**Export**

# Peak Incident Management System

| Call Reference | **PC0206479** | Call Logger | Deleted User -- QC Interface |
|---|---|---|---|
| Release | Targeted At -- HNG-X 03.13 | Top Ref | AUDIT_EXTRACT_CLT_0313_D064-D063 |
| Call Type | Quality Centre Raised Incidents/Defects | Priority | B -- Medium Impact - Priority 3 |
| Contact | Deleted Contact | Call Status | Closed -- S/W Fix Available to Call Logger |
| Target Date | 25/11/2010 | Effort (Man Days) | 0 |
| Summary | LST R03.13 - Audit Extractor incorrectly reports all JSNs as duplicates for Node 2 | | |

| All References | Type | Value |
|---|---|---|
| | DevIntRel-Director | QC Interface |
| | QC Defect No | 14462 |
| | Product Baseline | AUDIT_EXTRACT_CLT_0313_V064 |
| | QC_DEFECTID | 14462-hng_x_hng_x_release_1_db. |
| | Product Baseline | AUDIT_EXTRACT_CLT_0313_D064-D063 |
| | Release PEAK | PC0206620 |
| | Product Baseline | AUDIT_EXTRACT_CLT_0313_V064-V063 |
| | QC Severity | 3 - High |

| Impact Statement | User | Date |
|---|---|---|
| | Unknown | 22-Nov-2010 17:45:55 |
| | The Audit Client application can incorrectly report duplicate messages on the Sequence Validation tab of the "slow ARQ" interface when there are no duplicate mesages present. | |

## Progress Narrative

```
Date:18-Nov-2010 10:30:06 User:John Rogers
CALL PC0206479 opened
Details entered are:-
Summary:LST R03.13 - Audit Extractor incorrectly reports all JSNs as duplicates for Node 2
Call Type:Q
Call Priority:B
Target Release:R3LST 03.13
Routed to:QFP - _Unassigned_
```

```
Date:18-Nov-2010 10:30:06 User:John Rogers
**********************************************************************
********************** Quality Centre Bug Report *********************
**********************************************************************

Bug Reference: 14462-hng_x_hng_x_release_1_db.
Test Date: Nov 18 2010 12:00AM
Test User: rogersj
QC Impact: 3 - High
Pathcode: Path201
OTI Team: None
Product: Infrastructure
Product Version: N/A
Summary: LST R03.13 - Audit Extractor incorrectly reports all JSNs as duplicates for Node 2
Incident Description:

A new Slow ARQ was created to retrieve Audit Tracks for FAD 015010 which is a 2 counter outlet.

In the "Validation and Query" tab all the JSNs for Node 2 are reported as being duplicates, see attached screen print.

I checked retrieved files for a few of the JSN's and could not find any duplicates, attached is a zipped copy of the EXTRACTED_AT
folder with the Audit Tracks renamed from .audgz to .txt to allow the Windows search to be used.

However, this only seems to be a display problem as an output spreadsheet (from Hx_IOP query) is reporting that there are no
duplicates.
Comments:
```

```
John Rogers <rogersj>, 18/11/2010 10:21:29:
Impact
The Audit Workstation user is given an incorrect view of the existance of duplicate JSNs in the retrieved data, and an
instruction to "SEEK ASSISTANCE FROM AUDIT SUPPORT".
```

```
John Rogers <rogersj>, 18/11/2010 10:22:37:
Please route call to Audit Dev
```

Date:**18-Nov-2010 10:30:11** User:**John Rogers**
Evidence imported from QC - BUG_14462_EXTRACTED_AT.zip
Evidence imported from QC - BUG_14462_Duplicates.zip
Evidence imported from QC - BUG_14462_HxIOP.xls

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Date:**18-Nov-2010 10:53:07** User:**Lionel Higman**
The Call record has been transferred to the team: Audit-Dev

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Date:**18-Nov-2010 15:16:23** User:**Andrew Mansfield**
The Call record has been assigned to the Team Member: Andrew Mansfield

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Date:**19-Nov-2010 11:30:06** User:**John Rogers**
Comments Update:

John Rogers <rogersj>, 19/11/2010 11:01:44:
Two further problems have been found which appear to be related to this problem. If this is not the case then I'm happy to raise
additional PEAKs.

in the retrieved files I believe there are no Duplicates and the GAPS should be
076137 Node 1 - 63471 to 63492
076137 Node 2 - 9423 to 9443

1) ARQ OTH3566B (Filtered on two multi-counter FADS, 076137 and 017632)
"Validation and Query" screen displays "GAPS FOUND" but nothing is highlighted in Red.
The actual gaps are shown in Blue.
However, the majority of entries, including some for Node 1 are also shown in Blue.

