

Export

Peak Incident Management System

Call Reference	PC0200501	Call Logger	Deleted User -- QC Interface
Release	Released At -- HNG-X 02.11.00	Top Ref	AUDIT_EXTRACT_CLT_0211_V060-V054
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	23/06/2010	Effort (Man Days)	0
Summary	LST - Audit - Output spreadsheet reports are displaying incorrect 'Size of Gaps' values		
All References	Type	Value	
	Product Baseline	AUDIT_EXTRACT_CLT_0211_D060-D054	
	QC DEFECTID	13903-hng x hng x release 1 db.	
	Product Baseline	AUDIT_EXTRACT_CLT_0211_V060-V054	
	QC Defect No	13903	
	DevIntRel-Director	QC Interface	
	QC Severity	3 - High	
	Release PEAK	PC0204143	
	Product Baseline	AUDIT_EXTRACT_CLT_0211_V060	
	Release PEAK	PC0204191	

Progress Narrative

Date:21-Jun-2010 17:20:05 User:John Rogers

CALL PC0200501 opened

Details entered are:-

Summary:LST - Audit - Output spreadsheet reports are displaying incorrect "Size of Gaps" values

Call Type:Q

Call Priority:B

Target Release:HNG-X 01.07

Routed to:QFP - _Unassigned_

Date:21-Jun-2010 17:20:05 User:John Rogers

***** Quality Centre Bug Report *****

Bug Reference: 13903-hng x hng x release 1 db.

Test Date: Jun 21 2010 12:00AM

Test User: rogersj

QC Impact: 3 - High

Pathcode: Path201

OTI Team: None

Product: Infrastructure

Product Version: N/A

Summary: LST - Audit - Output spreadsheet reports are displaying incorrect "Size of Gaps" values

Incident Description:

The Audit spreadsheet reports that are produced via the Presentation Tab shows the number of missing messages (Riposte in this case) but the value displayed is incorrect.

The following were all filtered on FAD 003704 and used the HzEvents query.

Run 1

Output was filtered on date range 25May to 25May

There was one message missing (404122) but output reports "Size of Gaps" = 2

See OTH3500B_HzEvents_Check_1.xls

Run 2

Output was filtered on date range 25May to 26May

There was two message missing (404122 & 404495) but output reports "Size of Gaps" = 6

See OTH3500B_HzEvents_Check_2.xls

Run 3

Output was filtered on date range 25May to 27May

There was four message missing (404122, 404495, 404497 and 404497) but output reports "Size of Gaps" = 16

See OTH3500B_HzEvents_Check_3.xls

Run 6

Output was filtered on date range 25May to 31May

I believe there are 67 messages missing in 47 separate blocks but output reports "Size of Gaps" = 3216

Note: This "Size of Gaps" is bigger than the message range (404824 - 404121 = 703)

See OTH3500B_HzEvents_Check_6.xls

Output files and the OTH3500Bhz.xml file from the FINAL folder are attached.

Comments:
John Rogers <rogersj>, 21/06/2010 17:09:41: Impact Data needs to be correct as it is supplied to POL for possible use in legal actions.
John Rogers <rogersj>, 21/06/2010 17:10:57: Please route to Audit Dev
Date:21-Jun-2010 17:20:08 User:John Rogers Evidence imported from QC - BUG_13903_FINAL.zip
Date:21-Jun-2010 17:35:24 User:Steve Evans The Call record has been transferred to the team: Audit-Dev The Call record has been assigned to the Team Member: Andrew Mansfield
Date:22-Jun-2010 17:04:49 User:John Rogers The call summary has been changed from:- LST - Audit - Output spreadsheet reports are displaying incorrect "Size of Gaps" values The call summary is now:- LST - Audit - Output spreadsheet reports are displaying incorrect "'Size of Gaps'" values
Date:22-Jun-2010 17:46:42 User:John Rogers Evidence Added - <u>Further info request via email - SQL & SQL output</u>
Date:23-Jun-2010 16:42:52 User:Andrew Mansfield Product Estate Management -- Audit (version unspecified) added.
Date:23-Jun-2010 16:42:57 User:Andrew Mansfield Product Estate Management -- Audit updated to Subject.
Date:23-Jun-2010 16:43:55 User:Andrew Mansfield The call Target Release has been moved to Proposed For -- HNG-X 02.11.00.00
Date:23-Jun-2010 16:51:40 User:Andrew Mansfield [Start of Response] DEVELOPMENT IMPACT OF FIX: SPECIFY THE HNG-X PLATFORMS IMPACTED: Yes TECHNICAL SUMMARY: Affects audit workstation AEClient application DEV EFFORT IN MANDAYS: 2 man days IMPACT ON USER: The size of message gaps reported to the user is incorrect. IMPACT ON TEST: Queries should be run against data that has gaps in the message sequences to check that the size of the gaps is reported correctly. RISKS (of releasing and of not releasing proposed fix): Low risk LIST OF LIKELY DELIVERABLES: AEClient.exe [End of Response] Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation
Date:23-Jun-2010 16:51:59 User:Andrew Mansfield The Call record has been transferred to the team: RelMngmntForum
Date:14-Jul-2010 16:04:19 User:Andrew Mansfield Product HNG-X Platforms -- AUW-AUDIT and HSM Workstation (version unspecified) added.
Date:20-Jul-2010 16:00:05 User:Tyrone Cozens The call Target Release has been moved to:Targeted At -- HNG-X 02.11.00.00 Targeted at 02.11.00.00 as agreed within RMF

