

## Export

## Peak Incident Management System

Call Reference	PC0275906	Call Logger	Jon Hulme -- Bus_Apps_Des
Release	Targeted At -- HNG-X 69.20	Top Ref	HNGA_PACKAGE_CBA_6920_D165
Call Type	Internal Development Incidents/Defects	Priority	D -- Non-Urgent
Contact	Jon Hulme	Call Status	Closed -- Build Fix Available to Call Logger
Target Date	31/12/2018	Effort (Man Days)	0
Summary	Attach user to stock unit omits logged on user name if check fails in data centre		
All References	Type	Value	
	Jira	<a href="#">CBB-3285</a>	
Collections	Product Baseline	HNGA_PACKAGE_CBA_6920_D165	
	Name	User	Date
	BIFApproved	Raj Bains	30-Jan-2019 10:12:04
Impact Statement	User	Date	
	Unknown	22-Jan-2019 09:37:06	
	Problem Statement ( Underlying cause of problem): We have done a EUM CP(CP2144) few months back which introduced this functionality of concurrent logon. As this is a new feature there are some business scenarios we didn't took into account last time and that's how we got this bug. Now we have identified a few bugs in concurrent logon scenarios and we will also be doing ?CP2368 EUM Balancing Enhancements? in a few days to address all the design issues.  A bug in ?BAD123BLO Attach User To Stock Unit.pdl? was causing the issue. Previously we were not passing the ?attachedUser? from the pdl to the message fragment in the business scenario and due to this placeholder variable in the message fragment could not be resolved during execution of the business scenario.  Risk of not fixing: If we don?t fix this issue then the message we are getting during business scenario doesn?t make any sense as we are not getting any value for placeholder variable.  Benefit of fixing: MSG30002 makes sense because placeholder is now being replaced with actual value.  ASM Utilization Capacity: 1		

## Progress Narrative

Date:21-Dec-2018 09:37:36 User:Jon Hulme

CALL PC0275906 opened

Details entered are:-

Summary:Attach user to stock unit omits logged on user name if check fails in data centre

Call Type:I

Call Priority:D

Target Release:HNG-X 68.20

Routed to:Bus\_Apps\_Des - Jon Hulme

Date:21-Dec-2018 09:37:36 User:Jon Hulme

[Start of Response]

When the clerk choses a user to change the stock unit they are attached to, the counter performs a check to see if that user is logged on, and gives an error message (MSG30002) if they are, showing in the message the user name that is already logged on.

If that check passes, the clerk choses the stock unit to attach to and calls the data centre to action this. The data centre performs the performs various checks. In particular, if the user to be attached is not the current user, a check is made that the user is not logged on.

If the final check fails, MSG30002 is again displayed by the counter, but in this case there is a bug that it does not display the user name but instead display the substitution variable name with percent delimiters.

[End of Response]

Response code to call Internal Development Incidents/Defects(I) as Potential Problem Identified(38)

