

Export

Peak Incident Management System

Call Reference	PC0286014	Call Logger	Customer Call -- EDSC	
Release	Targeted At -- HNG-X 21.16	Top Ref	AUDIT_EXTRACT_CLT_V2_2116_D011-D010	
Call Type	Live Incidents	Priority	C -- Non-critical	
Contact	EDSC	Call Status	Closed -- S/W Fix Available to Call Logger	
Target Date	09/02/2020	Effort (Man Days)	1.00	
Summary	INC4620612 : TWS 100 : [ID 702911 user.error] B_AUD_SEAL_STRT2.SEALER_STARTB (#J79116).			
All References	Type	Value		
	Jira	POA-3147		
	Product Baseline	AUDIT_EXTRACT_CLT_V2_2116_V011-V010		
	Product Baseline	AUDIT_EXTRACT_CLT_V2_2116_D011-D010		
	Clone Call	PC0286042		
	Problem Incident	PC0286180		
	Jira	POA-3150		
	Product Baseline	AUDIT_EXTRACT_SVR_V2_2116_V023		
	Release PEAK	PC0291894		
	Jira	POA-3139		
	Jira	POA-3151		
	Product Baseline	AUDIT_EXTRACT_SVR_V2_2116_V023-V022		
	SSCKEL	KEL gbar2750L		
	Call reference	PC0290139		
	Release PEAK	PC0291895		
	Jira	POA-3148		
	Product Baseline	AUDIT_EXTRACT_CLT_V2_2116_V011		
	Product Baseline	AUDIT_EXTRACT_SVR_V2_2116_D023-D022		
	TFSNow	INC4620612		
	Clone Call	PC0286041		
	SSCKEL	KEL gbar2750L		
	Collections	Name	User	Date
		BIFApproved	Adam Harney	26-Aug-2020 12:14:17
.SSCAdm		Darran Avenell	04-Feb-2020 07:57:10	
Impact Statement	User	Date		
	Gerald Barnes	19-Aug-2020 19:31:57		
	The audit system cannot store files bigger than 2 gig at present.			

Progress Narrative

Date:04-Feb-2020 06:51:40 User:_Customer Call_
 CALL PC0286014 opened
 Details entered are:-
 Summary:INC4620612 : TWS 100 : [ID 702911 user.error] B_AUD_SEAL_STRT2.SEALER_STARTB (#J79116).
 Call Type:L
 Call Priority:C
 Target Release:HNG-X Rel. Ind.
 Routed to:EDSC - _Unassigned_

Date:04-Feb-2020 06:51:39 User:_Customer Call_

=====

INCIDENT MANAGEMENT
 Date/Time Raised: Feb 4 2020 3:49AM
 Priority: C
 Contact Name: POA SMC1
 Contact Phone:
 Originator: XXXXXX@TFS01
 Originator's reference: INC4620612

Product Serial No:
Product Site:

Service: Business Services | Platform: Solaris Host (M4000) | Server: **IRRELEVANT**

Observe Below batchman alert on RAD:

IRRELEVANT TWS 100 : [ID 702911 user.error] B_AUD_SEAL_STRT2.SEALER_STARTB (#J79116). has ABENDED 04/02/2020 03:41:44 1

KB:NarasaiahV558R(Generic)
Caller : POA SMC1
Caller Contact :
Configuration Item : **IRRELEVANT**
Location:

Date:04-Feb-2020 08:00:03 User:Darran Avenell
Product HNG-X Platforms -- Audit Server (ARC) (version unspecified) added.

Date:04-Feb-2020 08:01:02 User:Darran Avenell

[Start of Response]

PRESCAN

Comments:

FAO Audit Dev, Please review the following update and advise,

Michael Greene

Additional comments?04/02/2020 05:07:32

Events on **IRRELEVANT** give no help as to what the issue might be.

Not sure if this is related to change CHG0143056 Live R19.51 Audit Maintenance which was actioned on **IRRELEVANT** last Tue 28/01/20.

