

Export

Peak Incident Management System

Call Reference	PC0272681	Call Logger	Customer Call -- EDSC
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	INC1167354
Call Type	Zero immediate impacts calls	Priority	Z -- Low Business Impact Incident
Contact	EDSC	Call Status	Closed -- Administrative Response
Target Date	31/10/2019	Effort (Man Days)	0
Summary	INC1167354 : [IRRELEVANT] The VB Application identified by the event source logged		
All References	Type	Value	
	TFSNow	INC1167354	
	DevIntRel-Director	Live Supp.Test	
	Deficient Incident Information	Missing Update:FAO Audit-Dev	
	Jira	POA-3046	
Collections	Name	User	Date
	.SSCAdm	Darran Avenell	02-Aug-2018 05:48:24

Progress Narrative

Date:01-Aug-2018 20:52:38 User:_Customer Call_

CALL PC0272681 opened

Details entered are:-

Summary:INC1167354 : [IRRELEVANT] The VB Application identified by the event source logged

Call Type:L

Call Priority:D

Target Release:HNG-X Rel. Ind.

Routed to:EDSC - _Unassigned_

Date:01-Aug-2018 20:52:38 User:_Customer Call_

=====

INCIDENT MANAGEMENT

Date/Time Raised: Dec 30 1899 12:00AM

Priority: D

Contact Name: POA SMC1

Contact Phone:

Originator: XXXXXX@TFS01

Originator's reference: INC1167354

Product Serial No:

Product Site:

=====

Observed below critical alert on AEL V2

[IRRELEVANT] The VB Application identified by the event source logged this Application AEClient: Thread ID: 1140 ,Logged: Error number: 1046 Description: Unable to execute command with return. Location: AEClientDLL.clsConnection.ExecCommandWithReturn 1/8/2018 20:38:45

Count:-61

jennings3617N

Caller : POA SMC1

Caller Contact :

Configuration Item :

Location:

Date:02-Aug-2018 05:47:31 User:Darran Avenell

Reference Added: Deficient Incident Information Missing Update:FAO Audit-Dev

Date:02-Aug-2018 05:48:15 User:Darran Avenell

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

Date:02-Aug-2018 05:48:33 User:Darran Avenell

Defect cause updated to 41: General - in Procedure

Date:02-Aug-2018 05:48:48 User:Darran Avenell

The Call record has been transferred to the team: Audit-Dev
Progress was delivered to Consumer

Date:03-Aug-2018 18:13:08 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Consumer

Date:07-Aug-2018 17:26:18 User:Gerald Barnes

[Start of Response]

I checked the event log on the machine. There were a lot of red events like the one described from 20:17 to 20:53. This is the time when MSQL on the audit server is down. It looks like someone was trying to run a slow ARQ at this time. This does not work. Only fast ARQs left running run though the evening shutdown. Slow ARQs fail in somewhat unpredictable ways if tried to be run when SQL server is down. I attach the tuneable trace log.

[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: 5 hours

Date:07-Aug-2018 17:27:18 User:Gerald Barnes

Evidence Added - [Tuneable Trace Log](#)

Date:11-Feb-2019 15:13:29 User:Maciej Frontczak

From: Barnes, Gerald <[REDACTED]>

Sent: Wednesday, January 2, 2019 11:55 AM

To: Symvoulidis, Yannis <[REDACTED]>

Cc: Frontczak, Maciej <[REDACTED]>

Subject: RE: KEL's for PEAK's

Hi Yannis,

On reflection if you like I could write a very vague KEL saying that these events sometimes occur and have not yet been found to have any serious effect. That would not take me long.

It would be better though, in my opinion, to leave the PEAK open and investigate the matter thoroughly ? the trouble is that would take a lot of time.

Regards,
Gerald Barnes

From: Barnes, Gerald

Sent: 02 January 2019 11:43

To: Symvoulidis, Yannis <[REDACTED]>

Cc: Frontczak, Maciej <[REDACTED]>

Subject: RE: KEL's for PEAK's

Hi Yannis,

This is on my task list. It has very low priority though and it will take quite a bit of investigation to come up with anything useful for the KEL. I can give no forecast as to when this will be done ? as soon as all my more important tasks are done I will look at it very carefully.

Regards,
Gerald Barnes

From: Symvoulidis, Yannis

Sent: 28 December 2018 14:30

To: Barnes, Gerald <[REDACTED]>

Cc: Frontczak, Maciej <[REDACTED]>

Subject: KEL's for PEAK's

Hello Gerald

Can you please confirm when you will be able to write KEL's for the following two (2) PEAK's so that we can close them?

Thanks
Yannis

Date:13-Feb-2019 12:06:22 User:Maciej Frontczak

Call Type changed to Zero immediate impacts calls(Z):Priority Z:Target Time 2018-09-12 11:52:38.513

Date:13-Feb-2019 12:06:29 User:Maciej Frontczak

Moving to call type Z as agreed with Gerald Barnes with review date set to June 2019

Date:12-Jul-2019 15:42:13 User:Aastha Mehrotra

From: Mehrotra, Aastha

Sent: Friday, July 12, 2019 8:11 PM

To: Barnes, Gerald <[REDACTED]>

Cc: Malayil, HarishKumar <[REDACTED]>; Guy, James <[REDACTED]>

Subject: PC0272681 - INC1167354 : LRPAAW203 The VB Application identified by the event source logged

Hi Gerald,

Could you please provide an update on this Peak?

Date:13-Feb-2019 12:06:29 User:Maciej Frontczak

Moving to call type Z as agreed with Gerald Barnes with review date set to June 2019

Thanks & Regards,

Aastha Mehrotra
Project Coordinator

Date:03-Sep-2019 11:31:55 User:Gerald Barnes

Target Date/Time updated: new value is 31/10/2019 11:52

[Start of Response]

The error handling does not identify closely enough what is causing this red event. It needs a release with improved error handling. However the Prosecution Team have not complained to me of any issues. Were they to show how the problem occurred I could identify it that way.

[End of Response]

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

Response was delivered to Consumer

Date:04-Sep-2019 10:59:20 User:Gerald Barnes

Reference Added: Jira POA-3046

Date:04-Sep-2019 10:59:59 User:Gerald Barnes

[Start of Response]

Turning into jira for addressing later.

[End of Response]

Response code to call type Z as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Response was delivered to Consumer

Hours spent since call received: 1 hours

Date:04-Sep-2019 11:51:25 User:Anne Best

[Start of Response]

Please see update from Gerald Barnes - Call is closed as being dealt with by Jira POA-3046

[End of Response]

Response code to call type Z as Category 68 -- Final -- Administrative Response

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:04-Sep-2019 11:51:25 User:Anne Best

CALL PC0272681 closed: Category 68 Type Z

Root Cause	General - in Procedure
Logger	_ Customer Call _ -- EDSC
Subject Product	HNG-X Platforms -- Audit Workstation (AUW) (version unspecified)
Assignee	_ Customer Call _ -- EDSC
Last Progress	04-Sep-2019 11:51 -- Anne Best