Date:21-Dec-2018 09:38:35 User:Jon Hulme

The Call record has been transferred to the team: xCtr\_GDC



<p>Date:02-Jan-2019 08:44:29 User:<u>Ramesh Kalavakolla</u> The Call record has been assigned to the Team Member: Shweta Patil</p>
<p>Date:02-Jan-2019 08:47:02 User:<u>Shweta Patil</u> The Call record has been assigned to the Team Member: Abhijit Banarjee</p>
<p>Date:11-Jan-2019 11:45:36 User:<u>Jon Hulme</u> To recreate the issue, perform the following steps.</p> <p>By Horizon User below I mean one which is not a EUM user, i.e. does not have a POID.</p> <ol style="list-style-type: none"><li>1. Login to counter 1 as Horizon user A.</li><li>2. Click Back Office, Admin, Attach User</li><li>3. Choose Horizon user B, Enter</li><li>4. Login to counter 2 as Horizon user B.</li><li>5. Return to counter 1.</li><li>6. Choose a different stock unit to the one User B is currently attached to, Enter</li><li>7. You get message MSG30002 without the user id.</li></ol>
<p>Date:12-Jan-2019 15:51:20 User:<u>Ramesh Kalavakolla</u> Thank you Jon for your help. Now Abhijit was able to reproduce the issue with the steps you provided.</p>
<p>Date:15-Jan-2019 13:26:54 User:<u>Abhijit Banarjee</u> Evidence Added - <a href="#">Code Patch</a></p>
<p>Date:15-Jan-2019 13:29:30 User:<u>Abhijit Banarjee</u> [Start of Response] There was a bug in the "BAD123BLO Attach User To Stock Unit.pdl" which was causing the issue. Fixed that and attached the code patch on the peak. [End of Response] Response code to call type I as Category 46 -- Pending -- Product Error Fixed</p>
<p>Date:22-Jan-2019 09:36:48 User:<u>Maciej Frontczak</u> Problem Statement ( Underlying cause of problem): We have done a EUM CP(CP2144) few months back which introduced this functionality of concurrent logon. As this is a new feature there are some business scenarios we didn't took into account last time and that's how we got this bug. Now we have identified a few bugs in concurrent logon scenarios and we will also be doing ?CP2368 EUM Balancing Enhancements? in a few days to address all the design issues.</p> <p>A bug in ?BAD123BLO Attach User To Stock Unit.pdl? was causing the issue. Previously we were not passing the ?attachedUser? from the pdl to the message fragment in the business scenario and due to this placeholder variable in the message fragment could not be resolved during execution of the business scenario.</p> <p>Risk of not fixing: If we don't fix this issue then the message we are getting during business scenario doesn't make any sense as we are not getting any value for placeholder variable.</p> <p>Benefit of fixing: MSG30002 makes sense because placeholder is now being replaced with actual value.</p> <p>ASM Utilization Capacity: 1</p>
<p>Date:22-Jan-2019 09:37:06 User:<u>Maciej Frontczak</u> A new Business Impact has been added: Problem Statement ( Underlying cause of problem): We have done a EUM CP(CP2144) few months back which introduced this functionality of concurrent logon. As this is a new feature there are some business scenarios we didn't took into account last time and that's how we got this bug. Now we have identified a few bugs in concurrent logon scenarios and we will also be doing ?CP2368 EUM Balancing Enhancements? in a few days to address all the design issues.</p> <p>A bug in ?BAD123BLO Attach User To Stock Unit.pdl? was causing the issue. Previously we were not passing the ?attachedUser? from the pdl to the message fragment in the business scenario and due to this placeholder variable in the message fragment could not be resolved during execution of the business scenario.</p> <p>Risk of not fixing: If we don't fix this issue then the message we are getting during business scenario doesn't make any sense as we are not getting any value for placeholder variable.</p> <p>Benefit of fixing: MSG30002 makes sense because placeholder is now being replaced with actual value.</p> <p>ASM Utilization Capacity: 1</p>
<p>Date:29-Jan-2019 12:48:45 User:<u>Maciej Frontczak</u> Action placed on Team:BIF</p>
<p>Date:30-Jan-2019 10:12:20 User:<u>Raj Bains</u> BIF approved on 30/01/2019, to be taken to the customer</p>



Date:30-Jan-2019 10:12:22 User:Raj Bains

Action has been removed from the call

Date:31-Jan-2019 09:50:09 User:Maciej Frontczak

Problem Statement ( Underlying cause of problem): Following the EUM investigation, it has been found that if the check fails on DC level when user is trying to change the stock unit they are attached to the error message they are getting is missing their name.

Such scenario is unlikely but possible.

When the clerk chooses a user to change the stock unit they are attached to, the counter performs a check to see if that user is logged on, and gives an error message (MSG30002) if they are, showing in the message the user name that is already logged on. If that check passes, the clerk chooses the stock unit to attach to and calls the Data Centre to action this. The Data Centre performs various checks, in particular, if the user to be attached is not the current user, a check is made that the user is not logged on.

If the final check fails, MSG30002 is displayed by the counter, but in this case there is a bug that it does not display the user name but instead display the substitution variable name with percent delimiters.

