**Export**

# Peak Incident Management System

| Call Reference | **PC0194639** | Call Logger | Deleted User -- Audit-Dev |
|---|---|---|---|
| Release | Targeted At -- HNG-X 02.11.00 | Top Ref | AUDIT_EXTRACT_CLT_0211_V060-V054 |
| Call Type | Live Incidents | Priority | B -- Business restricted |
| Contact | Deleted Contact | Call Status | Closed -- Build Fix Available to Call Logger |
| Target Date | 26/08/2010 | Effort (Man Days) | 0 |
| Summary | Audit Client does not highlight messages with duplicate message numbers | | |

| All References | Type | Value |
|---|---|---|
| | Product Baseline | AUDIT_EXTRACT_CLT_0211_D060-D054 |
| | DevIntRel-Director | ITU SV&I |
| | QFP Review | COMPLETE |
| | Release PEAK | PC0204191 |
| | Product Baseline | AUDIT_EXTRACT_CLT_0211_V060 |
| | Product Baseline | AUDIT_EXTRACT_CLT_0211_V060-V054 |

| Impact Statement | User | Date |
|---|---|---|
| | Unknown | 09-Sep-2010 14:31:17 |

It is important that any duplicate messages in the retrieved audit data are highlighted to the user.

Duplicates are not being hightlighted when two message sequences have the same start and end message sequence numbers.

i.e. Sequences 2708181 to 2708188 and 2708181 to 2708188 would not be reported as duplicates.

Sequences 2708181 to 2708188 and 2708183 to 2708183 would report a duplicate.

## Progress Narrative

```
Date:16-Feb-2010 14:11:55 User:Andrew Mansfield
CALL PC0194639 opened
Details entered are:-
Summary:Audit Client does not highlight messages with duplicate message numbers
Call Type:L
Call Priority:B
Target Release:HNG-X 01.07
Routed to:Audit-Dev - _Unassigned_
[Start of Response]
There have been cases recently of HNG-X messages appearing in the audit files with duplicate JSNs (Journal Sequence Numbers -
message numbers). (The JSNs should form a sequence of unique numbers for each counter.)

The fact of duplicate JSNs is an issue with the counter software, but it has shown up that these duplicates are not being
reported clearly to the audit client user.

Part of the function of the audit client is to analyze the message sequences and report on any issues. Gaps in the message
sequences are reported clearly to the user but duplicate message numbers are not reported clearly.
[End of Response]
Response code to call Live use error(L) as Incident Under Investigation(40)
```

```
Date:16-Feb-2010 14:14:34 User:Andrew Mansfield
Evidence Added

Screen shot showing duplicate JSN in message sequence
```

```
Date:16-Feb-2010 14:31:01 User:Andrew Mansfield
[Start of Response]
FIX IMPACT

IMPACT ON DEVELOPMENT:
3 man days

IMPACT ON TEST:
Need to create an audit file containing a duplicate JSN and show that this is reported clearly to the user. Regression test with
an audit file without duplicates and check that no duplicates are reported.

IMPACT ON USER:
It is possible to identify duplicates from the current output but in practice it would be very difficult to spot given the
```

typical size of output produced.

The purpose of the fix is to highlight any problem with duplicate message numbers and make it obvious to the user.

RISKS (of releasing and of not releasing proposed fix):
This is a low risk fix.

LIST OF LIKELY DELIVERABLES:

QueryDLL.dll (Audit Server component)
AEClient.exe (Audit Workstation executable)

Routing to RMF for targeting.


[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

---

Date:**16-Feb-2010 14:32:25** User:**Andrew Mansfield**
Defect cause updated to 14: Development - Code

---

Date:**16-Feb-2010 14:32:44** User:**Andrew Mansfield**
The Call record has been transferred to the team: RelMngmntForum

---

Date:**17-Feb-2010 08:04:45** User:**Lionel Higman**
Reference Added: QFP Review COMPLETE

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Date:**18-Mar-2010 18:10:49** User:**Tyrone Cozens**
The call Target Release has been moved to Requested For -- HNG-X R2

---

Date:**18-Mar-2010 18:11:09** User:**Tyrone Cozens**
The Call record has been transferred to the team: Audit-Dev

---

Date:**18-Mar-2010 18:11:36** User:**Tyrone Cozens**
[Start of Response]
RMF request for HNGX Release 2 (R2), to be discussed further
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

