Export

Peak Incident Management System

Call Reference	**PC0290571**	Call Logger	Ifran Khan -- Security Ops
Release	Targeted At -- HNG-X 21.16	Top Ref	AUDIT_SERVER_INITIAL_SETUP_V2_2116_D009-D008
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Ifran Khan	Call Status	Closed -- Advice and guidance given
Target Date	24/09/2020	Effort (Man Days)	1.00
Summary	ARQ HSS323 POIA5854B Events FAD: 214907		

All References	Type	Value	
	Jira	POA-3169	
	Release PEAK	PC0291891	
	Product Baseline	AUDIT_SERVER_INITIAL_SETUP_V2_2116_D009-D008	
	Call reference	PC0162602	
	Product Baseline	AUDIT_SERVER_INITIAL_SETUP_V2_2116_V009-V008	
	Jira	POA-3170	
	Work Instruction	WI2144R	
	Product Baseline	AUDIT_SERVER_INITIAL_SETUP_V2_2116_V009	

Collections	Name	User	Date
	BIFApproved	Adam Harney	30-Sep-2020 10:18:40

Impact Statement	User	Date	
	Gerald Barnes	28-Sep-2020 10:19:29	

Some transaction data is missing from PARC201 only. It is present on PARC202. Therefore we only have one copy of the data. It is proposed to store the missing data on PARC201 too. It is proposed that the audit servers have a generic share for storing data from ad hoc situations like this and a record of such occasions is kept in DEV/INF/ION/0001.

