

Export

## Peak Incident Management System

Call Reference	PC0205353	Call Logger	Deleted User -- QC Interface
Release	Targeted At -- HNG-X 03.13	Top Ref	PC0206076
Call Type	Quality Centre Raised Incidents/Defects	Priority	A -- High Impact - Priority 4
Contact	Deleted Contact	Call Status	Closed -- S/W Fix Available to Call Logger
Target Date	31/10/2010	Effort (Man Days)	0
Summary	LST - Audit - Duplicate message sequences are not reported if they are identical		
All References	Type	Value	
	DevIntRel-Director	QC Interface	
	Product Baseline	AUDIT_EXTRACT_CLT_0313_V063-V062	
	QC_DEFECTID	14356-hng_x_hng_x_release_1_db.	
	QC Severity	3 - High	
	Product Baseline	AUDIT_EXTRACT_CLT_0313_V063	
	Release PEAK	PC0206076	
	Product Baseline	AUDIT_EXTRACT_CLT_0313_D063-D062	
Impact Statement	QC Defect No	14356	
	User	Date	
	Unknown	25-Oct-2010 15:32:36	
	It is important that any duplicate messages in the retrieved audit data are highlighted to the user.		
	Duplicates are not being highlighted when two message sequences have the same start and end message sequence numbers.		
	i.e. Sequences 2708181 to 2708188 and 2708181 to 2708188 would not be reported as duplicates.		
	Sequences 2708181 to 2708188 and 2708183 to 2708183 would report a duplicate.		
	This is a very serious issue. We experienced the presence of duplicate Horizon transactions which were not removed when the HNG-X application was introduced. POL did not accept a manual workaround and the ARQ service basically stopped for almost 2 months.		
	The issue contained in this PEAK came to light on 21 October and I have instigated the creation of a macro which will identify if duplicated transactions are contained within a spreadsheet. We will need to generate an additional spreadsheet containing the JVN and check for duplicates by using the macro. This will increase our work load by 15-20 minutes for each ARQ containing HNG-X transaction records.		
	The real problem will arise if we do identify duplicate transactions because POL is not likely to accept a workaround for transaction records used for litigation support.		
Penny Thomas			

## Progress Narrative

Date:14-Oct-2010 15:15:10 User:John Rogers  
CALL PC0205353 opened  
Details entered are:-  
Summary:LST - Audit - Duplicate message sequences are not reported if they are identical  
Call Type:Q  
Call Priority:B  
Target Release:HNG-X 01.07  
Routed to:QFP - \_Unassigned\_

Date:14-Oct-2010 15:15:10 User:John Rogers  
\*\*\*\*\*  
\*\*\*\*\* Quality Centre Bug Report \*\*\*\*\*



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Bug Reference: 14356-hng\_x\_hng\_x\_release\_1\_db.

Test Date: Oct 14 2010 12:00AM

Test User: rogersj

QC Impact: 3 - High

Pathcode: Path201

OTI Team: None

Product: Infrastructure

Product Version: N/A

Summary: LST - Audit - Duplicate message sequences are not reported if they are identical

Incident Description:

This defect follows on from PC0194639.

If two Audit Tracks contain exactly the same message sequence then these are not reported as duplicate messages.  
i.e.

Audit Track A contains the message sequences 2708181 to 2708188 and

Audit Track B also contains the message sequences 2708181 to 2708188 then these messages are not reported as duplicates.

Comments:

**John Rogers <rogersj>, 14/10/2010 15:00:35:**

Impact

The use of Audit Tracks in legal actions may be invalidated if duplicate messages are not identified.

**Date:14-Oct-2010 15:34:20 User:Lionel Higman**

The Call record has been transferred to the team: Audit-Dev

**Date:15-Oct-2010 14:36:56 User:Andrew Mansfield**

The Call record has been assigned to the Team Member: Andrew Mansfield

**Date:18-Oct-2010 17:27:27 User:Andrew Mansfield**

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

**Date:18-Oct-2010 17:29:25 User:Andrew Mansfield**

[Start of Response]

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Yes - affects Audit Workstation

TECHNICAL SUMMARY:

Affects AEClient.exe

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT\_EXTRACT\_CLT

DEPENDENCIES:

None.

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

No

DEV EFFORT IN MANDAYS:

Fix available.

IMPACT ON USER:

Duplicates are not reported if two sequences have the same start and end sequence numbers.

i.e. two sequences with message numbers:

2708181 to 2708188

2708181 to 2708188

would not be reported as duplicates.

The sequences:

2708181 to 2708188

2708183 to 2708185

would report the duplicates.

IMPACT ON OPERATIONS:

No

IMPACT ON TEST:

Need to check that duplicates are reported for two message sequences with the same start and end message sequence numbers.

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

Fix is low risk.

It is important that duplicates are highlighted to the user.

LIST OF LIKELY DELIVERABLES:



<p>AUDIT_EXTRACT_CLT baseline [End of Response] Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed</p>
<p>Date:18-Oct-2010 17:30:15 User:Andrew Mansfield A new Business Impact has been added: It is important that any duplicate messages in the retrieved audit data are highlighted to the user.</p> <p>Duplicates are not being highlighted when two message sequences have the same start and end message sequence numbers. i.e. Sequences 2708181 to 2708188 and 2708181 to 2708188 would not be reported as duplicates.</p> <p>Sequences 2708181 to 2708188 and 2708183 to 2708183 would report a duplicate.</p>
<p>Date:18-Oct-2010 17:33:06 User:Andrew Mansfield The Call record has been transferred to the team: QFP</p>
<p>Date:19-Oct-2010 08:30:07 User:Lionel Higman The Call record has been transferred to the team: RelMngmntForum</p>
<p>Date:20-Oct-2010 13:56:54 User:Tyrone Cozens [Start of Response] Proposed for 04.00, Tom Northcott to confirm if acceptable [End of Response] Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed</p>
<p>Date:22-Oct-2010 18:08:16 User:Tyrone Cozens The call Target Release has been moved to:Targeted At -- HNG-X 04.00 Targeted at release 04.00 as agreed with Tom Northcott and RMF</p>
<p>Date:22-Oct-2010 18:10:36 User:Tyrone Cozens The Call record has been transferred to the team: Audit-Dev</p>
<p>Date:25-Oct-2010 09:46:45 User:Andrew Mansfield The Call record has been assigned to the Team Member: Andrew Mansfield</p>
<p>Date:25-Oct-2010 15:32:36 User:Penny Thomas The Business Impact has been updated: It is important that any duplicate messages in the retrieved audit data are highlighted to the user.</p> <p>Duplicates are not being highlighted when two message sequences have the same start and end message sequence numbers. i.e. Sequences 2708181 to 2708188 and 2708181 to 2708188 would not be reported as duplicates.</p> <p>Sequences 2708181 to 2708188 and 2708183 to 2708183 would report a duplicate.</p> <p>This is a very serious issue. We experienced the presence of duplicate Horizon transactions which were not removed when the HNG-X application was introduced. POL did not accept a manual workaround and the ARQ service basically stopped for almost 2 months.</p> <p>The issue contained in this PEAK came to light on 21 October and I have instigated the creation of a macro which will identify if duplicated transactions are contained within a spreadsheet. We will need to generate an additional spreadsheet containing the JVN and check for duplicates by using the macro. This will increase our work load by 15-20 minutes for each ARQ containing HNG-X transaction records.</p> <p>The real problem will arise if we do identify duplicate transactions because POL is not likely to accept a workaround for transaction records used for litigation support.</p> <p>Penny Thomas</p>
<p>Date:25-Oct-2010 15:42:32 User:Penny Thomas [Start of Response]</p> <p>Additionally, this is service impacting for the Prosecution &amp; Litigation Service; POL will not accept a workaround relating to litigation support so this fix needs to be tested and applied as a matter of urgency.</p> <p>Penny Thomas [End of Response] Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed</p>
<p>Date:27-Oct-2010 07:27:18 User:John Boston The call Priority has been changed from B The call Priority is now A</p>



<b>Date:27-Oct-2010 07:27:52 User:John Boston</b> The call Target Release has been moved to Targeted At -- HNG-X 03.13
<b>Date:27-Oct-2010 07:29:44 User:John Boston</b> RMF 26/10/10 Agreed - To retarget for HNGX 03.13 to enable urgent fix to be released. Steve Goddard to liaise with Andrew Aylward for this.
<b>Date:27-Oct-2010 09:05:33 User:Steve Goddard</b> [Start of Response] It will be Andrew Mansfield (not Aylward). [End of Response] Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed
<b>Date:27-Oct-2010 17:02:39 User:Andrew Mansfield</b> Evidence <b>Added</b> - <u>Handover note</u>
<b>Date:28-Oct-2010 15:02:08 User:Andrew Mansfield</b> Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0313_V063
<b>Date:28-Oct-2010 15:02:09 User:Andrew Mansfield</b> TOP Reference set to: Product Baseline AUDIT_EXTRACT_CLT_0313_V063
<b>Date:28-Oct-2010 15:09:46 User:Andrew Mansfield</b> [Start of Response] Tested by opening a new slow ARQ, retrieving BRDB data and proceeding to the filtering stage. Then edit one of the retrieved files in the EXTRACTED_AT folder for this ARQ on the audit server so that there are two identical sequences of JSNs in the file.  Then perform a filtering operation and view the message sequences on the 'Validation and Query' tab. The duplicate sequences should be highlighted in blue.  Fixed in incremental baseline AUDIT_EXTRACT_CLT_0313_V063-V062. [End of Response] Response code to call type Q as Category 48 -- Pending -- Fix Released to PIT
<b>Date:28-Oct-2010 15:09:57 User:Andrew Mansfield</b> The Call record has been transferred to the team: Dev-Int-Rel
<b>Date:28-Oct-2010 16:32:26 User:PIT Automated User</b> [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: Geoff Inglis
<b>Date:28-Oct-2010 16:32:26 User:PIT Automated User</b> Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0313_D063-D062
<b>Date:29-Oct-2010 08:17:26 User:PIT Automated User</b> [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
<b>Date:29-Oct-2010 08:32:21 User:PIT Automated User</b> [Start of Response] Peak has been test installed in integration, routing back to source. [End of Response] Response code to call type Q as Category 60 (S/W Fix Available to Call Logger) Target Date updated: new value is 31/10/2010 18:30 Routing to Call Logger following Final Progress update.
<b>Date:04-Nov-2010 11:03:09 User:Tyrone Cozens</b> Reference Added: <u>Release PEAK PC0206076</u>
<b>Date:25-Nov-2010 15:15:12 User:John Rogers</b> Incident closure received from Quality Centre Comments Update:



John Rogers <rogersj>, 25/11/2010 14:01:28:  
Cleared in Release 3.13 (Audit System) and tested in LST under Release Notes HRU7206 and HRU7239.

Closing call

Date:25-Nov-2010 15:15:12 User:John Rogers  
CALL PC0205353 closed: Category 60 Type Q

Root Cause	General - Unknown
Logger	Deleted User -- QC Interface
Subject Product	QC Defects -- Infrastructure (version: 1)
Assignee	Deleted User -- QC Interface
Last Progress	25-Nov-2010 15:15 -- John Rogers