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Date:**01-Apr-2010 16:48:00** User:**Christopher Hammond**
The call Target Release has been moved to:Requested For -- HNG-X 02.11.00.00
R2 RMF: no justification for inclusion in R2; no active requestor. Deferred to 02.11

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Date:**14-Jun-2010 15:41:16** User:**Andrew Mansfield**
The call Target Release has been moved to Proposed For -- HNG-X 02.11.00.00

---

Date:**14-Jun-2010 15:42:35** User:**Andrew Mansfield**
[Start of Response]
Proposed for 02.11

FIX IMPACT

IMPACT ON DEVELOPMENT:
3 man days

IMPACT ON TEST:
Need to create an audit file containing a duplicate JSN and show that this is reported clearly to the user. Regression test with an audit file without duplicates and check that no duplicates are reported.

IMPACT ON USER:
It is possible to identify duplicates from the current output but in practice it would be very difficult to spot given the typical size of output produced.

The purpose of the fix is to highlight any problem with duplicate message numbers and make it obvious to the user.

RISKS (of releasing and of not releasing proposed fix):
This is a low risk fix.

LIST OF LIKELY DELIVERABLES:

QueryDLL.dll (Audit Server component)
AEClient.exe (Audit Workstation executable)
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Date:**14-Jun-2010 15:42:44** User:**Andrew Mansfield**
The Call record has been transferred to the team: RelMngmntForum

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Date:**14-Jul-2010 16:03:42** User:**Andrew Mansfield**
Product HNG-X Platforms -- AUW-AUDIT and HSM Workstation (version unspecified) added.

---

Date:**20-Jul-2010 16:00:05** User:**Tyrone Cozens**
The call Target Release has been moved to:Targeted At -- HNG-X 02.11.00.00
Targeted at 02.11.00.00 as agreed within RMF

---

Date:**20-Jul-2010 16:18:07** User:**Tyrone Cozens**
The Call record has been transferred to the team: Audit-Dev

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Date:**20-Jul-2010 17:17:08** User:**Adam Spurgeon**
The Call record has been assigned to the Team Member: Andrew Mansfield

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Date:**23-Jul-2010 18:04:50** User:**Andrew Mansfield**
Evidence **Added** - Handover note

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Date:**23-Jul-2010 18:05:20** User:**Andrew Mansfield**
[Start of Response]
Delivered in AUDIT_EXTRACT_CLT_0211_V060-V054
[End of Response]
Response code to call type L as Category 48 -- Pending -- Fix Released to PIT

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Date:**23-Jul-2010 18:05:52** User:**Andrew Mansfield**
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0211_V060

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Date:**23-Jul-2010 18:05:54** User:**Andrew Mansfield**
TOP Reference set to: Product Baseline AUDIT_EXTRACT_CLT_0211_V060

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Date:**23-Jul-2010 18:06:13** User:**Andrew Mansfield**
The Call record has been transferred to the team: Dev-Int-Rel

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Date:**03-Aug-2010 10:20:33** User:**PIT Automated User**
[Start of Response]
Assigning to Integrator
[End of Response]
Response code to call type L as Category 48 (Fix Released to PIT)
The incident has been transferred to the Team: Dev-Int-Rel
The incident has been assigned to the Team Member: Andrew Moor

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Date:**03-Aug-2010 10:20:34** User:**PIT Automated User**
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0211_D060-D054 (TOP Reference)

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Date:**03-Aug-2010 10:20:35** User:**PIT Automated User**
[Start of Response]
Peak has been test installed in Integration. Moving to holding stack awaiting release
[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

---

Date:**13-Aug-2010 17:12:32** User:**Lionel Higman**
The call Target Release has been moved to:Released At -- HNG-X 02.11.00
[Start of Response]
Fix applied in 02.11.00
[End of Response]
Response code to call type L as Category 49
The Call record has been transferred to the team: Live Support Team
The Call record has been assigned to the Team Member: _Unassigned_

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Date:**23-Aug-2010 13:46:49** User:**PIT Automated User**
[Start of Response]
Being processed as part of UNKNOWN
[End of Response]
Response code to call type L as Category 48 (Fix Released to PIT)
Target Date updated: new value is 25/08/2010 18:30

Date:**24-Aug-2010 08:11:52** User:**PIT Automated User**
[Start of Response]
Being processed as part of UNKNOWN
[End of Response]
Response code to call type L as Category 48 (Fix Released to PIT)
Target Date updated: new value is 26/08/2010 18:30

Date:**25-Aug-2010 10:24:52** User:**Paul James**
[Start of Response]

Tested on SVI rig

Failed. Set up a data file with duplicate JSN before filtering a slow ARQ. No Duplicates message was found on the validation and Query Tab.

