

## Export

## Peak Incident Management System

Call Reference	<b>PC0289422</b>	Call Logger	<u>Customer Call</u> -- EDSC
Release	Targeted At -- HNG-X 21.18	Top Ref	<u>INC5801792</u>
Call Type	Defect Identified	Priority	C -- Non-critical
Contact	EDSC	Call Status	Closed -- Fix Released to Call Logger
Target Date	31/08/2021	Effort (Man Days)	2.00
Summary	INC5801792 : B_AUD_SEAL_STRT2.SEALER_STARTB (#J90896). has ABENDED		
Collections	Name	User	Date
	BIFApproved	Adam Harney	19-Aug-2020 10:27:59
	.SSCDC	Anne Best	21-Jul-2020 11:59:13
	##LiveAffectingDefect	lokesh krishnamurthyrao	17-Feb-2021 12:32:18
Impact Statement	User	Date	
	lokesh krishnamurthyrao	05-Jul-2021 14:48:56	
	Business impact:		
	Problem Statement (Underlying cause of problem): The issue is that the table BRDBAPS_MCTXNS is exported in the same file as the other, pre-existing tables. This produces a file that is larger than 2GB which causes problems for the Audit system.		
	Risk of not fixing: File that is larger than 2GB which causes problems for the Audit system.		
	Benefit of fixing: File will be generate with less size.		
	Status Update : Fix known. Based on the Dev out date from RM we can code , test and deliver the fix.		
	Next action : Waiting for Dev out date from RM.		

## Progress Narrative

Date:21-Jul-2020 11:48:03 User: <u>Customer Call</u> CALL PC0289422 opened Details entered are:- Summary:INC5801792 : B_AUD_SEAL_STRT2.SEALER_STARTB (#J90896). has ABENDED Call Type:L Call Priority:C Target Release:HNG-X Rel. Ind. Routed to:EDSC - <u>Unassigned</u>
Date:21-Jul-2020 11:48:02 User: <u>Customer Call</u> ----- INCIDENT MANAGEMENT Date/Time Raised: Jul 21 2020 2:17AM Priority: C Contact Name: POA SMC1 Contact Phone: Originator: XXXXXX@TFS01 Originator's reference: INC5801792 Product Serial No: Product Site: -----
Service : Solaris Host Platform : Solaris Host (M4000)   Server : <b>IRRELEVANT</b>
Observed below critical alert in RAD : -----
Node Alert Group Alert Key Summary Last Occurrence Count ITMDisplayItem <b>IRRELEVANT</b> TWS Default_Key TWS 100 : [ID 702911 user.error] B_AUD_SEAL_STRT2.SEALER_STARTB (#J90896). has ABENDED 21/07/2020 03:10:25 1 ----- KEL : NarasaiahV558R & gbar2427Q Caller : POA SMC1 Caller Contact : Configuration Item : <b>IRRELEVANT</b>

Location: India GDC

Date:21-Jul-2020 11:53:43 User:Customer Call

21/07/2020 11:52:47 - Manjunath Tatti (Additional comments)

Adding UNIX comments again:

AG

Andrew Gibson

Additional comments•21/07/2020 10:52:12

This is a second instance of the audit sealer not being able to deal with another type of file which is > 2GB. The file is coming from BRSS and is of the format BRSSTXNyyyymmdd.dmp.Z in the brssarchive folder. This needs to be reviewed by BDB-dev and design to see if the size increase is expected (the file from last night was 2.3GB)

As with the similar problem on a BDB file, we have split the file to allow the sealer to deal with it

Date:21-Jul-2020 12:03:07 User:Anne Best

Product HNG-X Platforms -- Audit Server (ARC) (version unspecified) added.

