal Termination last time - Try again
    cStatus == CRFIQueryRequest::E_CONCAT_FILES_FAILED || //Failed last time - try again
    cStatus == CRFIQueryRequest::E_ABSTRACT_FILES_FAILED ) //SM - PC0187097

```


meant that an error code generated on shutdown in the previous section is masked and as a result the shutting down whilst looping through files would not be noticed.

However because of this problem a meeting was held yesterday attended by Gerald Barnes, Adam Spurgeon, Alan Holmes and Steve Goddard and the following points would be acted upon -

1. I contact the prosecution service and request them to raise an A priority PEAK on this issue.
2. I advise them that in future they should check their QueryHandler.log for any instance of the line ?Shutdown Signalled - Process terminating? and if one occurs they should rerun their query.
3. They should check all submitted ARQ evidence for ?Shutdown Signalled - Process terminating? and if one occurs rerun the query as a precaution and confirm the results are the same as submitted.
4. I should very thoroughly re-investigate why the line ?cStatus == CRFIQueryRequest::E ABSTRACT FILES FAILED) //SM - PC0187097? was added to address the PEAK PC0187097. The line just dose not look right for me. What ever was being addressed by this PEAK needs to be done another way.
5. I go through the code changing any indications of the ethos that a shutdown results in a failure being reported to a shutdown results in a rerun after service start. I note that although this needs thorough testing it is a fairly safe change because already if the Query Manager code does not respond to the shutdown signal in a timely manner it is just terminated resulting in the same behaviour.
6. I go through the code trying to spot any other instances of failure results being overwritten without being properly reported first.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified
Hours spent since call received: 1 hours

Date:16-Apr-2013 10:37:39 User:Gerald Barnes

A new Business Impact has been added:

There is a loop hole in the code of QueryDLL.dll where by if it is running during the evening service shutdown the resulting spreadsheets may have missing files.

Date:16-Apr-2013 10:38:54 User:Gerald Barnes

The Business Impact has been updated:

There is a loop hole in the code of QueryDLL.dll where by if it is running during the evening service shutdown the resulting prosecution spreadsheets produced later may have missing transactions.

Date:16-Apr-2013 10:39:34 User:Gerald Barnes

Product HNG-X Platforms -- Audit Server (ARC) (version unspecified) added.

Date:16-Apr-2013 11:04:19 User:Gerald Barnes

[Start of Response]

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

The platform is specified and it is the audit server.

TECHNICAL SUMMARY:

A loop hole has been found in QueryDLL.dll where by if it is running during the evening shutdown of the QueryManager service the prosecution spread sheets produced later may have missing transactions.

In addition the design ethos at the moment of QueryDLL is that on shutdown a failure state is indicated. This is to be changed to there being a rerun of the query after shutdown which would have prevented this problem in the first place although there would still have been a problem if a genuine error rather than a shutdown had occurred prior to the faulty code which masked the earlier state.

As well as that and as a precaution the error handling of QueryDLL.dll is going to be looked at and improved.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_EXTRACT_SVR

DEPENDENCIES:

There are no dependencies.

DEPLOYMENT DETAIL:

It is a file to be replaced when the QueryManager service is quiescent.

DEV EFFORT IN MANDAYS:

The work is about 10 days but because of possible interruptions we should allow 3 weeks elapsed.

IMPACT ON USER:

The prosecution spreadsheets will be more reliable after this fix is applied.

IMPACT ON OPERATIONS:

The prosecution spreadsheets will be more reliable after this fix is applied.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

No KEL has been raised because it is intended that this problem will be fixed quickly and all members of the prosecution team has been informed.

IMPACT ON TEST:

A prosecution spreadsheet should be produced by slow ARQ and fast ARQ before the fix is applied and with no service shutdown of the QueryManager service. These should be produced again after the fix and confirmed as the same. In addition with the fix in place it should be confirmed that these same spreadsheets are produced after shutting down the QueryManager service and restarting it at various points in both the fast ARQ and slow ARQ.

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

If this fix is not done then there is a serious risk of a spreadsheet being produced with missing transactions.

LIST OF LIKELY DELIVERABLES:

QueryDLL.dll

[End of Response]

Response code to call type L as Category 55 -- Pending -- Live Fix Impact Supplied

Hours spent since call received: 1 hours

Date:16-Apr-2013 11:07:18 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 07.22

Date:16-Apr-2013 11:10:50 User:Gerald Barnes

Action placed on Team:RelMngmntForum

Date:24-Apr-2013 14:36:44 User:Lorraine Guiblin

The call Target Release has been moved to Targeted At -- HNG-X 07.22

Date:24-Apr-2013 14:36:55 User:Lorraine Guiblin

Targeted in PTF as requested

Date:24-Apr-2013 14:36:58 User:Lorraine Guiblin

Action has been removed from the call

Date:02-May-2013 17:12:07 User:Gerald Barnes

Target Date/Time updated: new value is 09/05/2013 08:56

[Start of Response]

Coding and testing of the most major part of this is done. However whilst testing another problem was found by which there is a tiny possibility that an error in the filtering process may not be reported by the Audit Client. This is being investigated.