Please pass to Audit Dev on PEAK to investigate, thanks.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:04-Feb-2020 08:01:17 User:Darran Avenell

The Call record has been transferred to the team: Audit-Dev
Progress was delivered to Consumer

Date:04-Feb-2020 10:50:18 User:Michael Greene

Updating with details of the fail messages from the stdlist,

IRRELEVANT Process Failed. 04/02/2020 03:41:43 1
Fatal error detected whilst sealing. Seal control process is terminating. 04/02/2020 03:41:34 1
Failed to find (STAT) file: FN01_BRDB_ARCHIVE_B_BRDBRCV20200203_20200204_034034_V001.dmpZ. 04/02/2020 03:41:33 1

Update from Unix

Job rerun at 04:03 and abended 24 seconds late with.

2,04_02_2020_04_03_49_085,2,SEALER,3093,Failed to find (STAT) file:

FN01_BRDB_ARCHIVE_B_BRDBRCV20200203_20200204_034034_V001.dmpZ.

2,04_02_2020_04_03_49_187,2,SEALER,3068,Fatal error detected whilst sealing. Seal control process is terminating.

2,04_02_2020_04_03_55_677,2,SEALER,8005,Process Failed.

A further rerun failed

IRRELEVANT Process Failed. 04/02/2020 04:39:35 5
Fatal error detected whilst sealing. Seal control process is terminating. 04/02/2020 04:39:34 5
Failed to find (STAT) file: FN01_BRDB_ARCHIVE_B_BRDBRCV20200203_20200204_034034_V001.dmpZ. 04/02/2020 04:39:34 5

Date:04-Feb-2020 14:42:01 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes
Progress was delivered to Consumer

Date:04-Feb-2020 15:02:24 User:Jason Muir

Call has been cloned to Call:PC0286041 by User:Jason Muir

Date:04-Feb-2020 15:05:43 User:Jason Muir

Call has been cloned to Call:PC0286042 by User:Jason Muir

Date:04-Feb-2020 15:24:50 User:Gyanendra Patel

SELECT art.archive_group_alias,

DECODE(art.table_name,

'SYS.AUD\$', art.table_name,


```
'OP$BRDB.'||art.table_name),
art.archive_type,
art.archive_directory,
art.retention_period,
DECODE(bpt.table_name,
NULL, NULL,
bpt.partition_root_name||'_'||bpc.partition_range_value) partition_name
FROM brdb_archived_tables art,
brdb_partitioned_tables bpt,
brdb_partition_creates bpc
WHERE art.archive_directory IS NOT NULL
AND bpt.table_name(+) = art.table_name
and art.archive_group_alias like '%CV%'
AND bpc.table_name(+) = bpt.table_name
AND bpc.status(+) = 'ARCH';
```

More number of transaction in OP\$BRDB.BRDB_RX_RECOVERY_TRANSACTIONS
might have lead to bigger file size.
Please verify the record count in live to confirm.

Date:04-Feb-2020 15:40:18 User:Ed Ashford
ARC DECODE(ART.TABLE NAME,'SYS.AUD\$',ART.TA AR

ARCHIVE_DIRECTORY

RETENTION PERIOD PARTITION NAME

RCV OP\$BRDB.BRDB_RX_RECOVERY_TRANSACTIONS RP
BRDB_ARCHIVE_OUTPUT
4 TXN_STRT_DATE

Date:05-Feb-2020 11:26:53 User:Gerald Barnes
[Start of Response]
The audit system cannot cope with gathering files that are bigger than 2 gigabytes at present. The initial failure was a C++ call
to _stat which cannot cope with files bigger than 2 gig. There is an alternative call _stat64 which does cope but if we use that
then we will get the files size (which is what we were after) as a long long rather than a long as before. A long long is much
bigger than a long and the call will need changing to hold a long long rather than a long everywhere. This includes a change to
the sealer database and the audit client that uses it. So a fix for this problem is unlikely to be available soon.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer
Hours spent since call received: 6 hours

Date:05-Feb-2020 14:43:26 User:Mark Wright
KEL gbar2750L authorised

Date:12-Feb-2020 11:28:13 User:Gerald Barnes
Reference Added: Problem Incident PC0286180

Date:12-Feb-2020 11:29:00 User:Gerald Barnes
[Start of Response]
There has been another incidence - PC0286180.
[End of Response]
Response code to call type L as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:09-Apr-2020 18:50:57 User:Harishkumar Malayil
From: Malayil, HarishKumar <GRO>
Sent: Wednesday, April 1, 2020 11:19 AM
To: Barnes, Gerald <GRO>
Cc: Guy, James <GRO>; Mehrotra, Aastha <GRO>
Subject: PC0286014 | INC4620612 : TWS 100 : [ID 702911 user.error] B_AUD_SEAL_STRT2.SEALED_STARTB (#J79116).

