Export

Peak Incident Management System

Call Reference	PC0187097	Call Logger	Deleted User -- 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	SVIC9 - Audit - The RFI file produced on closing an ARQ needs to include the new HNG-X functionality		

All References	Type	Value
	QC Severity	3 - High
	QC Defect No	11529
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_D035-D034
	QFP Review	COMPLETE
	Product Baseline	AUDIT_EXTRACT_SVR_INT14_V035-V034
	QC_DEFECTID	11529-hng_x_hng_x_release_1_db.

Progress Narrative

```
Date:28-Aug-2009 11:50:12 User:John Rogers
CALL PC0187097 opened
Details entered are:-
Summary:SVIC9 - Audit - The RFI file produce on closing an ARQ needs to include the new HNG-X functionality
Call Type:Q
Call Priority:B
Target Release:HNG-X INT14
Routed to:EDSC -  Unassigned
******************************************************************
********************** Quality Centre Bug Report *******************
******************************************************************

Bug Reference: 11529-hng_x_hng_x_release_1_db.
Test Date: Aug 28 2009 12:00AM
Test User: rogersj
QC Impact: 3 - High
Pathcode: Path201
OTI Team: None
Product: AUW - Audit Workstation
Product Version: N/A
Summary: SVIC9 - Audit - The RFI file produce on closing an ARQ needs to include the new HNG-X functionality
Incident Description:

This defect was identified during a demo that was organised to enable Penny Thomas a view of the of the HNG-X Audit
functionality. The demo was on the SV&I test environment and used the 00.14.15.00 Release.

Following the demo the issues identified were discussed with the Audit Development team and a initial view was taken on whether
each issue is a requirement for Release 1 or can be delayed to Release 2.

This defect was deemed to be a Release 1 requirement.

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The RFI report needs to be enhanced to include the functionality that is new in HNG-X :-
1) Crypto Check
2) Use of Queries

This may be achieveable by enhancing the QueryHandler log file and appending this to the RFI report.

Please route call to Audit Dev
```

```
Date:28-Aug-2009 11:53:50 User:Lorraine Guiblin
The Call record has been transferred to the team: Audit Development
The Call record has been assigned to the Team Member: _Unassigned_
```

```
Date:28-Aug-2009 13:31:59 User:Chet Patel
The call Target Release has been moved to:Requested For -- HNG-X 00.14.16.xx
```

```
Date:28-Aug-2009 14:41:22 User:Steve Evans
[Start of Response]
Needed for R1, but we need to wait for QFP to target
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation
```

Date:**28-Aug-2009 14:41:38** User:**Steve Evans**
The Call record has been assigned to the Team Member: Andrew Mansfield

Date:**28-Aug-2009 15:14:26** User:**Steve Evans**
The call Target Release has been moved to Proposed For -- HNG-X 00.14.16.xx

Date:**01-Sep-2009 10:48:13** User:**Lionel Higman**
Reference Added: QFP Review COMPLETE

Date:**01-Sep-2009 10:48:15** User:**Lionel Higman**
TOP Reference set to: QFP Review COMPLETE

Date:**01-Sep-2009 10:48:32** User:**Lionel Higman**
[Start of Response]
Declared must fix in postcard dated 27-28/08/09
[End of Response]
Response code to call type Q as Category 40 -- Pending -- Incident Under Investigation

Date:**01-Sep-2009 12:29:00** User:**Lionel Higman**
The call Target Release has been moved to:Targeted At -- HNG-X 00.14.16.xx

Date:**01-Sep-2009 16:48:18** User:**Steve Evans**
Target Response changed to 2009-09-17 18:00:00.0

Date:**03-Sep-2009 18:54:04** User:**Steve Evans**
[Start of Response]
Revised R1 timescales
[End of Response]
Response code to call type Q as Category 44
Target Response changed to 2009-09-15 18:00:00.0

Date:**04-Sep-2009 18:33:06** User:**Steve Evans**
The call summary has been changed from:-
SVIC9 - Audit - The RFI file produce on closing an ARQ needs to include the new HNG-X functionality
The call summary is now:-
SVIC9 - Audit - The RFI file produced on closing an ARQ needs to include the new HNG-X functionality

Date:**07-Sep-2009 16:49:16** User:**Lionel Higman**
[Start of Response]
Regressing Response cat 44 (Fix in Progress) to cat 41 (Product error diagnosed) as part of re-organisation of Response
categories.
[End of Response]
Response code to call type Q as Category 41

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 16:11:55** User:**Lionel Higman**
[Start of Response]
Setting Rag Status based on postcard provided by Roger.
[End of Response]
Response code to call type Q as Category 45

Date:**09-Sep-2009 08:32:28** User:**Steven Meek**
The Call record has been assigned to the Team Member: Steven Meek

Date:**16-Sep-2009 09:12:25** User:**Steven Meek**
Reference Added: Product Baseline AUDIT_EXTRACT_SVR_INT14_V035-V034

Date:**16-Sep-2009 09:12:27** User:**Steven Meek**
TOP Reference set to: Product Baseline AUDIT_EXTRACT_SVR_INT14_V035-V034

Date:**16-Sep-2009 09:12:39** User:**Steven Meek**
The Call record has been transferred to the team: Dev-Int-Rel

```
Date:21-Sep-2009 08:33:13 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 08:33:14 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 08:33:14 User:PIT Automated User
Reference Added: Product Baseline AUDIT_EXTRACT_SVR_INT14_D035-D034 (TOP Reference)
```

```
Date:21-Sep-2009 08:33:14 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 20:01:33 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:15-Oct-2009 18:25:07 User:John Rogers
Incident closure received from Quality Centre
Comments Update:


Tim Canniffe <canniffet>, 15/10/2009 16:22:53:

The following ARQs were successfully completed and closed to cover the various options for content within the RFI Close Log:

OTH3446B - PAN clear
OTH3742W - PAN Hashed
OTH3447B - Bootle / FAD
OTH3743W - Wigan / FAD / Multiple Queries
OTH3744W - Multiple FAD Filter
OTH3745W - BRDB Crypto Errors
OTH3751W - Message Gaps
OTH3746W - Other Audit Point - Events / Deleted Files
OTH3752W - Changed Slect Criteria
OTH3765W - Multiple Gaps Horizon
OTH3766W - Multiple Gaps HNGX

The following defects have been raised to cover "other" issues found:
12204 - SVIC9 - Audit - RFI - Close ARQ Log contains PAN in clear
12205 - SVIC9 - Audit - Decrypt PAN Log contains PAN in clear following input error
12207 - SVIC9 - Audit - RFI log does not contain Message Number(s) of Gaps in Sequence Validation
12208 - SVIC9 - Audit - RFI Close Log does not contain "Selection Criteria" info
12210 - SVIC9 - Audit - Review required of "RFI Close Log" format

I can confirm that this defect dealing with "1) Crypto Check and 2) Use of Queries" has been fixed.

OK to CLOSE.

John Rogers <rogersj>, 15/10/2009 18:17:48:
Closing call
```

```
Date:15-Oct-2009 18:25:07 User:John Rogers
CALL PC0187097 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	15-Oct-2009 18:25 -- John Rogers