

Export

Peak Incident Management System

Call Reference	PC0230183	Call Logger	Deleted User -- Security Ops
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	<u>W12214R</u>
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	23/12/2013	Effort (Man Days)	0
Summary	ARQ 221 POI3529B		
All References	Type	Value	
	Call reference	<u>PC0162602</u>	
	Work Instruction	<u>W12214R</u>	
	DevIntRel-Director	Live Supp.Test	

Progress Narrative

Date:20-Dec-2013 13:41:56 User:**Christine Phillips**

CALL PC0230183 opened
 Details entered are:-
 Summary:ARQ 221 POI3529B
 Call Type:L
 Call Priority:B
 Target Release:HNG-X Rel. Ind.
 Routed to:Audit-Dev - _Unassigned_

Date:20-Dec-2013 13:41:56 User:**Christine Phillips**

[Start of Response]
 There appears to be 'gaps' in this report once run.
 I've run it twice on Bootle and Wigan but still getting the same error.
 Gerald Barnes I beleive was going to pursue this.
 Thank you
 [End of Response]
 Response code to call Live Incidents/Defects(L) as Incident Under Investigation(40)

Date:20-Dec-2013 14:38:51 User:**Gerald Barnes**

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

Date:20-Dec-2013 14:43:37 User:**Gerald Barnes**

[Start of Response]
 I am robocopying the whole ARQ to a workstation at the moment for a detailed analysis.
 [End of Response]
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:23-Dec-2013 12:12:01 User:**Gerald Barnes**

[Start of Response]
 I have now copies of the ARQ and I am about to copy them to my PC for analysis.
 [End of Response]
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:24-Dec-2013 15:28:20 User:**Gerald Barnes**

Reference Added: Call reference PC0162602

Date:24-Dec-2013 15:38:40 User:**Gerald Barnes**

[Start of Response]
 The GAPS only occur on the correspondence server nodes. The reason for these GAPS is covered in PC0162602. If you wish to get spreadsheets using Bootle you must use the slow ARQ approach. Each spreadsheet will then list the GAPS but since they only occur for the correspondence server they do not matter too much. However there is a better approach which follows.

In the secure terminal room is a notice board (on the right wall as you enter the door). On it is a section which says "Possible Gaps" and lists "2008 14 Jun to 6 Jul Cluster 3 use Wigan".

I reran a FAST ARQ on Wigan. It was OTH3127W. It ran fine. I asked for all spreadsheets. I notice that Christine said she had tried a run on Wigan too and it had failed. Whatever reason it had failed there for must have been an intermittent problem rather than a hard problem. I attach the output from this FAST ARQ.

[End of Response]
 Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:24-Dec-2013 15:40:20 User:**Gerald Barnes**

Evidence **Added** - Successful FAST ARQ ran on Wigan for the period in question for all queries.

Date:24-Dec-2013 15:45:16 User:**Gerald Barnes**

[Start of Response]

The reason for the failure is a known problem documented in PC0162602.

There is an notice about this problem in the secure terminal room and it states there that the FAST ARQ can be run OK on Wigan.

I have done this and attach the output.

[End of Response]

Response code to call type L as Category 95 -- Final -- Advice after Investigation

Routing to Call Logger following Final Progress update.

Hours spent since call received: 15 hours

Defect cause updated to 14 -- Development - Code

Date:20-Jan-2014 15:26:12 User:**Christine Phillips**

[Start of Response]

Thank you. Disc sent to POL. Clsoing call.

[End of Response]

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

Routing to Call Logger following Final Progress update.

Date:20-Jan-2014 15:26:16 User:**Christine Phillips**

CALL PC0230183 closed: Category 68 Type L

Root Cause	Development - Code
Logger	Deleted User -- Security Ops
Subject Product	General/Other/Misc -- ACE (version unspecified)
Assignee	Deleted User -- Security Ops
Last Progress	20-Jan-2014 15:26 -- Christine Phillips