

Export

Peak Incident Management System

Call Reference	PC0241862	Call Logger	Customer Call -- EDSC
Release	Targeted At -- HNG-X 11.73.01.40	Top Ref	AUDIT_EXTRACT_SVR_1173_D078-D076
Call Type	Live Incidents	Priority	A -- Business stopped
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	14/03/2015	Effort (Man Days)	0
Summary	Issue with audit purging after it was re-enabled on Wednesday		
All References	Type	Value	
	Release PEAK	PC0242265	
	Call reference	PC0241860	
	Product Baseline	AUDIT_EXTRACT_SVR_1173_V078-V076	
	Product Baseline	AUDIT_EXTRACT_SVR_1173_V078	
	TRIOLE for Service	A7901817	
	Jira	POA-1886	
	DevIntRel-Director	Live Supp.Test	
	Product Baseline	AUDIT_EXTRACT_SVR_1173_D078-D076	
Collections	Name	User	Date
	BIFApproved	Lorraine Guiblin	23-Mar-2015 10:15:04
Impact Statement	User	Date	
	Gerald Barnes	16-Mar-2015 12:58:48	
	There are two tables DailyDeleteCenteraInitialTrack and DailyDeleteCenteraDupInitialTrack loaded with tracks to delete prior to audit data being kept for an additional year. If the purger is accidentally started from the TWS schedules they will be purged! It has been started accidentally before - that is what created these tables in the first place. These tables must be cleared and then purging can be started again but will not purge anything until we get to about June of this year when the additional year given to the data is exceeded. In addition, for PARC001 only, we wish to reload the metadata pointing at the purged tracks on the Eternus which fortunately is still there. Then PARC001 can be safely used for retrieving data in year 8 as well as PARC002.		

Progress Narrative

Date:13-Mar-2015 12:03:38 User:_ Customer Call _
 CALL PC0241862 opened
 Details entered are:-
 Summary:Issue with audit purging after it was re-enabled on Wednesday
 Call Type:L
 Call Priority:C
 Target Release:HNG-X 10.00
 Routed to:EDSC - _Unassigned_

Date:13-Mar-2015 12:03:38 User:_ Customer Call _

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INCIDENT MANAGEMENT
 Date/Time Raised: Mar 13 2015 11:44AM
 Priority: C
 Contact Name: Santhosh Subramani
 Contact Phone: [GRO]
 Originator: XXXXXX@TFS01
 Originator's reference: A7901817
 Product Serial No:
 Product Site: POA-SMC1

=====

Transfer Note: As per last update. FAO audit-dev:
 Received the below e-mail from Andrew Gibson

From: Gibson Andrew R [GRO]
 Sent: Friday, March 13, 2015 11:43 AM
 To: FC.IN.POA SMC
 Cc: Preston Neil J; Hemingway Andrew R
 Subject: Calls to log

Hi, could I have 2 calls logged please

B priority
Pass to UNIX team

2) Issue with audit purging after it was re-enabled on Wednesday

Andy, we would be looking a very quick turnaround on the 1st one if possible because it is clouding our investigation into an ongoing problem with [IRRELEVANT] which is hitting us for 3-4 hrs callout per night

Regards, Andrew

Andrew Gibson
Principal Technical Services Specialist
Hosting, Networks & Security
Fujitsu
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Tel: [GRO] or Internally [GRO]
Mob: [GRO] or Internally [GRO]
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Web: http://uk.fujitsu.com

Incident History:

2015-03-13 11:44:09 [Subramani, Santhosh Kumar]
INIT : Create a new request/incident/problem/change/issue

2015-03-13 11:45:21 [Subramani, Santhosh Kumar]
zneut_en_poa : Transfer Notification

2015-03-13 11:45:21 [Subramani, Santhosh Kumar]
zneun_en_poa : Open Notification

2015-03-13 11:47:14 [Subramani, Santhosh Kumar]
zneut_en_poa : Transfer Notification

2015-03-13 11:54:00 [Gibson, Andrew Richard]
LOG : When audit purging was re-enabled on [IRRELEVANT] earlier this week, we saw a large number of files being unexpectedly purged. This needs to be investigated by audit-dev. All further purging has been suspended

2015-03-13 11:55:20 [Gibson, Andrew Richard]
zneut_en_poa : Transfer Notification

2015-03-13 12:03:11 [Variyam, Parthasarathy Kumaranellur]
zneut_en_poa : Transfer Notification
As per last update. FAO audit-dev

Date:13-Mar-2015 12:17:33 User:Sarah English
Product HNG-X Platforms -- Audit Server (ARC) (version unspecified) added.

