

Export

Peak Incident Management System

Call Reference	PC0133634	Call Logger	_Customer Call_ -- EDSC
Release	Targeted At -- T10	Top Ref	E-0603200374
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	31/03/2006	Effort (Man Days)	2.50
Summary	missing data on Wigan and Bootle for Oct / Nov 05		
All References	Type	Value	
	Release PinICL	PC0131438	
	Fast Track Fix	FSTK 2 0 WP23847	
	Work Package	PWY WP 23847	
	Powerhelp	E-0603200374	
	Clone Call	PC0134190	

Progress Narrative

Date:20-Mar-2006 10:37:23 User:_Customer Call_

CALL PC0133634 opened

Details entered are:-

Summary:missing data on Wigan and Bootle for Oct / Nov 05

Call Type:L

Call Priority:A

Target Release:BI_3S82R

Routed to:EDSC - _Unassigned_

Date/Time Raised: Mar 20 2006 10:29AM

Priority: A

Contact Name: Penny Thomas

Contact Phone: GRO

Originator: Phelp

Originator's reference: E-0603200374

Product Type: ADMIN

Product Serial No:

Product Site: PATH051

20/03/06 10:29 missing data on Wigan and Bootle for Oct / Nov 05 on the audit servers

20/03/06 10:35 062523

Information: security issue.

20/03/06 10:35 SYSADM

Open OTI: Automatic Open OTI

***Updated by Jovan Vranjkovic at 20/03/06 10:35:25

20/03/06 10:35 062523

REASSIGN: Call # E-0603200374 was Reassigned from Jovan Vranjkovic,

Group SMC7-Distrib to Group EDSC1

Date:20-Mar-2006 10:41:59 User:_Customer Call_

EMPTY 20/03/06 10:38 062523 SMC7-Distrib Information: as requested by caller -call to be assigned to SSC.

Date:20-Mar-2006 10:44:47 User:Lorraine Guiblin

Product EPOSS & DeskTop -- EPOSS added.

Date:20-Mar-2006 10:45:07 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Clive Turrell

Progress was delivered to Powerhelp

Date:20-Mar-2006 10:50:03 User:Clive Turrell

Please route to Audit-Dev

Date:20-Mar-2006 10:50:17 User:Clive Turrell

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

Progress was delivered to Powerhelp

Date:20-Mar-2006 10:53:34 User:_Customer Call_

EMPTY 20/03/06 10:51 534768 CFM1 Information: Please Note: This call should have been logged under path

code PATH035 - POA Security/Audit. SG

Date:20-Mar-2006 11:32:48 User:Oddette Moronfolu

Evidence is attached in the form of messagestore.dat files for both servers where the missing sequence numbers were found.

Output from RQuery has also been found in the form of Excel spreadsheets.

The missing message numbers seem to have occurred on or about 8am on the 14th Oct 2005, for both servers but the gaps between these message numbers seem to vary even though they occurred at the same time.

We need an investigation into the possible cause of the gaps happening at both servers at the same time on the same day. We will also need to know if there is any other possible way of getting the missing data from other audited sources.

Date:20-Mar-2006 11:33:52 User:Oddette Moronfolu

Evidence Added - Wigan output from RQuery

Date:20-Mar-2006 11:38:52 User:Oddette Moronfolu

Evidence Added - Bootle ID3 Gaps

Date:20-Mar-2006 11:39:29 User:Oddette Moronfolu

Evidence Added - Bootle ID4 Gaps

Date:20-Mar-2006 11:40:29 User:Oddette Moronfolu

Evidence Added - Bootle ID7 Gaps (again RQuery output)

Date:20-Mar-2006 11:41:53 User:Oddette Moronfolu

The Messagestores failed to be added, i will bring the disk up to the SSC, it will be quicker.

Date:20-Mar-2006 11:46:01 User:Oddette Moronfolu

The Call record has been transferred to the team: SSC-4th
Progress was delivered to Powerhelp

Date:20-Mar-2006 11:51:17 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: John Ballantyne
Progress was delivered to Powerhelp

Date:20-Mar-2006 14:46:12 User:John Ballantyne

The Call record has been transferred to the team: EDSC
Progress was delivered to Powerhelp

Date:20-Mar-2006 14:46:33 User:John Ballantyne

The Call record has been assigned to the Team Member: John Ballantyne
Progress was delivered to Powerhelp

Date:20-Mar-2006 14:50:08 User:John Ballantyne

[Start of Response]

Extracted data to the Users work area on the Archive/Audit server contains the required data. Recommend that the application extracting the data from these files is examined.