Hi Gerald,

This PEAK was last updated in February. Is there any progress that can be recorded on this Peak? Kindly let us know.

Thanks & Regards,

Harish Kumar M
Project Coordinator

Date:09-Apr-2020 18:53:11 User:Harishkumar Malayil
From: Barnes, Gerald
Sent: 01 April 2020 16:37
To: Malayil, HarishKumar <GRO>
Cc: Guy, James <GRO>; Mehrotra, Aastha <GRO>

Subject: RE: PC0286014 | INC4620612 : TWS 100 : [ID 702911 user.error] B_AUD_SEAL_STRT2.SEALER_STARTB (#J79116).

Hi Harish,

There has been no further work on this.

Regards,
Gerald Barnes

Date:03-Jul-2020 09:47:49 User:Gerald Barnes

[Start of Response]

There has been no further work on this. It is quite a big change.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Response was delivered to Consumer

Date:19-Aug-2020 11:32:03 User:Gerald Barnes

Reference Added: Jira POA-3139

Date:19-Aug-2020 19:31:57 User:Gerald Barnes

A new Business Impact has been added:

The audit system cannot store files bigger than 2 gig at present.

Date:19-Aug-2020 19:33:13 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 21.16

Date:19-Aug-2020 19:34:35 User:Gerald Barnes

Product HNG-X Platforms -- Audit Workstation (AUW) (version:V2) added.

Date:19-Aug-2020 19:50:33 User:Gerald Barnes

Development Cost updated: new cost is 1 (Man Days)

[Start of Response]

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

The platforms are specified and are the audit server and the audit workstation.

TECHNICAL SUMMARY:

At present the audit system cannot cope with files larger than 2 gigabytes.

It is proposed that it is modified so that it can be.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT_SERVER_APP_V2

AUDIT_EXTRACT_CLT_V2

DEPENDENCIES:

There is a workstation fix and a server fix. The workstation fix must be in place before the server fix is done.

DEPLOYMENT DETAIL:

For the workstation the fix must be done when ARQs are not being run.

For the server there is a script to be run in whilst SQL is still running but otherwise the schedules are quiet and then sealer.exe must be replaced with the schedules not running.

DEV EFFORT IN MANDAYS:

The fix is prepared. One day for release.

IMPACT ON USER:

Files bigger than 2 gig can be gathered.

IMPACT ON OPERATIONS:

Workarounds need not be done when attempts are made to handle 2 gig plus files.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

KEL gbar2750L gives the workaround.

IMPACT ON TEST:

They need to gather and retrieve 2 gig plus files.

Here is a command to create a test one on the audit server.

D:\Archiveserver\INTERFACES\AS_AUDIT_TRACK>fsutil file createnew FN01_AUDIT_HxLog1_B_BigFile_20200819_110400_V001 2147484648

20200819_110400_ is to be adjusted to the current date time

RISKS (of releasing and of not releasing proposed fix):

We will continue not to be able to gather 2 gig plus files if the fix is not made. The fix has little risk.

LIST OF LIKELY DELIVERABLES:

sealer.exe
AEClientOCX.ocx
ChangeFilsSizeToBigint.sql

[End of Response]

Response code to call type L as Category 55 -- Pending -- Live Fix Impact Supplied

Response was delivered to Consumer

Hours spent since call received: 1 hours

Date:19-Aug-2020 19:50:52 User:Gerald Barnes

Action placed on Team:BIF

Date:26-Aug-2020 12:14:24 User:Adam Harney

BIF Approved as per BIF meeting on 26/08/2020

Date:26-Aug-2020 12:14:28 User:Adam Harney

Action has been removed from the call

Date:28-Aug-2020 17:03:59 User:Gerald Barnes

[Start of Response]

This has been approved by BIF. Can it please be targeted at the next audit maintenance release which is HNG-X 21.16?

[End of Response]

Response code to call type L as Category 57 -- Pending -- Future Fix Authorised

Response was delivered to Consumer

Date:28-Aug-2020 17:04:14 User:Gerald Barnes

Action placed on Team:RelMngmntForum

Date:02-Sep-2020 19:52:20 User:Gerald Barnes

Reference Added: Call reference PC0290139

Date:02-Sep-2020 19:52:57 User:Gerald Barnes

[Start of Response]

There has been another incident - PC0290139.

