

Export

Peak Incident Management System

Call Reference	PC0187306	Call Logger	Tim Canniffe -- QC Interface
Release	Released At -- HNG-X 00.14.16.03	Top Ref	AUDIT_EXTRACT_SVR_INT14_D035-D034
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	24/09/2009	Effort (Man Days)	0
Summary	SVIC8 - Audit - Filtering - Integrity check for Riposte bypassed		
All References	Type	Value	
	QC Severity	3 - High	
	QC_DEFECTID	11624-hng_x_hng_x_release_1_db.	
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_V035-V034	
	QFP Review	COMPLETE	
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_D035-D034	
	QC Defect No	11624	

Progress Narrative

Date:02-Sep-2009 17:45:07 User:Tim Canniffe
 CALL PC0187306 opened
 Details entered are:-
 Summary:SVIC8 - Audit - Filtering - Integrity check for Riposte bypassed
 Call Type:Q
 Call Priority:B
 Target Release:SV&I Cycle 8
 Routed to:EDSC - Unassigned
 **** Quality Centre Bug Report ****

 Bug Reference: 11624-hng_x_hng_x_release_1_db.
 Test Date: Sep 2 2009 12:00AM
 Test User: canniffet
 QC Impact: 3 - High
 Pathcode: Path201
 OTI Team: None
 Product: AUW - Audit Workstation
 Product Version: N/A
 Summary: SVIC8 - Audit - Filtering - Integrity check for Riposte bypassed
 Incident Description:
 Test Set: AUD/RET BTQ - Branch Transaction Query Processor
 Test: [1]NFUN_HST_AUD_RET_M0091_Workstation - HNG-x Filtering & Viewing - Data Integrity Checks
 Run: Run_9-2_15-27-34
 Test Parameters:
 Step: Step 3
 Description:
 Using the identified ARQ and it's target data exercise the workstation 'Data Integrity Checks' functionality referencing both DES/APP/HLD/0029 and IA/PRO/004 - Audit Data Extraction Process
 Expected:
 Functionality is available and functions as specified
 Actual:
 FAILED:
 Changed the second entry in the file for FAD "159546" - Modified the FAD to 259546 which was my attempt to bypass Integrity Checks.
 Filtering therefore bypassed the line when Filtering and as such no "crc" check was performed BUT it should have shown up as a "Sequence Gap" which it did not.
 This Test would have to assume someone has access to the ARC server in order to manipulate the data extracted from the Audit Centera.
 However, the "Sequence Gap" check is a fallback for this happening.
 Please route to Audit-Dev for review and comment.
 Comments:
 Tim Canniffe <canniffet>, 02/09/2009 15:41:30:
 See attached evidence and "Extracted" file.

Date:02-Sep-2009 17:45:09 User:**Tim Canniffe**
Evidence imported from QC - BUG_11624_OTH3489W.zip

Date:03-Sep-2009 08:00:14 User:**Lorraine Guiblin**
The Call record has been transferred to the team: Audit-Dev

Date:03-Sep-2009 08:43:31 User:**Steven Meek**
The Call record has been assigned to the Team Member: Steven Meek

Date:03-Sep-2009 18:16:11 User:**Chet Patel**
The call Target Release has been moved to:Requested For -- HNG-X 00.14.16.xx

Date:04-Sep-2009 09:27:35 User:**Chet Patel**
[Start of Response]
QFP - Audit Dev please supply impact.
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:07-Sep-2009 16:04:25 User:**Steven Meek**
[Start of Response]
This should be included in R1.

A fix is required to the QueryDll.dll to alter the way that gap checking is performed for TMS data.
[End of Response]
Response code to call type Q as Category 42 -- Pending -- Product Error Diagnosed

Date:07-Sep-2009 16:04:44 User:**Steven Meek**
The Call record has been assigned to the Team Member: Steve Evans

Date:07-Sep-2009 16:38:09 User:**Lionel Higman**
[Start of Response]
Re-organising Response Categories
[End of Response]
Response code to call type Q as Category 41

Date:07-Sep-2009 17:22:01 User:**Steve Evans**
The call Target Release has been moved to Proposed For -- HNG-X 00.14.16.xx

Date:08-Sep-2009 10:28:32 User:**Lionel Higman**
Reference Added: QFP Review COMPLETE

Date:08-Sep-2009 10:33:24 User:**Lionel Higman**
The call Target Release has been moved to:Targeted At -- HNG-X 00.14.16.xx

Date:08-Sep-2009 14:29:30 User:**Steve Evans**
Target Response changed to 2009-09-15 18:00:00.0

Date:08-Sep-2009 15:39:28 User:**Steve Evans**
The Call record has been assigned to the Team Member: Steven Meek

Date:09-Sep-2009 14:37:43 User:**Chet Patel**
[Start of Response]
QFP - RAG Status Upgdated
[End of Response]
Response code to call type Q as Category 45

Date:16-Sep-2009 09:10:09 User:**Steven Meek**
Reference Added: Product Baseline AUDIT_EXTRACT_SVR_INT14_V035-V034

Date:16-Sep-2009 09:10:12 User:**Steven Meek**
TOP Reference set to: Product Baseline AUDIT_EXTRACT_SVR_INT14_V035-V034

Date:16-Sep-2009 09:10:25 User:**Steven Meek**
The Call record has been transferred to the team: Dev-Int-Rel

Date:21-Sep-2009 08:33:18 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:21-Sep-2009 08:33:19 User:**PIT Automated User**

[Start of Response]
Being processed as part of 00.14.16.03
[End of Response]

Response code to call type Q as Category 48 (Fix Released to PIT)
Target Date updated: new value is 24/09/2009 18:30

Date:21-Sep-2009 08:33:19 User:**PIT Automated User**

Reference Added: Product Baseline AUDIT_EXTRACT_SVR_INT14_D035-D034 (TOP Reference)

Date:21-Sep-2009 08:33:20 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:24-Sep-2009 20:02:47 User:**Lionel Higman**

The call Target Release has been moved to: Released At -- HNG-X 00.14.16.03

[Start of Response]
Fixed at 00.14.16.03
[End of Response]

Response code to call type Q as Category 60

Date:28-Sep-2009 13:20:06 User:**Tim Canniffe**

Incident closure received from Quality Centre
Comments Update:

Tim Canniffe <canniffet>, 28/09/2009 10:32:59:

lsvpauw002 -lsvparc002 retested. Baseline "AUDIT_EXTRACT_SVR_INT14_D035-D034" installed and log file checked.

Created ARQ: OTH3642W - FAD: 159546
Date: 18-June-2009 to 25-June-2009

Amended the second line for FAD 159546 to 259546 to avoid CRC checking:

<Message:<GroupId:159546><Id:1><Num:37645>.....
<Message:<GroupId:259546><Id:1><Num:37646>.....

Validation of the data correctly reported "Size of Gaps: 1 37646-37646".

OK to CLOSE.

John Rogers <rogersj>, 28/09/2009 13:10:13:

Closing call

Date:28-Sep-2009 13:20:06 User:**Tim Canniffe**

CALL PC0187306 closed: Category 60 Type Q

Root Cause

General - Unknown

Logger

Tim Canniffe -- QC Interface

Subject Product

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

Assignee

Tim Canniffe -- QC Interface

Last Progress

28-Sep-2009 13:20 -- Tim Canniffe