Progress Narrative

```
Date:21-Sep-2020 14:06:59 User:Ifran Khan
CALL PC0290571 opened
Details entered are:-
Summary:ARQ HSS323 POIA5854B Events FAD: 214907
Call Type:L
Call Priority:B
Target Release:HNG-X Rel. Ind.
Routed to:Security Ops - Ifran Khan
```

```
Date:21-Sep-2020 14:06:59 User:Ifran Khan
[Start of Response]
Could you please check the attached ARQ. THe ARQ has "Filtering Failed" and the quer haler log states 303 Gaps. implications?
[End of Response]
Response code to call Live Incidents/Defects(L) as Incident Under Investigation(40)
```

```
Date:21-Sep-2020 14:09:02 User:Ifran Khan
Evidence Added

Screenshot of filtering failed
```

```
Date:21-Sep-2020 14:09:22 User:Ifran Khan
Evidence Added - Query handler log file
```

```
Date:21-Sep-2020 14:09:34 User:Ifran Khan
Defect cause updated to 40: General - User
```

```
Date:21-Sep-2020 14:09:52 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:**21-Sep-2020 16:29:29** User:**Gerald Barnes**
Reference Added: Call reference PC0162602

Date:**21-Sep-2020 16:29:59** User:**Gerald Barnes**
[Start of Response]
This is a known issue - see PC0162602.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**22-Sep-2020 15:32:34** User:**Gerald Barnes**
[Start of Response]
KEL gbar402R produced to help find this problem more easily in the future.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**23-Sep-2020 11:52:41** User:**Gerald Barnes**
[Start of Response]
I have saved the missing transactions using query OTH3493W. We need to get these saved on IRRELEVANT so that we have two copies
of these missing transactions.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**28-Sep-2020 10:16:32** User:**Gerald Barnes**
Product HNG-X Platforms -- Audit Server (ARC) (version:V2) added.

Date:**28-Sep-2020 10:19:29** User:**Gerald Barnes**
A new Business Impact has been added:
Some transaction data is missing from PARC201 only. It is present on PARC202. Therefore we only have one copy of the data. It is
proposed to store the missing data on PARC201 too. It is proposed that the audit servers have a generic share for storing data
from ad hoc situations like this and a record of such occasions is kept in DEV/INF/ION/0001.

Date:**28-Sep-2020 10:19:54** User:**Gerald Barnes**
The call Target Release has been moved to Proposed For -- HNG-X 21.16

Date:**28-Sep-2020 10:37:03** User:**Gerald Barnes**
Development Cost updated: new cost is 1 (Man Days)
[Start of Response]
DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

The platform is specified and it is the audit server.

TECHNICAL SUMMARY:

It is proposed to create a new folder D:\MiscellaneousArchives with full permissions to AUDIT_ESTATE shared as MiscArcs to be
used to store any one off archives in the future.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_SERVER_APP_V2
AUDIT_SERVER_INITIAL_SETUP_V2

DEPENDENCIES:

There are no dependencies.

DEPLOYMENT DETAIL:

Best deployed when the schedules are stopped.

DEV EFFORT IN MANDAYS:

1

IMPACT ON USER:

No user impact.

IMPACT ON OPERATIONS:

It will make it easier to store one off archives in the future.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

KEL gbar402R has been produced to cover this incident.

IMPACT ON TEST:

Drop a file on the new MiscellaneousArchives folder and confirm that the next day it can be retrieved by the audit client.
Confirm that it gets deleted two days after it is gathered.

RISKS (of releasing and of not releasing proposed fix):

There is little risk. New audit configuration points are regularly added.

LIST OF LIKELY DELIVERABLES:

ConfigurationFile.txt for PARC201 and PARC202
ConfigurationFileDR.txt for PARC202
A handover not requesting the new share be set up.

[End of Response]
Response code to call type L as Category 55 -- Pending -- Live Fix Impact Supplied

---

Date:**28-Sep-2020 10:37:51** User:**Gerald Barnes**
Action placed on Team:BIF

Date:**30-Sep-2020 10:18:49** User:**Adam Harney**
BIF approved as per BIF meeting on 30/09/2020

Date:**30-Sep-2020 10:18:52** User:**Adam Harney**
Action has been removed from the call

Date:**30-Sep-2020 10:54:04** User:**Gerald Barnes**
I suggest this is put in the 21.16 audit maintenance release.

Date:**30-Sep-2020 10:54:51** User:**Gerald Barnes**
Action placed on Team:PTF

Date:**01-Oct-2020 10:12:39** User:**Adam Harney**
The call Target Release has been moved to Targeted At -- HNG-X 21.16

Date:**01-Oct-2020 10:12:52** User:**Adam Harney**
Targeted at 21.16 as per PTF meeting 01/10/2020

Date:**01-Oct-2020 10:12:56** User:**Adam Harney**
Action has been removed from the call

Date:**02-Oct-2020 12:59:11** User:**Gerald Barnes**
Reference Added: Jira POA-3169

Date:**02-Oct-2020 12:59:59** User:**Gerald Barnes**
[Start of Response]
POA-3169 is for those parts of the change that can be code reviewed.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 2 hours

Date:**02-Oct-2020 13:01:25** User:**Gerald Barnes**
Reference Added: Jira POA-3170

