

## 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:SV&amp;I Cycle 8

Routed to:EDSC - Unassigned

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\*\*\*\*\* Quality Centre Bug Report \*\*\*\*\*  
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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