

Export

Peak Incident Management System

Call Reference	PC0207787	Call Logger	Deleted User -- QC Interface
Release	Targeted At -- HNG-X 04.37	Top Ref	AUDIT_EXTRACT_CLT_0437_V067-V066
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	21/06/2011	Effort (Man Days)	0
Summary	LST R03.24 - Audit - Transaction Gap info overwritten in Summary worksheet		
All References	Type	Value	
	Product Baseline	AUDIT_EXTRACT_CLT_0437_V067-V066	
	QC_DEFECTID	14698-hng_x_hng_x_release_1_db.	
	DevIntRel-Director	QC Interface	
	QC Defect No	14698	
	Release PEAK	PC0210173	
	Product Baseline	AUDIT_EXTRACT_CLT_0437_D067-D066	
	QC Severity	3 - High	
Impact Statement	Product Baseline	AUDIT_EXTRACT_CLT_0437_V067	
	User	Date	
	Unknown	18-Jan-2011 16:41:02	
	The problem will only occur in exceptional circumstances but should be fixed in case the exceptional circumstance happens.		
	If it does occur, transaction gap information is overwritten in the results spreadsheet and we would not be able to send the ARQ to POL. We would probably attempt to resolve the cause of the gaps or duplicates before sending the output to POL in any case, but the problem really ought to be fixed.		

Progress Narrative

Date:18-Jan-2011 08:45:07 User:John Rogers

CALL PC0207787 opened

Details entered are:-

Summary:LST R03.24 - Audit - Transaction Gap info overwritten in Summary worksheet

Call Type:Q

Call Priority:B

Target Release:R3LST Testing

Routed to:QFP - _Unassigned_

Date:18-Jan-2011 08:45:07 User:John Rogers

***** Quality Centre Bug Report *****

Bug Reference: 14698-hng x hng x release 1 db.

Test Date: Jan 18 2011 12:00AM

Test User: rogersj

QC Impact: 3 - High

Pathcode: Path201

OTI Team: None

Product: Infrastructure

Product Version: N/A

Summary: LST R03.24 - Audit - Transaction Gap info overwritten in Summary worksheet

Incident Description:

When there are gaps in the message transaction sequence, this information is written to the Summary worksheet in the Query output spreadsheet.

In some circumstances this information can be over written with the actual query text.

It appears to be caused by the system determining the spreadsheet row in which to insert the query text, from the last used Duplicate row rather than the last used Gap or Duplicate row.

Example of Query output file attached.

Comments:

John Rogers <rogersj>, 18/01/2011 08:26:14:

Raising at "B" priority as the Query output may be used in court cases.

However I'm not sure how often this is likely to occur, i.e. how often gaps in message transactions sequences occur in Live.

Please route to Audit Dev

Date:18-Jan-2011 08:45:10 User:John Rogers

Evidence imported from QC - BUG_14698_HzIOP.xls

Date:18-Jan-2011 11:19:59 User:Lionel Higman

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

Date:18-Jan-2011 11:29:47 User:Andrew Mansfield

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

Date:18-Jan-2011 16:30:30 User:Andrew Mansfield

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

Date:18-Jan-2011 16:41:02 User:Andrew Mansfield

A new Business Impact has been added:

The problem will only occur in exceptional circumstances but should be fixed in case the exceptional circumstance happens.

If it does occur, transaction gap information is overwritten in the results spreadsheet and we would not be able to send the ARQ to POL. We would probably attempt to resolve the cause of the gaps or duplicates before sending the output to POL in any case, but the problem really ought to be fixed.

Date:18-Jan-2011 16:47:10 User:Andrew Mansfield

[Start of Response]

This problem only occurs when the last counter on the summary sheet of the results spreadsheet has at least three gaps or duplicates reported. If this happens, the third line of gaps or duplicates information onwards are overwritten by the details of the query that was run.