[End of Response]

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

Response was delivered to Powerhelp

Hours spent since call received: 0 hours

Date:20-Mar-2006 14:50:26 User:John Ballantyne

The Call record has been transferred to the team: Audit-Dev
The Call record has been assigned to the Team Member: Oddette Moronfolu
Progress was delivered to Powerhelp

Date:20-Mar-2006 15:33:07 User:Oddette Moronfolu

John has found that the data does in fact exist in the message store.

Date:20-Mar-2006 17:28:33 User:Oddette Moronfolu

The last comment should have read:

"John has found that the data does NOT in fact exist in the message store."

However the Message ID's missing from the message store exist in the retrieved TMS files. Then they appear to be missing once the generate messagestore process has completed.

The Generate message store is created from "Agent Load Audit Data.exe" created by the Agents team. It takes the TMS files and turns them into a messagestore.dat file for use by RQueryUK (an audit application).

The TMS file containing the message ID's has been identified at "FN01_TMS_Cluster2W_W_5_20051013_18151400_V001.arc" this has been made available to the Agent team for diagnostics.

Date:20-Mar-2006 17:31:28 User:Oddette Moronfolu

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

The Call record has been assigned to the Team Member: Anne Mohan

Progress was delivered to Powerhelp

Date:21-Mar-2006 10:03:32 User:Anne Mohan

The TMS file mentioned above has been found to contain a record with some non-ascii characters in it. These characters are treated as End-Of-File by Agent_Load_Audit_Data causing the agent to stop processing that file and move on to the next - hence the missing records in the reconstructed message store.

The suspect record is for Group=5868, Id=3, Num=2242256 and the hex character '1A' occurs at the end of attributes CuR, TD, Rref and RawData in the record. We think these characters may have come from a bar code reader.

We have reproduced the problem on our development test rig. It is not clear at the moment what the remedial action should be.

Date:21-Mar-2006 10:14:35 User:Anne Mohan

Evidence Added - Record containing non-ascii chars

Date:21-Mar-2006 11:45:54 User:John Rayner

The investigation is continuing to discover:

- 1) where the offending hex '1A' character came from
- 2) whether the audit utilities can be amended to handle it

However it should be possible to circumvent the problem by removing the offending record, which is not part of the audit data that is needed from the audit file : FN01_TMS_Cluster2W_W_5_20051013_18151400_V001.arc.

It should then be possible to run the audit utilities and obtain the required data.

It does not look as if the audit file contains any other records with a hex '1A' character.

Date:21-Mar-2006 16:15:18 User:Rex Dixon

The Call record has been assigned to the Team Member: John Rayner

Progress was delivered to Powerhelp

Date:22-Mar-2006 08:30:09 User:Lionel Higman

The call Priority has been changed from A

The call Priority is now B

Date:22-Mar-2006 08:32:05 User:Lionel Higman

Priority reduced based on the following mail extract from John Rayner/Oddette Moronfolu:

The priority of this peak can now be lowered as agreed with Brian Pinder.

Date:22-Mar-2006 12:34:51 User:John Rayner

Target Date/Time updated: new value is 31/03/2006 10:37

Development Cost updated: new cost is 2.5 (Man Days)

[Start of Response]

The immediate problem has been solved by providing an copy of the audit file with the offending record removed on a CD.

It is proposed that a complete solution should be provided by producing a version of Agent_Load_Audit_Data which reads audit files in binary mode.

Such a version of the program will see the CR + LF pairs in the audit file and will have to remove the CR.

An experiment has been run to prove this approach and load a message containing the hex '1A' character into Riposte.

FIX IMPACT

IMPACT ON DEVELOPMENT: low

IMPACT ON TEST: low

IMPACT ON USER: low

IMPACT ON OPERATIONS: low

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

The proposed fix is low risk.

The risk of not releasing the fix is that similar incidents will occur and require individual investigation.

[End of Response]

Response code to call type L as Category 42 -- Pending -- Product Error Diagnosed

Hours spent since call received: 0 hours

Date:22-Mar-2006 12:36:49 User:John Rayner

The Call record has been transferred to the team: RelMngmntForum
Progress was delivered to Powerhelp

Date:22-Mar-2006 18:04:45 User:Tyrone Cozens
The call Target Release has been moved to Targeted At -- T10

Date:22-Mar-2006 18:05:06 User:Tyrone Cozens
[Start of Response]
RMF authorise a fix for T10, routing to TSC Dev.
[End of Response]
Response code to call type L as Category 56 -- Pending -- Live Fix Authorised
Hours spent since call received: 0 hours

Date:22-Mar-2006 18:05:15 User:Tyrone Cozens
The Call record has been transferred to the team: TSC-Dev
Progress was delivered to Powerhelp

Date:22-Mar-2006 18:05:22 User:Tyrone Cozens
Product DevIntRel-Director -- Live Supp.Test added.