[End of Response]

Response code to call type L as Category 57 -- Pending -- Future Fix Authorised

Response was delivered to Consumer

Date:07-Sep-2020 11:57:07 User:Raj Bains

Action has been removed from the call

Date:07-Sep-2020 11:57:16 User:Raj Bains

Action placed on Team:PTF

Date:10-Sep-2020 10:17:25 User:Adam Harney

The call Target Release has been moved to Targeted At -- HNG-X 21.16

Date:10-Sep-2020 10:17:32 User:Adam Harney

Peak targeted to 21.16 as per PTF meeting on 10/09/2020

Date:10-Sep-2020 10:17:34 User:Adam Harney

Action has been removed from the call

Date:14-Sep-2020 10:00:53 User:Gerald Barnes

Reference Added: Jira POA-3148

Date:14-Sep-2020 10:01:52 User:Gerald Barnes

<p>[Start of Response]</p> <p>POA-3148 is added to make the Query Manager suite build with VC2019.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p> <p>Response was delivered to Consumer</p>
<p>Date:14-Sep-2020 16:33:34 User:<u>Gerald Barnes</u></p> <p>Reference Added: Jira POA-3147</p>
<p>Date:14-Sep-2020 16:34:20 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>POA-3147 was used to remove all //~ comments from the Query Manager source.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p> <p>Response was delivered to Consumer</p>
<p>Date:15-Sep-2020 10:21:58 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>POA-3150 is for the copying of the source changes for this PEAK into trunk and make any subsequent modifications there. This is so it is clear what needs code reviewing.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p> <p>Response was delivered to Consumer</p>
<p>Date:15-Sep-2020 10:22:17 User:<u>Gerald Barnes</u></p> <p>Reference Added: Jira POA-3150</p>
<p>Date:15-Sep-2020 10:23:10 User:<u>Gerald Barnes</u></p> <p>Reference Added: Jira POA-3151</p>
<p>Date:15-Sep-2020 10:23:56 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>POA-3151 is for storing the built components for this PEAK in trunk.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 40 -- Pending -- Incident Under Investigation</p> <p>Response was delivered to Consumer</p>
<p>Date:20-Oct-2020 17:10:00 User:<u>Dimensions Automated User</u></p> <p>Reference Added: Product Baseline AUDIT_EXTRACT_CLT_V2_2116_V011</p> <p>Reference Added: Product Baseline AUDIT_EXTRACT_CLT_V2_2116_V011-V010</p>
<p>Date:20-Oct-2020 17:15:00 User:<u>Dimensions Automated User</u></p> <p>Reference Added: Product Baseline AUDIT_EXTRACT_SVR_V2_2116_V023</p>
<p>Date:20-Oct-2020 17:35:00 User:<u>Dimensions Automated User</u></p> <p>Reference Added: Product Baseline AUDIT_EXTRACT_SVR_V2_2116_V023-V022</p>
<p>Date:21-Oct-2020 10:26:34 User:<u>Gerald Barnes</u></p> <p>[Start of Response]</p> <p>Fixed by AUDIT_EXTRACT_CLT_V2_2116_V011-V010 and AUDIT_EXTRACT_SVR_V2_2116_V023-V022.</p> <p>[End of Response]</p> <p>Response code to call type L as Category 46 -- Pending -- Product Error Fixed</p> <p>Response was delivered to Consumer</p> <p>Hours spent since call received: 5 hours</p>
<p>Date:21-Oct-2020 10:26:42 User:<u>Gerald Barnes</u></p> <p>Defect cause updated to 14: Development - Code</p>
<p>Date:21-Oct-2020 10:26:52 User:<u>Gerald Barnes</u></p> <p>The Call record has been transferred to the team: Dev-Int-Rel</p> <p>Progress was delivered to Consumer</p>
<p>Date:21-Oct-2020 11:30:00 User:<u>Dimensions Automated User</u></p> <p>Reference Added: Product Baseline AUDIT_EXTRACT_SVR_V2_2116_D023-D022</p>
<p>Date:21-Oct-2020 11:57:47 User:<u>PIT Automated User</u></p> <p>[Start of Response]</p>

