

Export

Peak Incident Management System

Call Reference	PC0277613	Call Logger	Farzin Denbali -- Security Ops
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	PC0197553
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Farzin Denbali	Call Status	Closed -- Administrative Response
Target Date	08/04/2019	Effort (Man Days)	0
Summary	QueryHandler reports sequence gap for FAD 276508		
All References	Type	Value	
	Call reference	PC0197553	
	SSCKEL	KEL gbar3847M	
	SSCKEL	KEL gbar3847M	

Progress Narrative

Date:05-Apr-2019 11:05:07 User:Farzin Denbali

CALL PC0277613 opened

Details entered are:-

Summary:QueryHandler reports sequence gap for FAD 276508

Call Type:L

Call Priority:B

Target Release:HNG-X Rel. Ind.

Routed to:Audit-Dev - Gerald Barnes

Date:05-Apr-2019 11:05:07 User:Farzin Denbali

ARQ for FAD 276508 for March 2010 does not complete (shows 'Filtering Failed'). QueryHandler shows: "The Fast ARQ is being terminated because there are 0 crypto errors, 0 errors and 1 gaps found."

The following PEAKs may be relevant:

PC0161722

PC0186334

PC0187374

PC0189343

PC0231726

Date:09-Apr-2019 12:01:46 User:Gerald Barnes

[Start of Response]

I have looked at the PEAKs quoted. They are all PEAKs raised in testing and fixed before the audit software went live and so are not relevant here.

[End of Response]

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

Hours spent since call received: 2 hours

Date:09-Apr-2019 12:14:07 User:Gerald Barnes

[Start of Response]

I have looked at this problem and the audit system is behaving perfectly. It has correctly identified GAPs because the file AUDIT2010033065001 was never presented to the audit system to gather. I have looked at the audit log files for this period and it is not mentioned at all.

This file would have been for the 30th March 2010. If you look at the supplied generated spread sheet you will see the last message before the gap is 2010-03-29T16:42:28.296Z and the first message after the gap is 2010-03-31T08:05:02.833Z which strongly indicates there are no messages for the 30th at all.

[End of Response]

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

Hours spent since call received: 15 hours

Date:09-Apr-2019 12:15:01 User:Gerald Barnes

Evidence Added - Files available

Date:09-Apr-2019 12:15:31 User:Gerald Barnes

Evidence Added - Spreadsheet showing the GAPs.

Date:09-Apr-2019 12:20:51 User:Gerald Barnes

[Start of Response]

The audit system is behaving perfectly and has correctly identified GAPs because the file AUDIT2010033065001 was never presented to the audit system to be gathered from the \\pnas002\NAS_BDB_AUD\$\counteraudit share.

[End of Response]

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

Hours spent since call received: 1 hours

Date:09-Apr-2019 12:41:02 User:Gerald Barnes

[Start of Response]

Since the audit system is clearly and correctly reporting gaps such an ARQ would only be presented to the Post Office with that caveat.

[End of Response]

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

Hours spent since call received: 1 hours

Date:09-Apr-2019 14:15:35 User:Gerald Barnes

Sending to the hosts team to investigate.

Date:09-Apr-2019 14:16:19 User:Gerald Barnes

The Call record has been transferred to the team: Hosts-Des

Date:10-Apr-2019 10:29:41 User:Alan Holmes

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

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

Date:10-Apr-2019 10:41:50 User:Gerald Barnes

Reference Added: Call reference PC0197553

Date:10-Apr-2019 10:45:30 User:Gerald Barnes

Evidence Added - The log file showing the missing files being gathered late.

Date:10-Apr-2019 11:55:15 User:Gerald Barnes

The missing files were gathered about a fortnight late on the 14th April due to some BRDB host problem - see PC0197553 for details.

Date:10-Apr-2019 11:57:01 User:Gerald Barnes

[Start of Response]

Here is a list of the files gathered late into the audit system which includes AUDIT20100330065001 needed this time -