[End of Response]

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

Date:18-Jan-2011 16:57:01 User:Andrew Mansfield

[Start of Response]

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

Yes - Audit Workstation

TECHNICAL SUMMARY:

Affects one executable - 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:

1 man day

IMPACT ON USER:

If problem occurs, the ARQ results spreadsheet would be corrupt and it could not be sent to POL.

IMPACT ON OPERATIONS:

None.

IMPACT ON TEST:

Need to specifically test the case where the last counter listed on the summary page has three or more gaps reported and three or more duplicates reported, and check that the gaps or duplicates data is not overwritten.

Regression test cases with no gaps or duplicates, and gaps or duplicates in other than the last counter to check format is still correct.

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

Low risk.

LIST OF LIKELY DELIVERABLES:

AUDIT_EXTRACT_CLT

[End of Response]

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

Date:18-Jan-2011 16:57:36 User:Andrew Mansfield

The call Target Release has been moved to Proposed For -- HNG-X 04.37

Date:18-Jan-2011 16:58:05 User:Andrew Mansfield
Action placed on Team:RelMngmntForum

Date:20-Jan-2011 14:04:41 User:Tyrone Cozens
The call Target Release has been moved to Targeted At -- HNG-X 04.37

Date:20-Jan-2011 14:04:47 User:Tyrone Cozens
Action has been removed from the call

Date:20-Jan-2011 14:05:02 User:Tyrone Cozens
[Start of Response]
Targeted at 04.37 as agreed at RMF.
[End of Response]
Response code to call type Q as Category 41 -- Pending -- Product Error Diagnosed

Date:10-Mar-2011 14:01:43 User:Andrew Mansfield
[Start of Response]
Fixed in AECClient.exe.

Used slow ARQ to test:

1) Extracted and filtered BRDB files with no gaps or duplicates. Checked that spreadsheet was formatted correctly.
2) Edited extracted files to introduce three gaps in last counter in list. Ran filter and query. Checked that spreadsheet was formatted correctly.
3) Restored original extracted file and re-edited to introduce three duplicates in last counter in list. Ran filter and query. Checked that spreadsheet was formatted correctly.
4) Edited extracted files to introduce gaps and duplicates. Ran filter and query. Checked that spreadsheet was formatted correctly.
5) Edited extracted files to introduce gaps in other than last counter. Ran filter and query. Checked that spreadsheet was formatted correctly.

[End of Response]
Response code to call type Q as Category 46 -- Pending -- Product Error Fixed

Date:11-Apr-2011 14:07:34 User:Andrew Mansfield
Evidence Added - Handover note

Date:11-Apr-2011 16:20:03 User:PIT Automated User
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0437_V067
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0437_V067-V066

Date:11-Apr-2011 16:30:24 User:Andrew Mansfield
[Start of Response]
Fixed by incremental baseline AUDIT_EXTRACT_CLT_0437_V067-V066
[End of Response]
Response code to call type Q as Category 48 -- Pending -- Fix Released to PIT

Date:11-Apr-2011 16:30:36 User:Andrew Mansfield
The Call record has been transferred to the team: Dev-Int-Rel

Date:12-May-2011 15:05:09 User:Victoria Hancock
Reference Added: Release PEAK PC0210173

Date:16-Jun-2011 13:02:05 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)

Date:16-Jun-2011 13:02:06 User:PIT Automated User
Reference Added: Product Baseline AUDIT_EXTRACT_CLT_0437_D067-D066

Date:16-Jun-2011 13:02:07 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:20-Jun-2011 00:17:22 User:PIT Automated User
[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 21/06/2011 18:30
Routing to Call Logger following Final Progress update.

Date:30-Jun-2011 14:05:07 User:John Rogers
Incident closure received from Quality Centre
Comments Update:

Mark Ascott <ascottm>, 30/06/2011 13:56:41:
Successfully tested by LST at R4.37.
Therefore closing this defect and peak.

Date:30-Jun-2011 14:05:07 User:John Rogers
CALL PC0207787 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	30-Jun-2011 14:05 -- John Rogers