

Export

Peak Incident Management System

Call Reference	PC0280793	Call Logger	Gerald Barnes -- Audit-Dev
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	PC0280466
Call Type	Cloned call	Priority	B -- Progress stopped
Contact	Gerald Barnes	Call Status	Closed -- Advice and guidance given
Target Date	No Forecast	Effort (Man Days)	0
Summary	Audit Data extract filtering failing for July 2015		
Impact Statement	User	Date	
	Gerald Barnes	23-Oct-2019 14:35:04	
	Having all the events gathered together in a lump makes things very difficult for the prosecution team. What it means is that any query for which there are days with no events must include the catch-up lump day.		

Progress Narrative

Date:23-Oct-2019 14:25:06 User:Gerald Barnes

CALL PC0280793 opened
Details entered are:-
Summary:Audit Data extract filtering failing for July 2015
Call Type:C
Call Priority:B
Target Release:HNG-X Rel. Ind.
Routed to:Audit-Dev - Gerald Barnes

Date:04-Oct-2019 14:10:34 User:Farzin Denbali

CALL PC0280466 opened
Details entered are:-
Summary:Audit Data extract filtering failing for July 2015
Call Type:L
Call Priority:B
Target Release:HNG-X Rel. Ind.
Routed to:PODG-Dev - Gerald Barnes

Date:04-Oct-2019 14:10:34 User:Farzin Denbali

The Audit Data extract for July 01 to July 14 2015 fails with 'Filtering Failed' message. Perl Error log shows:

The supplied date Tue Jul 14 23:59:59 2015
minus the largest message date found 20150706 is greater than 1. Files need to be extracted with a bigger upper date.

I ran the ARQ for 2 branches and the result was the same. When ARQ is run for the entire month the query completes and the gaps in the Events data is visible. The Events spreadsheet shows there are no events between July 3 and July 10 (see attached) but there is transaction data between those dates.

Date:04-Oct-2019 14:11:14 User:Farzin Denbali

Evidence Added - Perl Error

Date:04-Oct-2019 14:11:28 User:Farzin Denbali

Evidence Added - Events

Date:04-Oct-2019 14:17:24 User:Jason Muir

The Call record has been transferred to the team: Audit-Dev
The Call record has been assigned to the Team Member: Gerald Barnes

Date:04-Oct-2019 16:51:57 User:Gerald Barnes

[Start of Response]
I gathered the event data EVENTS EDS1 from 1st July 2015 to 31st August 2015 and then the problem became clearer.

I attach the spread sheet "Date Gathered" which illustrates the problem.

It has a column "Date Gathered". None are gathered from 7th July to 21st July but on the 22nd July you can see all the missing event files, all of which are much bigger than usual.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 2 hours

Date:04-Oct-2019 16:54:37 User:Gerald Barnes

Evidence Added - Date Gathered

Date:23-Oct-2019 14:25:06 User:Gerald Barnes Call cloned from original call:PC0280466 by User:Gerald Barnes	
Date:23-Oct-2019 14:31:07 User:Gerald Barnes [Start of Response] I shall keep the original PEAK on the audit-dev stack for considering what to do about this issue from an audit point of view. However something has definitely gone wrong with the event generation. There were no events to be gathered from 7th July to 21st July 2015 but then lots were gathered on 22nd. [End of Response] Response code to call type C as Category 40 -- Pending -- Incident Under Investigation Hours spent since call received: 1 hours	
Date:23-Oct-2019 14:35:04 User:Gerald Barnes A new Business Impact has been added: Having all the events gathered together in a lump makes things very difficult for the prosecution team. What it means is that any query for which there are days with no events must include the catch-up lump day.	
Date:23-Oct-2019 14:38:05 User:Gerald Barnes [Start of Response] As well as knowing what has gone on from an audit perspective we need to know whether this has ever happened before. [End of Response] Response code to call type C as Category 40 -- Pending -- Incident Under Investigation	
Date:23-Oct-2019 14:38:41 User:Gerald Barnes The Call record has been transferred to the team: Tivoli-Dev	
Date:24-Oct-2019 15:35:06 User:Shaun Wood The Call record has been assigned to the Team Member: Pete Flannery	
Date:24-Oct-2019 15:35:24 User:Shaun Wood Target Date/Time updated: new value is 31/12/9999 00:00 [Start of Response] Passed to Pete for investigation. [End of Response] Response code to call type C as Category 40 -- Pending -- Incident Under Investigation	
Date:04-Nov-2019 16:38:03 User:Pete Flannery I think the problem is down to the fact that the design is such that the product relies on a high water mark as the basis for selecting the latest set of records. If the service has been down for any time, for whatever reason, then there will be a larger set of records to retrieve and hence a larger file size will occur. The script runs continuously as a service. It has a built in delay of an hour. Any modification would therefore require a design change.	
Date:06-Nov-2019 16:02:12 User:Pete Flannery [Start of Response] This issue goes back to 2015. We are not aware of any other, more recent service/monitoring issues. As previously suggested any improvements would therefore require a design change. [End of Response] Response code to call type C as Category 94 -- Final -- Advice and guidance given Routing to Call Logger following Final Progress update. Defect cause updated to 7 -- Design - High Level Design	
Date:06-Nov-2019 16:04:23 User:Gerald Barnes CALL PC0280793 closed: Category 94 Type C	

Root Cause	Design - High Level Design
Logger	Gerald Barnes -- Audit-Dev
Subject Product	General/Other/Misc -- Unknown (version unspecified)
Assignee	Gerald Barnes -- Audit-Dev
Last Progress	06-Nov-2019 16:04 -- Gerald Barnes