Date:22-Mar-2006 18:17:31 User:Peter Ambrose
The Call record has been assigned to the Team Member: John Rayner
Progress was delivered to Powerhelp

Date:28-Mar-2006 17:04:25 User:Oddette Moronfolu
Please note that these messages have now happened twice since this peak was logged. It seems as though the message data in the APSTOKEN1829, a TV Licensing Client message holds incorrect/unexpected data in values:
<CuR:
<TD:
<Rref:
The TMS files containing incorrect data have been found in files dated around the middle of October 2005. We must stress that until a fix is released into the live environment the delay in filtering through and editing these files may impact the ARQ service and development time editing these files.

Date:30-Mar-2006 15:34:04 User:John Rayner
Fixed in new version of Agent_Load_Audit_Data.exe.

Date:30-Mar-2006 15:34:14 User:John Rayner
The Call record has been transferred to the team: TSC-Rel
The Call record has been assigned to the Team Member: John Rayner
Progress was delivered to Powerhelp

Date:30-Mar-2006 15:34:52 User:John Rayner
Fixed for T10 in version 9.6.005.

Date:30-Mar-2006 15:35:11 User:John Rayner
Reference Added: Work Package PWY_WP_23847

Date:30-Mar-2006 15:35:17 User:John Rayner
TOP Reference set to: Work Package PWY_WP_23847

Date:30-Mar-2006 15:35:30 User:John Rayner
The Call record has been transferred to the team: Dev-Int-Rel
Progress was delivered to Powerhelp

Date:30-Mar-2006 17:33:04 User:PIT Automated User
Reference Added: Fast Track Fix FSTK_2_0_WP23847 (TOP Reference)

Date:30-Mar-2006 17:33:11 User:PIT Automated User
[Start of Response]
"Fasttrack fix released, now ready for test."
[End of Response]
Response code to call type L as Category 46 (Product Error Fixed)
The incident has been transferred to the team: Live Supp.Test
Progress was delivered to Powerhelp

Date:03-Apr-2006 16:08:13 User:John Boston
Reference Added: Release PinICL PC0131438

Date:04-Apr-2006 13:22:53 User:Lionel Higman
Call has been cloned to Call:PC0134190 by User:Lionel Higman

Date:20-Apr-2006 09:23:28 User:John Boston
[Start of Response]
WP23847 successfully tested and applied to live. Routing to call logger for closure.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Hours spent since call received: 0 hours

Date:20-Apr-2006 09:33:11 User:Lorraine Guiblin
The Call record has been assigned to the Team Member: Clive Turrell
Progress was delivered to Powerhelp

Date:20-Apr-2006 10:02:06 User:Clive Turrell
The Call record has been transferred to the team: DataExtraction
Progress was delivered to Powerhelp

Date:12-Jul-2006 09:41:02 User:Lionel Higman
TOP Reference set to: Powerhelp E-0603200374

Date:12-Jul-2006 09:41:35 User:Lionel Higman
The Call record has been transferred to the team: EDSC
Progress was delivered to Powerhelp

Date:12-Jul-2006 09:42:02 User:Lionel Higman
This call was raised via Powerhelp, and must be closed in the same way.

Date:12-Jul-2006 09:48:58 User:Jagdeep Bhambra
The Call record has been assigned to the Team Member: Clive Turrell
Progress was delivered to Powerhelp

Date:12-Jul-2006 14:30:07 User:Clive Turrell
[Start of Response]
Please route call to logger for closure - please see comments above.
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Released to Call Logger
Routing to Call Logger following Final Progress update.
Service Response was delivered to Powerhelp

Date:12-Jul-2006 14:30:07 User:Clive Turrell
CALL PC0133634 closed: Category 60 Type L

Date:12-Jul-2006 14:30:07 User:Clive Turrell
Hours spent since call received: 0 hours
Defect cause updated to 41 -- General - in Procedure

Date:12-Jul-2006 14:33:47 User:_Customer Call_
Consumer Phelp has received the call closure

Root Cause	General - in Procedure
Logger	_Customer Call_ -- EDSC
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	_Customer Call_ -- EDSC
Last Progress	12-Jul-2006 14:33 -- _Customer Call_