Date:13-Mar-2015 12:17:45 User:Sarah English
The Call record has been transferred to the team: Audit-Dev
Progress was delivered to Consumer

Date:13-Mar-2015 13:48:34 User:Gerald Barnes
The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Consumer

Date:16-Mar-2015 11:41:35 User:Gerald Barnes
Reference Added: Call reference PPC0241860

Date:16-Mar-2015 11:49:09 User:Gerald Barnes
[Start of Response]
I have got to the bottom of this. See PPC0241860 for the details. We have two PEAKS on the same matter - PPC0241860 and this one.

In this PEAK I will hand over utility scripts to purge the DailyDeleteCenteraInitialTrack and DailyDeleteCenteraDupInitialTrack tables and to import new tracks into the sealer database. They can then in general be tested in LST. I will use the other PEAK to drive an MSC to call the utility scripts on PARC001 and (purge only) on PARC002.

[End of Response]
Response code to call type L as Category 41 -- Pending -- Product Error Diagnosed
Response was delivered to Consumer
Hours spent since call received: 1 hours

Date:16-Mar-2015 12:08:03 User:Andy Dunks
Can this be upgraded to an "A" as there is a danger of more data being accidentally purged until this is fixed

Date:16-Mar-2015 12:21:22 User:John Simpkins
The call Priority has been changed from C
The call Priority is now A

Date:16-Mar-2015 12:22:18 User:Gerald Barnes

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

Date:16-Mar-2015 12:24:34 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 10.63

Date:16-Mar-2015 12:52:51 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 11.73

Date:16-Mar-2015 12:58:48 User:Gerald Barnes

A new Business Impact has been added:

There are two tables DailyDeleteCenteraInitialTrack and DailyDeleteCenteraDupInitialTrack loaded with tracks to delete prior to audit data being kept for an additional year. If the purger is accidentally started from the TWS schedules they will be purged! It has been started accidentally before - that is what created these tables in the first place. These tables must be cleared and then purging can be started again but will not purge anything until we get to about June of this year when the additional year given to the data is exceeded. In addition, for PARC001 only, we wish to reload the metadata pointing at the purged tracks on the Eternus which fortunately is still there. Then PARC001 can be safely used for retrieving data in year 8 as well as PARC002.

Date:16-Mar-2015 13:16:09 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:

Then purpose of this handover is to supply two scripts. One will purge tables DailyDeleteCenteraInitialTrack and DailyDeleteCenteraDupInitialTrack from the RFISQL database. The other will import tracks into the SEALERSQL "Initial Track table". These scripts can be used in general but will be called by MSC right now to get purging working safely and to recover lost metadata on PARC001.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_EXTRACT_SVR

DEPENDENCIES:

There are no dependencies. PEAK PC0241862 will be used to create an MSC to call the scripts once to recover the audit servers.

DEPLOYMENT DETAIL:

New files that can be applied at any time.

DEV EFFORT IN MANDAYS:

2 man days

IMPACT ON USER:

The prosecution team will be able to retrieve data from year 8 on PARC001 again.

IMPACT ON OPERATIONS:

Operations will be able to switch the purger back on again.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

No KELs are needed in this case.

IMPACT ON TEST:

Test can check that one script purges tables DailyDeleteCenteraInitialTrack and DailyDeleteCenteraDupInitialTrack from RFISQL and also that the other script imports data into the "Initial Track table" of SEALERSQL.

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

At the moment purging is switched off manually from the TWS schedules. If it is accidentally switched on (and this has happened before) data in year 8 will be purged from the audit servers when it should not be.

If the prosecution team forgets that I told them not to get data back in year 8 from PARC001 then incomplete spreadsheets may be sent to the Post Office.

LIST OF LIKELY DELIVERABLES:

They are all to be in D:\Archiveserver\Databases\Mssql\Utilities and are ClearPurgerTables.bat, ClearPurgerTables.sql, ImportInitialTrackData.bat and ImportInitialTrackData.sql.

[End of Response]

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

Response was delivered to Consumer

Hours spent since call received: 2 hours

Date:16-Mar-2015 13:17:47 User:Gerald Barnes

Action placed on Team:BIF

Date:23-Mar-2015 10:14:58 User:Lorraine Guiblin

This will need to go as a hotfix as 11.73 has all ready been deployed, so it will need to be 11.73.01.40 and you will need to raise an MSC for this

Date:23-Mar-2015 10:15:07 User:Lorraine Guiblin

Action has been removed from the call

Date:24-Mar-2015 11:13:38 User:Lorraine Guiblin

The call Target Release has been moved to Targeted At -- HNG-X 11.73.01.40

Date:24-Mar-2015 17:24:01 User:Gerald Barnes

[Start of Response]

The utilities have been prepared and are documented in section 5 of DEV/APP/SPG/0020.

