

Export

Peak Incident Management System

Call Reference	PC0268776	Call Logger	Deleted User -- Security Ops
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	
Call Type	Problem Management	Priority	C -- Progress restricted
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	08/04/2018	Effort (Man Days)	0
Summary	ARQ Failing due gaps - POO817B		

Progress Narrative

Date: ~~03-Apr-2018~~ 14:01:45 User: Jason Muir
 CALL PC0268776 opened
 Details entered are:-
 Summary: ARQ Failing due gaps - POO817B
 Call Type: M
 Call Priority: C
 Target Release: HNG-X Rel. Ind.
 Routed to: Security Ops - Jason Muir

Date: ~~03-Apr-2018~~ 14:01:45 User: Jason Muir
 A fast ARQ is failing as it is reporting Gaps in the data, please could this be investigated. Meanwhile a slow ARQ will be run to obtain the data.

Query Handler .txt attached as evidence.

Many Thanks.

Date: ~~03-Apr-2018~~ 14:02:09 User: Jason Muir
 Evidence Added - [QueryHandler Log](#)

Date: ~~03-Apr-2018~~ 14:02:16 User: Jason Muir
 Defect cause updated to 40: General - User

Date: ~~03-Apr-2018~~ 14:02:33 User: Jason Muir
 The Call record has been transferred to the team: Audit-Dev
 The Call record has been assigned to the Team Member: Gerald Barnes

Date: ~~24-May-2018~~ 19:27:38 User: Gerald Barnes
 [Start of Response]
 I have just checked and POO817B is no long present. I need the FAD and date range to investigate this PEAK now.
 [End of Response]
 Response code to call type M as Category 40 -- Pending -- Incident Under Investigation

Date: ~~24-May-2018~~ 19:30:07 User: Gerald Barnes
 [Start of Response]
 I have found the FAD and date in the evidence.
 [End of Response]
 Response code to call type M as Category 40 -- Pending -- Incident Under Investigation

Date: ~~25-May-2018~~ 10:59:00 User: Gerald Barnes
 [Start of Response]
 I have started the slow ARQ OTH3881B with the same FAD code and dates to try and duplicate the issue.
 [End of Response]
 Response code to call type M as Category 40 -- Pending -- Incident Under Investigation
 Hours spent since call received: 3 hours

Date: ~~30-May-2018~~ 18:20:14 User: Gerald Barnes
 [Start of Response]
 I have duplicated the problem and I have been able to establish that the missing data is from the correspondence counters 37, 56 and 57 from the dates 14th - 21st June 2008.
 I note that these correspondence counters are not the same as real counters and so no real counter data is lost.
 I am rerunning the query on **[IRRELEVANT]** to see if the same problem occurs there. In that case the query is OTH3334W.
 [End of Response]
 Response code to call type M as Category 40 -- Pending -- Incident Under Investigation
 Hours spent since call received: 1 hours

Date:31-May-2018 10:49:01 User:Gerald Barnes
 [Start of Response]
 There were no gaps shown in the [IRRELEVANT] audit server and so at least we can get the data from one audit server.
 [End of Response]
 Response code to call type M as Category 40 -- Pending -- Incident Under Investigation
 Hours spent since call received: 1 hours

Date:31-May-2018 10:49:24 User:Gerald Barnes
 Defect cause updated to 14: Development - Code

Date:31-May-2018 10:56:43 User:Gerald Barnes
 [Start of Response]
 There are indeed gaps in the data returned by [IRRELEVANT]. They are only for correspondence server nodes and not actual counters.
 There were no gaps in the data returned from [IRRELEVANT] for the same FAD and datE range.
 Now at Horizon messages were logged by independent processes and went into different files for Bootle and Wigan. The fact that correspondence nodes only are missing rather indicates a bug in this process and not in the gathering of the files by the audit system. If the audit system had missed out a file you would likely as not have gaps in the actual Post Office counters too.
 So I conclude that there is no evidence of a bug in the audit system. I also note no Post Office Counter message is missing at all and the correspondence server messages are only missing from [IRRELEVANT] and not [IRRELEVANT]
 [End of Response]
 Response code to call type M as Category 62 -- Final -- No fault in product
 Routing to Call Logger following Final Progress update.
 Hours spent since call received: 3 hours

Date:18-Feb-2019 14:53:39 User:Jason Muir
 [Start of Response]
 No fault found as advised by Gerald Barnes, therefore closing PEAK.
 [End of Response]
 Response code to call type M as Category 68 -- Final -- Administrative Response
 Routing to Call Logger following Final Progress update.

Date:18-Feb-2019 14:53:43 User:Jason Muir
 CALL PC0268776 closed: Category 68 Type M

Root Cause	Development - Code
Logger	Deleted User -- Security Ops
Subject Product	General/Other/Misc -- Unknown General/Other/Misc (version unspecified)
Assignee	Deleted User -- Security Ops
Last Progress	18-Feb-2019 14:53 -- Jason Muir