Date:20-Jul-2010 16:19:11 User:Tyrone Cozens The Call record has been transferred to the team: Audit-Dev
Date:20-Jul-2010 17:17:19 User:Adam Spurgeon The Call record has been assigned to the Team Member: Andrew Mansfield
Date:23-Jul-2010 18:06:42 User:Andrew Mansfield Evidence Added - <u>Handover note</u>
Date:23-Jul-2010 18:06:55 User:Andrew Mansfield [Start of Response] Delivered in AUDIT_EXTRACT_CLT_0211_V060-V054 [End of Response] Response code to call type Q as Category 48 -- Pending -- Fix Released to PIT
Date:23-Jul-2010 18:07:25 User:Andrew Mansfield Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0211_V060
Date:23-Jul-2010 18:07:27 User:Andrew Mansfield TOP Reference set to: Product Baseline AUDIT_EXTRACT_CLT_0211_V060
Date:23-Jul-2010 18:07:41 User:Andrew Mansfield The Call record has been transferred to the team: Dev-Int-Rel
Date:03-Aug-2010 10:20:37 User:PIT Automated User [Start of Response] Assigning to Integrator [End of Response] Response code to call type Q as Category 48 (Fix Released to PIT) The incident has been transferred to the Team: Dev-Int-Rel The incident has been assigned to the Team Member: Andrew Moor
Date:03-Aug-2010 10:20:37 User:PIT Automated User Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0211_D060-D054 (TOP Reference)
Date:03-Aug-2010 10:20:38 User:PIT Automated User [Start of Response] Peak has been test installed in Integration. Moving to holding stack awaiting release [End of Response] Response code to call type Q as Category 47 (Fix Processed by PIT) The incident has been transferred to the Team: Int-Rel
Date:13-Aug-2010 17:09:59 User:Lionel Higman The call Target Release has been moved to:Released At -- HNG-X 02.11.00 [Start of Response] Fix applied in 02.11.00 [End of Response] Response code to call type Q as Category 60
Date:08-Sep-2010 17:27:40 User:Tyrone Cozens Reference Added: <u>Release PEAK PC0204143</u>
Date:09-Sep-2010 17:14:34 User:Tyrone Cozens Reference Added: <u>Release PEAK PC0204191</u>
Date:09-Sep-2010 17:28:19 User:Tyrone Cozens Ignore PC0204143
Date:26-Nov-2010 14:10:06 User:John Rogers Incident closure received from Quality Centre Comments Update: John Rogers <rogersj>, 26/11/2010 14:02:34: Tested in LST as part of Release Note HRU7045, all OK. Closing call
Date:26-Nov-2010 14:10:06 User:John Rogers CALL PC0200501 closed: Category 60 Type Q

Root Cause	General - Unknown
Logger	Deleted User -- QC Interface
Subject Product	Estate Management -- Audit (version unspecified)
Assignee	Deleted User -- QC Interface
Last Progress	26-Nov-2010 14:10 -- John Rogers