Date:21-Jul-2020 12:05:04 User:Anne Best

The Call record has been transferred to the team: UK Bridge Team

Progress was delivered to Consumer

Date:21-Jul-2020 12:10:07 User:Tariq Arain

The Call record has been assigned to the Team Member: Gyanendra Patel

Progress was delivered to Consumer

Date:21-Jul-2020 12:13:08 User:Gyanendra Patel

This is a duplicate of PC0286180 which is Targeted At -- HNG-X 20.86

Date:21-Jul-2020 12:13:27 User:Gyanendra Patel

The Call record has been transferred to the team: EDSC

Progress was delivered to Consumer

Date:21-Jul-2020 12:19:28 User:Anne Best

[Start of Response]

Please see last update:-

Date:2020-07-21 12:13:08 User:Gyanendra Patel

This is a duplicate of PC0286180 which is Targeted At -- HNG-X 20.86

[End of Response]

Response code to call type L as Category 95 -- Final -- Advice after Investigation

Routing to Call Logger following Final Progress update.

Service Response was delivered to Consumer

Date:21-Jul-2020 12:19:28 User:Anne Best

CALL PC0289422 closed: Category 95 Type L

Date:21-Jul-2020 12:19:28 User:Anne Best

Defect cause updated to 41 -- General - in Procedure

Date:21-Jul-2020 16:10:13 User:Customer Call

CALL PC0289422 reopened by Customer Call

Service : Solaris Host|Platform : Solaris Host (M4000) | Server : **[RELEVANT]**

Observed below critical alert in RAD :

Node Alert Group Alert Key Summary Last Occurrence Count ITMDisplayItem

**[RELEVANT]** TWS Default Key TWS 100 : [ID 702911 user.error] B\_AUD\_SEAL\_STRT2.SEALER\_STARTB (#J90896). has ABENDED 21/07/2020 03:10:25 1

KEL : NarasaiahV558R & gbar2427Q

Caller : POA SMC1

Caller Contact :

Configuration Item : **[RELEVANT]**

Location: India GDC

Date:21-Jul-2020 16:11:45 User:Customer Call

21/07/2020 16:10:48 - Manjunath Tatti (Additional comments)

copying UNIX comment again:

PS

Paul Stewart

Additional comments•21/07/2020 14:57:31

Please route back to DEV to confirm that the are targeting bothe BDB and BRS in HNG-X 20.86

**Date:21-Jul-2020 16:20:53 User:Anne Best**

Please see last update from Unix team

Paul Stewart

Additional comments?21/07/2020 14:57:31

Please route back to DEV to confirm that the are targeting bothe BDB and BRS in HNG-X 20.86

**Date:21-Jul-2020 16:21:09 User:Anne Best**

The Call record has been transferred to the team: UK Bridge Team

Progress was delivered to Consumer

**Date:21-Jul-2020 16:24:14 User:Gyanendra Patel**

The Call record has been assigned to the Team Member: Gyanendra Patel

Progress was delivered to Consumer

**Date:21-Jul-2020 16:30:03 User:Gyanendra Patel**

The Call record has been assigned to the Team Member: Gyanendra Patel

Progress was delivered to Consumer

**Date:21-Jul-2020 16:30:59 User:Gyanendra Patel**

Use this peak to make similar changes as PC0286180 but for brss.

**Date:21-Jul-2020 16:31:17 User:Gyanendra Patel**

The Call record has been transferred to the team: Host-GDC

Progress was delivered to Consumer

**Date:22-Jul-2020 12:06:16 User:Gareth Seemungal**

The APS/TPS project introduced table BRDBAPS\_MC\_TXNS into BRSS archive group 'TXN'.

This table contains transactions that are to be written to the various AP files that BRDB now produces. The source of this data is within BRDB\_RXAPS\_TRANSACTIONS - this table is already exported in BRSS.

The issue is that BRDBAPS\_MC\_TXNS is exported in the same file as the other, pre-existing tables. This produces a file that is larger than 2GB which causes problems for the Audit system.

PeteJ said "I see no point in auditing BRDBAPS\_MC\_TXNS since, as you say, we already have BRDB\_RXAPS\_TRANSACTIONS. The only added value is that we can tell which transactions got processed on a particular day? but then we can look in the AP Client File to find that out."

Therefore please remove the metadata for BRDBAPS\_MC\_TXNS from BRSS table BRSS\_ARCHIVED\_TABLES.