Please route back to Development
[End of Response]
Response code to call type L as Category 50 -- Pending -- Fix Failed

Date:**25-Aug-2010 10:48:49** User:**Graham Jennings**
The Call record has been transferred to the team: Audit-Dev

Date:**27-Aug-2010 11:09:22** User:**Andrew Mansfield**
The Call record has been assigned to the Team Member: Andrew Mansfield

Date:**08-Sep-2010 17:28:02** User:**Tyrone Cozens**
Reference Added: Release PEAK PC0204143

Date:**09-Sep-2010 14:10:33** User:**Andrew Mansfield**
The call Target Release has been moved to Proposed For -- HNG-X R3

Date:**09-Sep-2010 14:11:17** User:**Andrew Mansfield**
The Call record has been assigned to the Team Member: Andrew Mansfield

Date:**09-Sep-2010 14:22:52** User:**Andrew Mansfield**
DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:
Yes - affects Audit Workstation

TECHNICAL SUMMARY:
Affects AEClient.exe

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:
AUDIT_EXTRACT_CLT

DEPENDENCIES:
None.

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:
No

DEV EFFORT IN MANDAYS:
Fix available.

IMPACT ON USER:
Duplicates are not reported if two sequences have the same start and end sequence numbers.

i.e. two sequences with message numbers:

2708181 to 2708188
2708181 to 2708188

would not be reported as duplicates.

The sequences:

2708181 to 2708188
2708183 to 2708185

would report the duplicates.

IMPACT ON OPERATIONS:
No

```
IMPACT ON TEST:
Need to check that duplicates are reported for two message sequences with the same start and end message sequence numbers.

RISKS (of releasing and of not releasing proposed fix):
Fix is low risk.
It is important that duplicates are highlighted to the user.

LIST OF LIKELY DELIVERABLES:
AUDIT_EXTRACT_CLT baseline
```

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Date:**09-Sep-2010 14:31:17** User:**Andrew Mansfield**
A new Business Impact has been added:
It is important that any duplicate messages in the retrieved audit data are highlighted to the user.

Duplicates are not being hightlighted when two message sequences have the same start and end message sequence numbers.

i.e. Sequences 2708181 to 2708188 and 2708181 to 2708188 would not be reported as duplicates.

Sequences 2708181 to 2708188 and 2708183 to 2708183 would report a duplicate.

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Date:**09-Sep-2010 14:35:29** User:**Andrew Mansfield**
The Call record has been transferred to the team: RelMngmntForum

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Date:**09-Sep-2010 17:14:58** User:**Tyrone Cozens**
Reference Added: Release PEAK PC0204191

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Date:**09-Sep-2010 17:29:33** User:**Tyrone Cozens**
Ignore PC0204143

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Date:**22-Sep-2010 11:02:57** User:**Tyrone Cozens**
The Call record has been transferred to the team: Live Supp.Test

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Date:**22-Sep-2010 11:03:06** User:**Tyrone Cozens**
The call Target Release has been moved to Targeted At -- HNG-X 02.11.00

---

Date:**22-Sep-2010 11:03:20** User:**Tyrone Cozens**
Already on release note, so routing to Live Supp Test.

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Date:**12-Oct-2010 19:31:41** User:**Tyrone Cozens**
Reference Deleted: Release PEAK PC0204143

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Date:**10-Dec-2010 09:09:55** User:**Sheila Bamber**
The Call record has been assigned to the Team Member: Release to Live

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Date:**16-Dec-2010 10:44:34** User:**John Rogers**
[Start of Response]
Tested in LST as part of Release Note HRU7045 (Various Audit Fixes for Release 02.11)

Testing completed successfully, on 14.10.2010.

Returning call for closure.

[End of Response]
Response code to call type L as Category 61 -- Final -- Build Fix Available to Call Logger
Routing to Call Logger following Final Progress update.

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Date:**16-Dec-2010 10:50:52** User:**Andrew Mansfield**
CALL PC0194639 closed: Category 61 Type L

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| | |
|---|---|
| Root Cause | Development - Code |
| Logger | Deleted User -- Audit-Dev |
| Subject Product | Estate Management -- Audit (version unspecified) |
| Assignee | Deleted User -- Audit-Dev |
| Last Progress | 16-Dec-2010 10:50 -- Andrew Mansfield |