[End of Response]

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

Response was delivered to Consumer

Hours spent since call received: 1 hours

Date:24-Mar-2015 17:25:03 User:Gerald Barnes

[Start of Response]

I attach a document describing the testing done with the utilities as evidence with description "Test Plan".

[End of Response]

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

Response was delivered to Consumer

Date:24-Mar-2015 17:27:12 User:Gerald Barnes

Evidence Added - Test Plan

Date:24-Mar-2015 18:08:15 User:Gerald Barnes

[Start of Response]

ClearPurgerTables.bat and ImportInitialTrackData.bat can be run as any user with the right privileges - for example Administrator.

They are to be run in live to cure a specific problem.

I attach notes of how LST can check them in general as evidence with description "Testing Notes for LST".

[End of Response]

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

Response was delivered to Consumer

Hours spent since call received: 1 hours

Date:24-Mar-2015 18:08:51 User:Gerald Barnes

Evidence Added - Testing Notes For LST

Date:24-Mar-2015 18:55:02 User:Dimensions Automated User

Reference Added: Product Baseline AUDIT_EXTRACT_SVR_1173_V078

Date:24-Mar-2015 19:00:01 User:Dimensions Automated User

Reference Added: Product Baseline AUDIT_EXTRACT_SVR_1173_V078-V076

Date:25-Mar-2015 10:40:38 User:Gerald Barnes

[Start of Response]

Fixed by baseline AUDIT_EXTRACT_SVR_1173_V078-V076.

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed

Response was delivered to Consumer

Hours spent since call received: 1 hours

Date:25-Mar-2015 10:41:43 User:Gerald Barnes

Defect cause updated to 21: Requirements

Date:25-Mar-2015 10:41:57 User:Gerald Barnes

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

Progress was delivered to Consumer

Date:25-Mar-2015 11:35:02 User:Dimensions Automated User
Reference Added: Product Baseline AUDIT_EXTRACT_SVR_1173_D078-D076

Date:25-Mar-2015 12:23:58 User:Gerald Barnes
Reference Added: Jira POA-1886

Date:25-Mar-2015 15:48:40 User:Gerald Barnes
Reference Added: Call reference PC0241860

Date:25-Mar-2015 15:48:49 User:Gerald Barnes
Reference Deleted: Call reference PPC0241860

Date:26-Mar-2015 08:10:13 User:Lorraine Guiblin
Reference Added: Release PEAK PC0242265

Date:26-Mar-2015 10:06:42 User:PIT Automated User
[Start of Response]
Peak 0241862 handled by integration auto handler

The following baselines attached to this peak have the targeting flags set:
AUDIT_EXTRACT_SVR_1173_D078-D076 FOR (LIVE:YES TEST:YES RDT:YES) Integrator: Geoff Inglis

These baselines have completed integration testing, moving to holding stack awaiting peak ejection.

[End of Response]
Response code to call type L as Category 47 (Fix Processed by PIT)
The incident has been transferred to the Team: Int-Rel
Progress was delivered to Consumer

Date:26-Mar-2015 10:08:51 User:PIT Automated User
[Start of Response]
AUTOMATED UPDATE - INTEGRATION PEAK BOT

Fix processed by integration, routing to dev-int-rel director...

PLEASE NOTE: If this fix has failed, to send this peak back to integration it MUST have the response code Fix Failed or Response Rejected on it, otherwise the peak will bounce.

[End of Response]
Response code to call type L as Category 49 (Fix Available for IndependentTest)
The incident has been transferred to the Team: Live Supp.Test
Progress was delivered to Consumer

Date:31-Mar-2015 14:26:59 User:John Rogers
DPVB applied to LST rig under RN HRU11738.

The delivered scripts were tested successfully on the LST rig and the testing is documented in document Hydra_0584 which is held on SharePoint.

The scripts are to be run on Live under the control of MSC 043J0432565.

Date:31-Mar-2015 14:27:14 User:John Rogers
The Call record has been assigned to the Team Member: Release to Live
Progress was delivered to Consumer

Date:15-Apr-2015 07:58:25 User:Lorraine Guiblin
[Start of Response]
Applied to Live
[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.
Response was delivered to Consumer

Date:15-Apr-2015 08:51:00 User:Hanif Adat
[Start of Response]

PRESCAN
Comments:Please see last comment , SW fix available
KEL Reference:
Assigned User:

[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.
Service Response was delivered to Consumer

Date:15-Apr-2015 08:51:00 User:Hanif Adat
CALL PC0241862 closed: Category 60 Type L

Root Cause	Requirements
Logger	_Customer Call_ -- EDSC
Subject Product	HNG-X Platforms -- Audit Server (ARC) (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	15-Apr-2015 08:51 -- Hanif Adat