[End of Response]

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

Date:13-May-2013 10:48:23 User:Gerald Barnes

Call cloned from original call:PC0225071 by User:Gerald Barnes

Date:13-May-2013 10:50:23 User:Gerald Barnes

Product HNG-X Platforms -- Audit Server (ARC) (version unspecified) added.

Date:13-May-2013 10:54:29 User:Gerald Barnes

The Business Impact has been updated:

This is a clone of PC0225071. Unless this is fixed there will be regression when QueryDLL.dll in AUDIT_EXTRACT_SVR_0801_V064-V063 is released.

There is a loop hole in the code of QueryDLL.dll where by if it is running during the evening service shutdown the resulting prosecution spreadsheets produced later may have missing transactions.

Date:13-May-2013 10:54:34 User:Gerald Barnes

The Business Impact has been updated:

This is a clone of PC0225071. Unless this is fixed there will be regression when QueryDLL.dll in AUDIT_EXTRACT_SVR_0801_V064-V063 is released.

There is a loop hole in the code of QueryDLL.dll where by if it is running during the evening service shutdown the resulting prosecution spreadsheets produced later may have missing transactions.

Date:13-May-2013 10:55:36 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 08.01.04.00

Date:13-May-2013 11:06:09 User:Gerald Barnes

Development Cost updated: new cost is 1 (Man Days)
[Start of Response]
DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

The platform is specified and is the audit server.

TECHNICAL SUMMARY:

This is a cloned PEAK. The technical summary is explained in the original targeted PC0225071.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_EXTRACT_SVR

DEPENDENCIES:

There are no particular dependencies.

DEPLOYMENT DETAIL:

Replacement file when no audit queries are running.

DEV EFFORT IN MANDAYS:

1 man day. It is just a matter of merging some source files and doing a rebuild.

IMPACT ON USER:

Unless this is fixed there will be regression when AUDIT_EXTRACT_SVR_0801_V064-V063 goes live.

IMPACT ON OPERATIONS:

Unless this is fixed there will be regression when AUDIT_EXTRACT_SVR_0801_V064-V063 goes live.

HAVE RELEVANT KELs BEEN CREATED OR UPDATED?

This is just a clone and so no additional KELs are required.

IMPACT ON TEST:

Audit filtering and querying should be regression tested after trusted logons have been done.

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

No particular risk of applying the fix. If it is not applied there will be regression when AUDIT_EXTRACT_SVR_0801_V064-V063 goes live.

LIST OF LIKELY DELIVERABLES:

QueryDLL.dll, RFIDatabase.dll, QueryManager.exe

[End of Response]

Response code to call type C as Category 55 -- Pending -- Live Fix Impact Supplied

Hours spent since call received: 1 hours

Date:13-May-2013 11:06:45 User:Gerald Barnes

Action placed on Team:RelMngmntForum

Date:14-May-2013 09:33:34 User:Matt Swain

QFP: Have looked at this peak. This is not to be part of the QFP stack and should go through PTF.

Date:15-May-2013 09:38:19 User:Matt Swain

Reference Added: QFP Review QFP RC

Date:21-May-2013 10:06:42 User:Adam Spurgeon

Action has been removed from the call

Date:21-May-2013 10:10:42 User:Adam Spurgeon

[Start of Response]

Closing as duplicate of PC0225071. This Peak was cloned from PC0225071 to address the issue in that Peak. However, it has been decided that the original Peak will be used to deliver the fix at a release TBD at the time of writing.

[End of Response]

Response code to call type C as Category 72 -- Final -- Duplicate Call

Routing to Call Logger following Final Progress update.

Defect cause updated to 14 -- Development - Code

Date:22-May-2013 11:28:05 User:Gerald Barnes
CALL PC0225656 closed: Category 72 Type C

Root Cause	Development - Code
Logger	Gerald Barnes -- Audit-Dev
Subject Product	General/Other/Misc -- Unknown (version unspecified)
Assignee	Gerald Barnes -- Audit-Dev
Last Progress	22-May-2013 11:28 -- Gerald Barnes