

## Export

## Peak Incident Management System

Call Reference	<b>PC0189343</b>	Call Logger	Deleted User -- QC Interface
Release	Targeted At -- HNG-X 00.14.16.xx	Top Ref	AUDIT_EXTRACT_SVR_INT14_V040-V039
Call Type	Quality Centre Raised Incidents/Defects	Priority	B -- Medium Impact - Priority 3
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	26/10/2009	Effort (Man Days)	0
Summary	SVIC9 - Audit - Gaps in Message Sequence are not reported when Crypto errors are reported		
All References	Type	Value	
	QC Severity	3 - High	
	QC_DEFECTID	12174-hng_x_hng_x_release_1_db.	
	QC Defect No	12174	
	QFP Review	COMPLETE	
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_V040-V039	

## Progress Narrative

Date:13-Oct-2009 18:05:10 User:John Rogers CALL PC0189343 opened Details entered are:- Summary:SVIC9 - Audit - Gaps in Message Sequence are not reported when Crypto errors are reported Call Type:Q Call Priority:B Target Release:SV&I Cycle 9 Routed to:EDSC - Unassigned ***** ***** Quality Centre Bug Report ***** ***** Bug Reference: 12174-hng_x_hng_x_release_1_db. Test Date: Oct 13 2009 12:00AM Test User: rogersj QC Impact: 3 - High Pathcode: Path201 OTI Team: None Product: Infrastructure Product Version: N/A Summary: SVIC9 - Audit - Gaps in Message Sequence are not reported when Crypto errors are reported Incident Description:  When an ARQ has been run on a FAD in which there is both a Gap in the FAD Data Message Sequence and an unrelated Crypto error then the Crypto error is reported but the "Size of the Message Gap" is reported as NONE.  The problem was originally noticed in normal running, and was then forced to confirm the theory (ARQ OTH3747W).  The attachment Gap_There is a screen print which shows the Message Gap (Node 1 : 103980 to 103984).  A Crypto error was then introduced into message 103975.  The attached Gap_Abs_Rep is a screen print that shows the Crypto Error being reported.  The attachment Gap_Not_There is a screen print that shows the "Size of Gaps" reported as NONE but two gaps in the message sequence :- (Node 1 : 103975 to 103979) (Node 1 : 103980 to 103984) Comments:  John Rogers <rogersj>, 13/10/2009 15:06:06: Impact Although the circumstances that cause the error may not occur very frequently I believe that it is vital from the Audit point of view that these reports accurately report this type of information. Audit Dev need to confirm but suggest that this needs to be Reset 10  John Rogers <rogersj>, 13/10/2009 15:12:19: Please route to Audit Dev  Date:13-Oct-2009 18:05:12 User:John Rogers Evidence imported from QC - BUG_12174_QC12174.zip  Date:14-Oct-2009 06:32:54 User:Darran Avenell The Call record has been assigned to the Team Member: Darran Avenell  Date:14-Oct-2009 10:21:39 User:Lionel Higman
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Reference Added: QFP Review COMPLETE

Date:14-Oct-2009 13:28:14 User:Darran Avenell

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

Date:16-Oct-2009 10:31:04 User:Alan Holmes

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

Date:16-Oct-2009 10:32:17 User:Alan Holmes

The call Target Release has been moved to Proposed For -- HNG-X 00.14.16.xx

Date:16-Oct-2009 16:31:01 User:Lionel Higman

The call Target Release has been moved to:Targeted At -- HNG-X 00.14.16.xx

Date:19-Oct-2009 10:30:42 User:Steve Evans

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

Date:19-Oct-2009 13:26:26 User:Lionel Higman

[Start of Response]

Reset to 14 at QFP2

[End of Response]

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

Date:20-Oct-2009 17:13:41 User:Steve Evans

Target Date/Time updated: new value is 26/10/2009 18:05

[Start of Response]

Needs to be in RESET 2

[End of Response]

Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed

Date:20-Oct-2009 17:13:53 User:Steve Evans

[Start of Response]

RAG

[End of Response]

Response code to call type Q as Category 45 -- Pending -- QFP RAG Status Green

Date:21-Oct-2009 18:00:18 User:Gerald Barnes

Evidence Added - Handover Note

Date:21-Oct-2009 18:00:40 User:Gerald Barnes

Evidence Added - Test Plan

Date:21-Oct-2009 18:01:36 User:Gerald Barnes

[Start of Response]

Fixed by version 1.0.0.3 of QueryDLL.dll. A handover note and test plan are attached as evidence.

[End of Response]

Response code to call type Q as Category 45 -- Pending -- QFP RAG Status Green

Hours spent since call received: 15 hours

Date:21-Oct-2009 18:01:47 User:Gerald Barnes

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

Date:22-Oct-2009 09:39:25 User:Phil Budd

[Start of Response]

Issue addressed by baseline AUDIT\_EXTRACT\_SVR\_INT14\_V040-V039

[End of Response]

Response code to call type Q as Category 48 -- Pending -- Fix Released to PIT

Date:22-Oct-2009 09:39:34 User:Phil Budd

Reference Added: Product Baseline AUDIT\_EXTRACT\_SVR\_INT14\_V040-V039

Date:22-Oct-2009 09:39:35 User:Phil Budd

TOP Reference set to: Product Baseline AUDIT\_EXTRACT\_SVR\_INT14\_V040-V039

Date:22-Oct-2009 09:40:12 User:Phil Budd

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

Date:27-Oct-2009 08:44:23 User:Vijesh Pandya  
 [Start of Response]  
 Released to SVI via manual release  
 [End of Response]  
 Response code to call type Q as Category 60 -- Final -- S/W Fix Released to Call Logger  
 Routing to Call Logger following Final Progress update.  
 Defect cause updated to 14 -- Development - Code

Date:27-Oct-2009 12:05:08 User:John Rogers

Comments Update:

Tim Canniffe <canniffet>, 27/10/2009 11:50:13:

[RELEVANT] and [RELEVANT] retested. Baseline "AUDIT\_EXTRACT\_SVR\_INT14\_D040-D039" installed and log file checked. "QueryDLL.dll" version 1.0.0.3. present.

ARQ:OTH3809W - HNGX  
 ARQ:OTH3808W - Horizon

HNGX Message Gaps have been tested on the basis of:

- 1) Single message gap
- 2) Range of messages

Horizon messages checked for:

- 1) Single CRC message change
- 2) Range of CRC messages changed

The following components of the message signature have been checked:

- 1) BAL-Certificate
- 2) Authorisation Signature
- 3) Generic DTO Request content
- 4) Public Key

Note: Cryptographic errors will result in the failure of the integrity of the ARQ data and as such will not be used.

The following observations were made:

- 1) Changes to BAL Certificate results in "Termination" of the abstraction and the whole file contents are ignored for the subsequent processing of the data.
- 2) Changes to all other components of the message signature results in the specific "Session" data being ignored and all other data is processed as expected. Message Gaps are reported if applicable.

For both points above the "View Abstraction Errors" tab is displayed and reports the cryptographic errors accordingly and any Message Gaps are reported.

OK to CLOSE.

Date:28-Oct-2009 20:40:06 User:John Rogers

Incident closure received from Quality Centre  
 Comments Update:

Chris Maving <mavingc>, 27/10/2009 12:53:52:

Closing as requested.

Date:28-Oct-2009 20:40:06 User:John Rogers

CALL PC0189343 closed: Category 60 Type Q

Root Cause

Development - Code

Logger

Deleted User -- QC Interface

Subject Product

QC Defects -- Infrastructure (version: 1)

Assignee

Deleted User -- QC Interface

Last Progress

28-Oct-2009 20:40 -- John Rogers