

Export

Peak Incident Management System

Call Reference	PC0290357	Call Logger	Ifran Khan -- Default team
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	WI2214R
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Ifran Khan	Call Status	Closed -- Advice and guidance given
Target Date	13/09/2020	Effort (Man Days)	0
Summary	ARQ - HSS354/POIA5807B and POIA5884W FAD:159026		
All References	Type	Value	
	Call reference	PC0197553	
	SSCKEL	KEL gbar355K	
	SSCKEL	KEL gbar355K	
	Work Instruction	WI2214R	

Progress Narrative

Date:10-Sep-2020 15:21:03 User:Ifran Khan

CALL PC0290357 opened

Details entered are:-

Summary:ARQ - HSS354/POIA5807B and POIA5884W FAD:159026

Call Type:L

Call Priority:B

Target Release:HNG-X Rel. Ind.

Routed to:Security Ops - Ifran Khan

Date:10-Sep-2020 15:21:03 User:Ifran Khan

[Start of Response]

Could you please check the attached ARQ as their are two Gaps.

On the advice of Gerald Barnes this ARQ was run on both Arc's. Both "Filtering Failed".

Screenshots and Query Handler log are attached.

[End of Response]

Response code to call Live Incidents/Defects(L) as Incident Under Investigation(40)

Date:10-Sep-2020 15:22:21 User:Ifran Khan

Evidence Added - Query Handler.log

Date:10-Sep-2020 15:22:57 User:Ifran Khan

Evidence Added - Screenshot of Filtering Failed

Date:10-Sep-2020 15:23:05 User:Ifran Khan

Evidence Added - Screenshot of Filtering Failed

Date:10-Sep-2020 15:24:03 User:Ifran Khan

Defect cause updated to 40: General - User

Date:10-Sep-2020 15:25:34 User:Ifran Khan

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-Sep-2020 16:20:33 User:Gerald Barnes

[Start of Response]

There have been other reports of gaps at about this time because of a fault in the HNGx counter software - see for example PC0198009 and PC0196949. So most likely this is a problem now fixed in the HNGx counter software.

[End of Response]

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

Hours spent since call received: 1 hours

Date:16-Sep-2020 13:20:37 User:Gerald Barnes

[Start of Response]

I checked all the retrieved BRDB AUD files manually and found indeed that the gaps were genuine and that the transaction either side of the gap was there. So the Query Manager service was working perfectly.

I attach the complete list of all the BRDB AUD files retrieved.

I notice that AUDIT20100330117001 is missing. Files AUDIT20100329117001 and AUDIT20100331117001 are there and indeed the transactions just before the gap are in the first and just after are in the second.

It looks to me that AUDIT20100330117001 was never produced. I checked the audit logs for 10 days after the relevant date and there was no mention of this file but there was the other two.

[End of Response]

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

Hours spent since call received: 5 hours

Date:16-Sep-2020 13:21:14 User:Gerald Barnes

Evidence Added - List of all the BRDB files returned by the query.

Date:16-Sep-2020 16:46:58 User:Gerald Barnes

Reference Added: Call reference PC0197553

Date:16-Sep-2020 16:50:08 User:Gerald Barnes

[Start of Response]

You can see from PC0197553 that there was a problem with the gathering of AUDIT_20100330_117_001.aud.gz.

[End of Response]

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

Date:18-Sep-2020 10:34:40 User:Gerald Barnes

[Start of Response]

The missing tracks for the 30th March 2010 (30/03/2010) were added to the system some time in April 2010. When the query was repeated with a range from 1st March 2010 to 30th April 2010 no gaps were reported.

[End of Response]

Response code to call type L as Category 38 -- Pending -- Potential Problem Identified

Hours spent since call received: 1 hours

Date:18-Sep-2020 10:40:49 User:Gerald Barnes

[Start of Response]

I have created KEL gbar355K for this problem.

[End of Response]

Response code to call type L as Category 94 -- Final -- Advice and guidance given

Routing to Call Logger following Final Progress update.

Date:18-Sep-2020 10:53:39 User:Mike Croshaw

KEL gbar355K authorised

Date:21-Sep-2020 09:47:53 User:Ifran Khan

[Start of Response]

As per the above advice has worked and data is now available for the date range. I will be closing this peak.

[End of Response]

Response code to call type L as Category 94 -- Final -- Advice and guidance given

Routing to Call Logger following Final Progress update.

Date:21-Sep-2020 09:48:47 User:Ifran Khan

[Start of Response]

As per the above advice has worked and data is now available for the date range. I will be closing this peak.

[End of Response]

Response code to call type L as Category 94 -- Final -- Advice and guidance given

Routing to Call Logger following Final Progress update.

Date:21-Sep-2020 09:48:59 User:Ifran Khan

CALL PC0290357 closed: Category 94 Type L

Root Cause

General - User

Logger

Ifran Khan -- Default team

Subject Product

General/Other/Misc -- ACE (version unspecified)

Assignee

Ifran Khan -- Default team

Last Progress

21-Sep-2020 09:48 -- Ifran Khan