Assigning Peak to PIT Automated User
[End of Response]
Response code to call type L as Category 40 (Incident Under Investigation)
The incident has been transferred to the Team: Dev-Int-Rel
The incident has been assigned to the Team Member: PIT Automated User
Progress was delivered to Consumer

Date:21-Oct-2020 12:20:01 User:Dimensions Automated User
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_V2_2116_D011-D010

Date:23-Oct-2020 09:58:05 User:PIT Automated User
[Start of Response]
Peak 0286014 handled by integration auto handler

The following baselines attached to this peak have the targeting flags set:
AUDIT_EXTRACT_CLT_V2_2116_D011-D010 FOR (LIVE:YES TEST:YES RDT:YES) Integrator: Swadesh Sureshkumar
AUDIT_EXTRACT_SVR_V2_2116_D023-D022 FOR (LIVE:YES TEST:YES RDT:YES) Integrator: Swadesh Sureshkumar

These baselines have completed integration testing, moving to holding stack awaiting peak ejection.
[End of Response]
Response code to call type L as Category 47 (Fix Processed by PIT)
The incident has been transferred to the Team: Int-Rel
The incident has been assigned to the Team Member: Olu Peters
Progress was delivered to Consumer

Date:10-Nov-2020 13:11:39 User:Olu Peters
The Call record has been transferred to the team: Live Supp.Test
Progress was delivered to Consumer

Date:12-Nov-2020 16:31:34 User:Mark Ascott
The Call record has been assigned to the Team Member: Tom Learoyd
Progress was delivered to Consumer

Date:03-Dec-2020 11:47:36 User:Lorraine Guiblin
Reference Added: Release PEAK PC0291894

Date:03-Dec-2020 11:55:00 User:Lorraine Guiblin
Reference Added: Release PEAK PC0291895

Date:19-Jan-2021 15:31:09 User:Timothy Harris

Tested successfully as suggested by Development as follows:

A file > 2GB was created and copied to D:/MiscellaneousArchives folder on ARC201.

Then waited a day for the file to be transferred to the Audit (Audit Point) and MiscArcs (Subpoint) share.

An ARQ was then executed towards Audit and MiscArcs (Audit Point and Subpoint) with date range 17/12/2020 to 13/01/2021 to pick up the BigFile and an AUDGZ file that had been copied to the MicellaneousArchives folder on 18/12/20 and 07/01/21 previously.

The 3 files were successfully picked up by the ARQ OTH31444B.

At filtering using ?ABSTRACT? option and seach string JSN = 25093 (which was in BigFile) file FilteredHx was obtained in the ARQ folder under QUERY_AT/FINAL. This contained instance of the JSN string searched.

Evidence attached.

Date:19-Jan-2021 15:32:12 User:Timothy Harris
Evidence Added - [screenshot](#)

Date:19-Jan-2021 15:32:59 User:Timothy Harris
Evidence Added - [screenshot](#)

Date:19-Jan-2021 15:33:54 User:Timothy Harris
Evidence Added - [screenshot](#)

Date:19-Jan-2021 15:35:01 User:Timothy Harris
The Call record has been transferred to the team: RM-x
Progress was delivered to Consumer

Date:19-Jan-2021 15:35:22 User:Timothy Harris
The Call record has been assigned to the Team Member: Release to Live
Progress was delivered to Consumer

Date:01-Feb-2021 09:53:01 User:Adam Harney Applied to Live 29/01/2021	
Date:01-Feb-2021 09:53:22 User:Adam Harney [Start of Response] Applied to Live 29/01/2021 [End of Response] Response code to call type L as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update. Response was delivered to Consumer	
Date:01-Feb-2021 10:01:15 User:Anne Best [Start of Response] Please see latest update from release manager - Applied to Live 29/01/2021 [End of Response] Response code to call type L as Category 60 -- Final -- S/W Fix Available to Call Logger Routing to Call Logger following Final Progress update. Service Response was delivered to Consumer	
Date:01-Feb-2021 10:01:16 User:Anne Best CALL PC0286014 closed: Category 60 Type L	

Root Cause	Development - Code
Logger	_ Customer Call _ -- EDSC
Subject Product	HNG-X Platforms -- Audit Server (ARC) (version unspecified)
Assignee	_ Customer Call _ -- EDSC
Last Progress	01-Feb-2021 10:01 -- Anne Best