Risk of not fixing: If this is not fixed then the message we are getting during business scenario doesn't make much sense.

Benefit of fixing. MSG30002 explains what the problem is because placeholder is now being replaced with actual user name.

ASM Utilisation Capacity: 1

Date:31-Jan-2019 12:14:45 User:Maciej Frontczak

Action placed on Team:PTF

Date:07-Feb-2019 10:55:07 User:Jubita Gurung

Awaiting confirmation on how EUM fix is going to be progressed.

Date:07-Feb-2019 10:55:31 User:Jubita Gurung

To be left on PTF stack.

Date:14-Feb-2019 11:52:55 User:Gimcy johnbasco

Reference Added: Jira CBB-3285

Date:21-Feb-2019 10:37:59 User:Jubita Gurung

The call Target Release has been moved to Targeted At -- HNG-X 19.20

Date:21-Feb-2019 10:38:07 User:Jubita Gurung

Targeted to R19.20 as per 21/02/2019 PTF meeting.

Date:21-Feb-2019 10:38:10 User:Jubita Gurung

Action has been removed from the call

Date:21-Feb-2019 15:57:55 User:Jubita Gurung

Retargeting it to R69.20 as its a Counter Change.

Date:21-Feb-2019 15:58:11 User:Jubita Gurung

The call Target Release has been moved to Targeted At -- HNG-X 69.20

Date:25-Feb-2019 14:53:49 User:Ramesh Kalavakolla

[Start of Response]

[End of Response]

Response code to call type I as Category 76 -- Pending -- Fix Targeted awaiting Release

Date:06-Mar-2019 04:59:15 User:Abhijit Banarjee

The Call record has been assigned to the Team Member: Pavan Vejendla

Date:12-Mar-2019 09:16:54 User:Ramesh Kalavakolla

The Call record has been transferred to the team: xCtr REL\_GDC

The Call record has been assigned to the Team Member: Pavan Vejendla

Date:26-Mar-2019 13:03:59 User:Praveen Challa

1. Logged into counter 1 as Horizon user CCI{GRO}.
2. Clicked on Back Office --> Admin --> Attach User
3. Selected Horizon user CCI{GRO}, Enter



4. Login to counter 2 as Horizon user (CCI[GRO])
5. Returned to counter 1.
6. Tried to select a different stock unit to the one User CCI[GRO] is currently attached
7. Displayed message 'User Account Logged On MSG30002' - CCI[GRO] is already logged in
Date:26-Mar-2019 13:05:08 User:Praveen Challa Evidence Added - cit evidence
Date:26-Mar-2019 15:05:01 User:Dimensions Automated User Reference Added: Product Baseline HNGA_PACKAGE_CBA_6920_D165
Date:26-Mar-2019 15:31:30 User:Praveen Challa Defect cause updated to 14: Development - Code
Date:26-Mar-2019 15:32:09 User:Praveen Challa The Call record has been transferred to the team: Dev-Int-Rel User:Praveen Challa Confirmed that this Incident may be passed to the external company with the attached evidence.
Date:27-Mar-2019 08:49:36 User:Geoff Inglis The Call record has been assigned to the Team Member: PIT Automated User
Date:27-Mar-2019 08:51:27 User:Geoff Inglis routing to SVI test as integration have nothing to process here. The Call record has been transferred to the team: ITU System Validation & Integration The Call record has been assigned to the Team Member: Unassigned
Date:26-Apr-2019 12:34:26 User:Paul Bott [Start of Response] retested and passed [End of Response] Response code to call type I as Category 61 -- Final -- Build Fix Available to Call Logger Routing to Call Logger following Final Progress update.
Date:30-Apr-2019 12:59:41 User:Jon Hulme CALL PC0275906 closed: Category 61 Type I

Root Cause	Development - Code
Logger	Jon Hulme -- Bus_Apps_Des
Subject Product	HNG-X Counter -- Application Service (version unspecified)
Assignee	Jon Hulme -- Bus_Apps_Des
Last Progress	30-Apr-2019 12:59 -- Jon Hulme