FN01_BRDB_AUD_B_AUDIT20100330002001_20100414_203834_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330002001_20100414_203834_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330002001_20100414_203834_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330007001_20100414_203842_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330007001_20100414_203842_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330007001_20100414_203842_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330007001_20100414_203842_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330009001_20100414_203848_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330009001_20100414_203848_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330009001_20100414_203848_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330013001_20100414_203854_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330013001_20100414_203854_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330013001_20100414_203854_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330022001_20100414_203905_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330022001_20100414_203905_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330022001_20100414_203905_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330019001_20100414_203859_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330019001_20100414_203859_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330019001_20100414_203859_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330031001_20100414_203915_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330031001_20100414_203915_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330031001_20100414_203915_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330026001_20100414_203910_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330026001_20100414_203910_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330026001_20100414_203910_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330033001_20100414_203921_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330033001_20100414_203921_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330033001_20100414_203921_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330037001_20100414_203926_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330037001_20100414_203926_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330037001_20100414_203926_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330043001_20100414_203931_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330043001_20100414_203931_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330043001_20100414_203931_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330046001_20100414_203937_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330046001_20100414_203937_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330050001_20100414_203946_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330050001_20100414_203946_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330050001_20100414_203946_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330054001_20100414_203941_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330054001_20100414_203941_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330054001_20100414_203941_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330055001_20100414_203951_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330055001_20100414_203951_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330055001_20100414_203951_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330059001_20100414_203956_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330059001_20100414_203956_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330059001_20100414_203956_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330062001_20100414_204000_V001.audgz

[illegible]

FN01_BRDB_AUD_B_AUDIT20100330109001_20100414_204230_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330115001_20100414_204235_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330115001_20100414_204235_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330115001_20100414_204235_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330118001_20100414_204240_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330118001_20100414_204240_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330118001_20100414_204240_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330118001_20100414_204240_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330122001_20100414_204246_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330122001_20100414_204246_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330122001_20100414_204246_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330122001_20100414_204246_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330126001_20100414_204251_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330126001_20100414_204251_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330126001_20100414_204251_V001.audgz

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 1 hours

Date:10-Apr-2019 12:37:39 User:Gerald Barnes

The previous list had duplicates and was not complete. This is a better list -

FN01_BRDB_AUD_B_AUDIT20100330002001_20100414_203834_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330003001_20100414_170143_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330006001_20100414_170150_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330007001_20100414_203842_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330009001_20100414_203848_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330011001_20100414_170155_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330013001_20100414_203854_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330014001_20100414_170201_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330017001_20100414_170207_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330019001_20100414_203859_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330021001_20100414_170212_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330022001_20100414_203905_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330026001_20100414_203910_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330027001_20100414_170218_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330030001_20100414_170224_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330031001_20100414_203915_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330033001_20100414_203921_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330035001_20100414_170229_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330037001_20100414_203926_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330038001_20100414_170235_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330041001_20100414_170241_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330043001_20100414_203931_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330045001_20100414_170246_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330046001_20100414_203937_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330050001_20100414_203946_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330051001_20100414_170252_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330054001_20100414_203941_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330055001_20100414_203951_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330057001_20100414_204005_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330059001_20100414_203956_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330061001_20100414_204021_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330062001_20100414_204000_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330065001_20100414_204010_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330067001_20100414_204026_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330069001_20100414_204016_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330070001_20100414_204035_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330074001_20100414_204045_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330075001_20100414_204030_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330078001_20100414_204040_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330079001_20100414_204050_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330081001_20100414_204055_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330083001_20100414_204100_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330085001_20100414_204110_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330086001_20100414_204105_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330089001_20100414_204115_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330091001_20100414_204125_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330093001_20100414_204120_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330094001_20100414_204150_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330098001_20100414_204210_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330099001_20100414_204135_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330102001_20100414_204130_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330103001_20100414_204215_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330105001_20100414_204220_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330107001_20100414_204140_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330109001_20100414_204230_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330110001_20100414_204145_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330113001_20100414_204155_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330115001_20100414_204235_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330117001_20100414_204200_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330118001_20100414_204240_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330122001_20100414_204246_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330123001_20100414_204205_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330125001_20100414_204225_V001.audgz
FN01_BRDB_AUD_B_AUDIT20100330126001_20100414_204251_V001.audgz

Date:10-Apr-2019 12:49:24 User:Gerald Barnes

[Start of Response] Because some BRDB transaction files were gathered late HNGx queries for many FAD codes that include 30th March 2010 must include 14th April 2010 too for them to work without gaps being reported. A KEL has been raised. [End of Response] Response code to call type L as Category 68 -- Final -- Administrative Response Routing to Call Logger following Final Progress update. Hours spent since call received: 3 hours Defect cause updated to 14 -- Development - Code	
Date:11-Apr-2019 15:47:17 User:Mike Croshaw	KEL gbar3847M authorised
Date:23-Apr-2019 10:40:07 User:Farzin Denbali	Thank you. Data for March and April 2010 sent to POL. Closing Call.
Date:23-Apr-2019 10:40:18 User:Farzin Denbali	CALL PC0277613 closed: Category 68 Type L

Root Cause	Development - Code
Logger	Farzin Denbali -- Security Ops
Subject Product	General/Other/Misc -- ACE (version unspecified)
Assignee	Farzin Denbali -- Security Ops
Last Progress	23-Apr-2019 10:40 -- Farzin Denbali