

Export

Peak Incident Management System

Call Reference	PC0186750	Call Logger	Deleted User -- QC Interface
Release	Released At -- HNG-X 00.14.16.00	Top Ref	AUDIT_EXTRACT_SVR_INT14_D032-D031
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	01/09/2009	Effort (Man Days)	0
Summary	SVIC8 - Audit - ARQ with Horizon and HNG-X Data Sources failing on Query Selection		
All References	Type	Value	
	Product Baseline	AUDIT_EXTRACT_CLT_INT14_V038-V037	
	QC Defect No	11394	
	Product Baseline	AUDIT_SERVER_APP_01.06_V075-V074	
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_D032-D031	
	QC Severity	3 - High	
	QFP Review	COMPLETE	
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_V032-V031	
	QC_DEFECTID	11394-hng_x_hng_x_release_1_db.	

Progress Narrative

Date:21-Aug-2009 09:55:07 User:John Rogers
CALL PC0186750 opened
Details entered are:-
Summary:SVIC8 - Audit - ARQ with Horizon and HNG-X Data Sources failing on Query Selection
Call Type:Q
Call Priority:B
Target Release:SVAI Cycle 8
Routed to:EDSC - Unassigned
***** ***** Quality Centre Bug Report ***** *****
Bug Reference: 11394-hng_x_hng_x_release_1_db.
Test Date: Aug 21 2009 12:00AM
Test User: rogersj
QC Impact: 3 - High
Pathcode: Path201
OTI Team: None
Product: AUW - Audit Workstation
Product Version: N/A
Summary: SVIC8 - Audit - ARQ with Horizon and HNG-X Data Sources failing on Query Selection
Incident Description:
Created ARQ OTH3391W based on a FAD search with a date range that covered both Horizon and HNG-X usage.
Filtering completed OK
On Validation and Query Tab selected Data Source = Horizon and Sequence Validation was displayed OK without any Message Gaps
Selected Save and Restore Tab and Clicked Change Filename
Pop-up error message from Audit Extractor Client is displayed, reporting :- The query is currently executing. No changes may be made.
Steven Meek investigated and requested a defect to be raised.
Attached is screen capture
Please route to Audit Dev
Date:21-Aug-2009 09:55:09 User:John Rogers
Evidence imported from QC - BUG_11394_OTH3391W_Query_InProg.doc
Date:21-Aug-2009 10:00:54 User:Chet Patel
The call Target Release has been moved to Requested For -- HNG-X 00.14.16.00
Date:21-Aug-2009 10:04:59 User:Lorraine Guiblin
The Call record has been transferred to the team: Athene-Dev

Date:21-Aug-2009 10:22:29 User:**Mitul Unalkat**
[Start of Response]
Lorraine, I think this should have been routed to Audit-Dev rather than Athene-Dev
Cheers
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:21-Aug-2009 10:23:51 User:**Mitul Unalkat**
The Call record has been transferred to the team: EDSC

Date:21-Aug-2009 10:25:22 User:**Lorraine Guiblin**
The Call record has been transferred to the team: Audit-Dev

Date:21-Aug-2009 11:17:28 User:**Steven Meek**
The Call record has been assigned to the Team Member: Steven Meek

Date:24-Aug-2009 11:58:25 User:**Lionel Higman**
Reference Added: QFP Review COMPLETE

Date:24-Aug-2009 16:21:00 User:**Steve Evans**
The call Target Release has been moved to Proposed For -- HNG-X 00.14.16.00

Date:25-Aug-2009 06:50:53 User:**Steven Meek**
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_INT14_V038-V037

Date:25-Aug-2009 06:51:34 User:**Steven Meek**
Reference Added: Product Baseline AUDIT_EXTRACT_SVR_INT14_V032-V031

Date:25-Aug-2009 06:51:38 User:**Steven Meek**
TOP Reference set to: Product Baseline AUDIT_EXTRACT_CLT_INT14_V038-V037

Date:25-Aug-2009 07:11:54 User:**Steven Meek**
Reference Added: Product Baseline AUDIT_SERVER_APP_01.06_V075-V074

Date:25-Aug-2009 07:48:03 User:**PIT Automated User**
[Start of Response]
Being processed as part of 00.14.16.00
[End of Response]
Response code to call type Q as Category 48 (Fix Released to PIT)
Target Date updated: new value is 01/09/2009 18:30

Date:25-Aug-2009 07:56:47 User:**Lionel Higman**
The call Target Release has been moved to:Targeted At -- HNG-X 00.14.16.00

Date:25-Aug-2009 08:11:36 User:**Steven Meek**
The Call record has been transferred to the team: Dev-Int-Rel

Date:25-Aug-2009 10:33:02 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: Arun Singh

Date:25-Aug-2009 11:33:02 User:**PIT Automated User**
Reference Added: Product Baseline AUDIT_EXTRACT_SVR_INT14_D032-D031 (TOP Reference)

Date:25-Aug-2009 11:33:02 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

Date:02-Sep-2009 08:41:11 User:Lionel Higman

The call Target Release has been moved to:Released At -- HNG-X 00.14.16.00

Fixed at 14.16.00

Date:02-Sep-2009 08:48:46 User:Lionel Higman

[Start of Response]

[End of Response]

Response code to call type Q as Category 60

Date:20-Sep-2009 14:15:07 User:John Rogers

Incident closure received from Quality Centre

Comments Update:

John Rogers <rogersj>, 20/09/2009 14:03:50:

Reran as ARQ OTH3599W

Filtering completed OK

Changed to Validation and Query Tab

Selected Data Source = Horizon and Sequence Validation was displayed OK without any Message Gaps

Selected and Executed Horizon Query

Selected Data Source = HNG-X and Sequence Validation was displayed OK without any Message Gaps

Selected and Executed HNG-X Query

All OK

Closing callCALL PC0186750 closed: Category 60 Type Q

Root Cause

General - Unknown

Logger

Deleted User -- QC Interface

Subject Product

QC Defects -- AUW - Audit Workstation (version: 1)

Assignee

Deleted User -- QC Interface

Last Progress

20-Sep-2009 14:15 -- John Rogers