**Date:27-Jul-2020 12:48:16 User:Gareth Seemungal**

Correction, the following sentence needs to change from

"Therefore please remove the metadata for BRDBAPS\_MC\_TXNS from BRSS table BRSS\_ARCHIVED\_TABLES."

to

"Therefore please remove the archive value for BRDBAPS\_MC\_TXNS from BRSS table BRSS\_ARCHIVED\_TABLES."

The SQL would be something like...

```
update BRSS_ARCHIVED_TABLES
set archive_directory = NULL
where table_name = 'BRDBAPS_MC_TXNS';
```

**Date:04-Aug-2020 07:57:56 User:lokesh Krishnamurthyrao**

The Call record has been assigned to the Team Member: Akshyakumar Nahak

Progress was delivered to Consumer

**Date:04-Aug-2020 16:51:26 User:Akshyakumar Nahak**

A new Business Impact has been added:

Problem Statement (Underlying cause of problem): The issue is that the table BRDBAPS\_MC\_TXNS is exported in the same file as the other, pre-existing tables. This produces a file that is larger than 2GB which causes problems for the Audit system.

Risk of not fixing: File that is larger than 2GB which causes problems for the Audit system.

Benefit of fixing: File will be generate with less size.

ASM Utilisation Capacity (Man days): - 2 Days Build, Test and Delivery.

Date:13-Aug-2020 08:48:34 User:lokesh krishnamurthyrao

Action placed on Team:BIF

Date:19-Aug-2020 10:28:06 User:Adam Harney

BIF Approved as per BIF meeting on 19/08/2020

Date:19-Aug-2020 10:28:09 User:Adam Harney

Action has been removed from the call

Date:25-Aug-2020 07:50:42 User:lokesh krishnamurthyrao

Action placed on Team:PTF

Date:27-Aug-2020 10:15:45 User:Raj Bains

As per PTF meeting new release id to be created (21.18) Database Host Release

Date:27-Aug-2020 10:51:19 User:Raj Bains

The call Target Release has been moved to Targeted At -- HNG-X 21.18

Date:27-Aug-2020 10:51:28 User:Raj Bains

Action has been removed from the call

Date:27-Aug-2020 10:51:30 User:Raj Bains

The Call record has been assigned to the Team Member: Akshyakumar Nahak

Progress was delivered to Consumer

Date:20-Jan-2021 14:03:53 User:Mick Reynolds

BIF approved as per BIF meeting on 20/01/2021

Date:21-Jan-2021 10:40:35 User:Mick Reynolds

The call Target Release has been moved to Targeted At -- HNG-X 21.18

Date:21-Jan-2021 10:41:20 User:Mick Reynolds

Peak targeted to 21.18 as per PTF meeting on 21/01/2021

Date:09-Feb-2021 15:36:11 User:lokesh krishnamurthyrao

Dev out date for 21.18 is May. Will deliver by that time.

Date:08-Jun-2021 08:57:29 User:lokesh krishnamurthyrao

Due to P2C Priorities we are not able to focus on these 2118 PEAKs. But still working to fix and test them as and when we find time in between.

Date:05-Jul-2021 14:48:42 User:lokesh krishnamurthyrao

The Business Impact has been updated:

Business impact:

<  
Problem Statement (Underlying cause of problem): The issue is that the table BRDBAPS\_MC\_TXNS is exported in the same file as the other, pre-existing tables. This produces a file that is larger than 2GB which causes problems for the Audit system.

Risk of not fixing: File that is larger than 2GB which causes problems for the Audit system.

Benefit of fixing: File will be generate with less size.

>

Status Update : Fix known. Based on the Dev out date from RM we can code , test and deliver the fix.

Next action : Waiting for Dev out date from RM.

Date:05-Jul-2021 14:48:56 User:lokesh krishnamurthyrao

The Business Impact has been updated:

Business impact:

<

Problem Statement (Underlying cause of problem): The issue is that the table BRDB\_AP\_SMC\_TXNS is exported in the same file as the other, pre-existing tables. This produces a file that is larger than 2GB which causes problems for the Audit system.

Risk of not fixing: File that is larger than 2GB which causes problems for the Audit system.

Benefit of fixing: File will be generate with less size.

>

Status Update : Fix known. Based on the Dev out date from RM we can code , test and deliver the fix.

Next action : Waiting for Dev out date from RM.