Date:**02-Oct-2020 13:02:23** User:**Gerald Barnes**
[Start of Response]
POA-3170 Is for those parts of the change that cannot be crucible code reviewed.

[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Hours spent since call received: 2 hours

Date:**20-Oct-2020 17:50:01** User:**Dimensions Automated User**
Reference Added: Product Baseline AUDIT_SERVER_INITIAL_SETUP_V2_2116_V009

Date:**20-Oct-2020 18:00:00** User:**Dimensions Automated User**
Reference Added: Product Baseline AUDIT_SERVER_INITIAL_SETUP_V2_2116_V009-V008

Date:**21-Oct-2020 10:30:07** User:**Gerald Barnes**
[Start of Response]
Fixed by AUDIT_SERVER_INITIAL_SETUP_V2_2116_V009-V008.
[End of Response]
Response code to call type L as Category 46 -- Pending -- Product Error Fixed
Hours spent since call received: 4 hours

Date:**21-Oct-2020 10:30:22** User:**Gerald Barnes**
Defect cause updated to 14: Development - Code

Date:**21-Oct-2020 10:30:31** User:**Gerald Barnes**
The Call record has been transferred to the team: Dev-Int-Rel

Date:**21-Oct-2020 17:35:01** User:**Dimensions Automated User**
Reference Added: Product Baseline AUDIT_SERVER_INITIAL_SETUP_V2_2116_D009-D008

Date:**21-Oct-2020 17:57:51** User:**PIT Automated User**
[Start of Response]
Assigning Peak to PIT Automated User
[End of Response]
Response code to call type L as Category 40 (Incident Under Investigation)
The incident has been transferred to the Team: Dev-Int-Rel
The incident has been assigned to the Team Member: PIT Automated User

Date:**23-Oct-2020 09:58:13** User:**PIT Automated User**
[Start of Response]
Peak 0290571 handled by integration auto handler

The following baselines attached to this peak have the targeting flags set:
AUDIT_SERVER_INITIAL_SETUP_V2_2116_D009-D008 FOR (LIVE:YES TEST:YES RDT:YES) Integrator: Swadesh Sureshkumar

These baselines have completed integration testing, moving to holding stack awaiting peak ejection.
[End of Response]
Response code to call type L as Category 47 (Fix Processed by PIT)
The incident has been transferred to the Team: Int-Rel
The incident has been assigned to the Team Member: Olu Peters

Date:**10-Nov-2020 13:21:15** User:**Olu Peters**
The Call record has been transferred to the team: Live Supp.Test

Date:**12-Nov-2020 16:28:37** User:**Mark Ascott**
The Call record has been assigned to the Team Member: Timothy Harris

Date:**03-Dec-2020 11:26:46** User:**Lorraine Guiblin**
Reference Added: Release PEAK PC0291891

Date:**19-Jan-2021 16:08:42** User:**Timothy Harris**
Tested successfully as suggested by Development as follows:

An AUDGZ file from another ARQ folder was copied to D:/MiscellaneousArchives folder on ARC201 07/01/21.

Note that the same AUDGZ file was copied to the MiscellaneousArchives folder previously 18/12/2020 and was transferred to the
Audit (Audit Point) MiscArcs (Subpoint) share and automatically deleted from the MiscellaneousArchives folder 8 days later (by
design).

Waited a day for the latest AUDGZ file on MiscellaneousArchives folder (07/01/21) to be transferred to the Audit (Audit Point)
and MiscArcs (Subpoint) share.

An ARQ was then executed towards Audit and MiscArcs (Audit Point and Subpoint) with date range 17/12/2020 to 08/01/2021 to pick
up the AUDGZ files that had been copied to the MicellaneousArchives folder on 18/12/20 and 07/01/21 previously.

The 2 files were successfully picked up by the ARQ OTH31439B.

At filtering using ?ABSTRACT? option and search string ??JSN (which was in the AUDGZ) file Filteredhx was obtained in the ARQ
folder under QUERY_AT/FINAL. This contained instances of the JSN string searched.

Evidence files added.

Date:**19-Jan-2021 16:10:12** User:**Timothy Harris**

Evidence **Added** - MiscellaneousArchives file

Date:**19-Jan-2021 16:11:20** User:**Timothy Harris**
Evidence **Added** - Extracted files ARQ OTH31439B

Date:**19-Jan-2021 16:12:56** User:**Timothy Harris**
Evidence **Added** - Filteredhx for ARQ OTH31439B

Date:**19-Jan-2021 16:13:50** User:**Timothy Harris**
Returning to Release to Live for closure.

Date:**19-Jan-2021 16:14:33** User:**Timothy Harris**
The Call record has been transferred to the team: RM-x

Date:**19-Jan-2021 16:14:47** User:**Timothy Harris**
The Call record has been assigned to the Team Member: Release to Live

Date:**01-Feb-2021 09:42:10** User:**Adam Harney**
[Start of Response]
Applied to Live 29/01/2021
[End of Response]
Response code to call type L as Category 60 -- Final -- S/W Fix Available to Call Logger
Routing to Call Logger following Final Progress update.

Date:**01-Feb-2021 11:55:26** User:**Ifran Khan**
[Start of Response]
Closing as per above comments
[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:**01-Feb-2021 11:55:49** User:**Ifran Khan**
CALL PC0290571 closed: Category 94 Type L

Root Cause	Development - Code
Logger	Ifran Khan -- Security Ops
Subject Product	General/Other/Misc -- ACE (version unspecified)
Assignee	Ifran Khan -- Security Ops
Last Progress	01-Feb-2021 11:55 -- Ifran Khan