2) ARQ OTH3567B (Filtered on one multi-counter FAD 076137)
The GAP in the Node 2 transaction sequences is high-light in Blue not Red.

Attached are zipped files foe each of the ARQs.
Evidence imported from QC - BUG_14462_OTH3566B.zip
Evidence imported from QC - BUG_14462_OTH3567B.zip

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Date:**22-Nov-2010 09:39:11** User:**John Budworth**
The call Target Release has been moved to Targeted At -- HNG-X 03.13

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Date:**22-Nov-2010 17:42:16** User:**Andrew Mansfield**
Evidence **Added** - Handover note

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Date:**22-Nov-2010 17:43:35** User:**Andrew Mansfield**
Product HNG-X Platforms -- Audit Workstation (AUW) (version unspecified) added.

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Date:**22-Nov-2010 17:45:55** User:**Andrew Mansfield**
A new Business Impact has been added:
The Audit Client application can incorrectly report duplicate messages on the Sequence Validation tab of the 'slow ARQ' interface
when there are no duplicate mesages present.

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Date:**22-Nov-2010 17:58:37** User:**Andrew Mansfield**
[Start of Response]
The problem arises when the message sequence numbers for a particular node number are lower than the message sequence numbers for
a lower numbered node (for the same FAD code).

Here's an example from the attached evidence:

17632::1 153125 153213
17632::4 42848 42848
17632::4 42849 42853

The two rows for node 4 are incorrectly marked as duplicates because they are being compared against the node 1 row.

The fix was tested by running filters against the message files supplied as evidence and checking that gaps and duplicates are
correctly highlighted.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

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Date:**22-Nov-2010 18:35:11** User:**Andrew Mansfield**
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0313_V064

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Date:**22-Nov-2010 18:36:24** User:**Andrew Mansfield**
Reference Deleted: Product Baseline AUDIT_EXTRACT_CLT_0313_V064

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Date:**22-Nov-2010 18:41:03** User:**Andrew Mansfield**

[Start of Response]
Fixed by incremental baseline AUDIT_EXTRACT_CLT_0313_V064-V063.
[End of Response]
Response code to call type Q as Category 48 -- Pending -- Fix Released to PIT

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Date:**22-Nov-2010 18:41:09** User:**Andrew Mansfield**
Defect cause updated to 14: Development - Code

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Date:**22-Nov-2010 18:41:20** User:**Andrew Mansfield**
The Call record has been transferred to the team: Dev-Int-Rel

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Date:**23-Nov-2010 09:47:16** User:**PIT Automated User**
[Start of Response]
Assigning to Integrator
[End of Response]
Response code to call type Q 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: Geoff Inglis

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Date:**23-Nov-2010 12:47:15** 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 Q as Category 47 (Fix Processed by PIT)
The incident has been transferred to the Team: Int-Rel

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Date:**23-Nov-2010 13:02:09** User:**PIT Automated User**
[Start of Response]
Peak has been test installed in integration, routing back to source.
[End of Response]
Response code to call type Q as Category 60 (S/W Fix Available to Call Logger)
Target Date updated: new value is 25/11/2010 18:30
Routing to Call Logger following Final Progress update.

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Date:**23-Nov-2010 16:23:20** User:**Victoria Hancock**
Reference Added: Release PEAK PC0206620

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Date:**25-Nov-2010 15:15:12** User:**John Rogers**
Incident closure received from Quality Centre
Comments Update:

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John Rogers <rogersj>, 25/11/2010 14:36:40:
Cleared in Release 3.13 (Audit System) and tested in LST under Release Notes HRU7206 and HRU7239.

Closing call

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Date:**25-Nov-2010 15:15:12** User:**John Rogers**
CALL PC0206479 closed: Category 60 Type Q

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| Root Cause | Development - Code |
|---|---|
| Logger | Deleted User -- QC Interface |
| Subject Product | QC Defects -- Infrastructure (version: 1) |
| Assignee | Deleted User -- QC Interface |
| Last Progress | 25-Nov-2010 15:15 -- John Rogers |