Date:05-Jul-2021 14:50:09 User:**lokesh Krishnamurthyrao**

Target Date/Time updated: new value is 31/08/2021 11:48

Development Cost updated: new cost is 2 (Man Days)

[Start of Response]

Analyzed and fix identified.

[End of Response]

Response code to call type L as Category 41 -- Pending -- Product Error Diagnosed

Response was delivered to Consumer

Date:05-Jul-2021 14:50:24 User:**lokesh Krishnamurthyrao**

Call Type changed to Defect Identified(#):Priority C:Target Time 2020-07-26 11:48:03.37

Date:05-Jul-2021 15:51:58 User:**lokesh Krishnamurthyrao**

[Start of Response]

Analyzed and fix identified.

[End of Response]

Response code to call type # as Category 41 -- Pending -- Product Error Diagnosed

Response was delivered to Consumer

Date:05-Jul-2021 15:52:48 User:**lokesh Krishnamurthyrao**

Target Date/Time updated: new value is 31/08/2021 11:48

[Start of Response]

Analyzed and fix identified.

[End of Response]

Response code to call type # as Category 41 -- Pending -- Product Error Diagnosed

Response was delivered to Consumer

Date:05-Jul-2021 21:40:09 User:**Gareth Seemungal**

Lokesh/Akshya - would it be possible to confirm/check with Gerald Barnes whether Audit can cope with files > 2GB now? If that's the case then there is no need to continue with this peak.

Date:23-Jul-2021 07:00:16 User:**lokesh Krishnamurthyrao**

Hi Lokesh,

A fix for audit to cope with 2gig+ files was released some time ago. It got through LST OK. I do not believe this is an issue anymore.

Regards,  
Gerald Barnes

From: Krishnamurthyrao, Lokesh [REDACTED] **GRO**  
Sent: Thursday, July 22, 2021 4:01 PM  
To: Barnes, Gerald [REDACTED] **GRO** [REDACTED]  
Cc: Nahak, Akshayakumar [REDACTED] **GRO**  
Subject: PC0289422 INC5801792 : B\_AUD\_SEAL\_STRT2.SEALER\_STARTB (#J90896). has ABENDED

Hi Gerald

Can you please share your comments on this PEAK and the below clarification sought.

Lokesh/Akshya - would it be possible to confirm/check with Gerald Barnes whether Audit can cope with files > 2GB now? If that's the case then there is no need to continue with this peak.

Rgds

Lokesh G K

Development and Delivery

POA 4LS, Bengaluru

FUJITSU CONSULTING INDIA

Office: [REDACTED]

Mobile: [REDACTED]

**GRO**

Date:23-Jul-2021 07:00:54 User:**lokesh Krishnamurthyrao**

routing back for closure.

Date:23-Jul-2021 07:01:09 User:lokesh Krishnamurthyrao  
 The Call record has been transferred to the team: EDSC  
 Progress was delivered to Consumer

Date:23-Jul-2021 07:58:53 User:Darran Avenell  
 [Start of Response]

PRESCAN

Comments:

Audit have confirmed this is no longer an issue as a fix was released.

Returning for closure

[End of Response]

Response code to call type # as Category 71 -- Final -- Fix Released to Call Logger  
 Routing to Call Logger following Final Progress update.  
 Service Response was delivered to Consumer

Date:23-Jul-2021 07:58:53 User:Darran Avenell  
 CALL PC0289422 closed: Category 71 Type #

Date:03-Aug-2021 11:26:11 User:Sarah Payne

Regarding update:

Date:23-Jul-2021 07:00:16 User:lokesh Krishnamurthyrao  
 Hi Lokesh,

A fix for audit to cope with 2gig+ files was released some time ago. It got through LST OK. I do not believe this is an issue anymore.

Regards,  
 Gerald Barnes

The Peak that resolved this is PC0286014.

Root Cause	General - in Procedure
Logger	<u>Customer Call</u> -- EDSC
Subject Product	HNG-X Platforms -- Audit Server (ARC) (version unspecified)
Assignee	<u>Customer Call</u> -- EDSC
Last Progress	03-Aug-2021 11:26 -- Sarah Payne