

Export

## Peak Incident Management System

Call Reference	PC0200468	Call Logger	Deleted User -- Security Ops
Release	Targeted At -- HNG-X 02.07.10.00	Top Ref	AUDIT_EXTRACT_SVR_0207_D051-D050
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Deleted Contact	Call Status	Closed -- Fix Released to Call Logger
Target Date	26/08/2010	Effort (Man Days)	4.00
Summary	Horizon Audit Spreadsheet Producing Duplicate Transactions		
All References	Type	Value	
	Product Baseline	AUDIT_EXTRACT_SVR_0207_V051-V050	
	Product Baseline	AUDIT_EXTRACT_SVR_0207_D051-D050	
	Release PEAK	PC0201352	
	DevIntRel-Director	ITU SV&I	
Impact Statement	User	Date	
	Unknown	23-Jun-2010 19:44:16	
	From Penny - In a nut shell the HNG-X application is not removing duplicate transactions (which may have been recorded twice on the Audit Server) and they are appearing in the ARQ returns. For the old Horizon application Riposte automatically removed duplicate entries. An initial analysis shows that one third of all ARQ returns (since the new application has been in play) have duplicated transactions		

## Progress Narrative

Date:21-Jun-2010 12:22:48 User:Penny Thomas

CALL PC0200468 opened

Details entered are:-

Summary:Horizon Audit Spreadsheet Producing Duplicate Transactions

Call Type:L

Call Priority:A

Target Release:HNG-X Rel. Ind.

Routed to:QFP - \_Unassigned\_

Date:21-Jun-2010 12:22:48 User:Penny Thomas

[Start of Response]

Horizon Audit Spreadsheet Producing Duplicate Transactions.

While performing an audit retrieval for branch 072128 duplicate transactions have been found on 3 June 09. Initial analysis shows that duplicate records are held in 2 different audited TMS files.

Alan Holmes has details.

FAO Audit Dev

[End of Response]

Response code to call Live Incidents/Defects(L) as Potential Problem Identified(38)

Date:21-Jun-2010 12:37:04 User:Lionel Higman

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

Date:21-Jun-2010 14:08:29 User:Andrew Mansfield

The Call record has been assigned to the Team Member: Gerald Barnes

Date:22-Jun-2010 10:18:36 User:Gerald Barnes

[Start of Response]

The processing is done by QueryDLL.dll. The way it works is that it processes all the results in a given file building up an internal table of transaction sequences for that file. Then at the very end of processing the file it dumps the internal table to the RFIQueryFileSequence table. It does not cross check the transactions in one file against those in another file.

Two solutions are possible.

The "easy solution".

As each transaction is processed a check is made in the RFIQueryFileSequence table and if it is already there the transaction is ignored writing a warning to the query log. The problem with this solution is that a query needs to be made to the database for every transaction.

The "more difficult solution".

The internal table which at the moment is built up on a per file basis is changed to being built up on a per query basis. The check for duplicate transactions is then done within the internal table. This is a much more thorough approach but will take much more work.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation  
Hours spent since call received: 5 hours

Date:22-Jun-2010 10:19:58 User:Gerald Barnes

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

Date:22-Jun-2010 10:40:21 User:Gerald Barnes

Target Date/Time updated: new value is 28/06/2010 12:22

Development Cost updated: new cost is 4 (Man Days)

[Start of Response]

DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:

The platform is the "Audit Server" and that has been entered.

TECHNICAL SUMMARY:

This change will affect QueryDLL.dll on the audit servers.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:

AUDIT\_EXTRACT\_SVR

ARE ANY OF THESE DESIGN PARTS AFFECTED BY APPROVED CPs/PEAKS in HNGX Release 2:

Yes. They are affected by CP0336. If the fix is targeted pre Release 2 then the PEAK will need to be cloned for a Release 2 fix too.

RELEASE 2 IMPACT:

Yes - see above.

DEPENDENCIES:

There are no particular dependencies.

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

The integration team will be able to turn this delivery into a fully automatic deployment.

DEV EFFORT IN MANDAYS:

Two solutions have been identified and explained in my previous response. The "easy solution" would take 2 days. The "more difficult solution" will take 4 days. It is a matter of whether performance will be acceptable for the "easy solution" which involves querying a database table for every single transaction. A test will need to be performed to see how long the database query would take.

IMPACT ON USER:

Occasionally duplicate transactions are listed in the spreadsheets produced and presented to court for prosecution cases. These can give the defence team grounds to question the evidence.

IMPACT ON OPERATIONS:

There is no particular operational impact.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

No KELS have been created for this since we intend to fully resolve the issue shortly.

IMPACT ON HORIZON TO HNGX BRANCH MIGRATIONS

There is no particular migration effect.

IMPACT ON TEST:

Queries and filtering need to be done using TMS files with duplicate transactions within them.

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

If we do not fix this problem our spreadsheets presented in court are liable to be brought into doubt if duplicate transactions are spotted.

LIST OF LIKELY DELIVERABLES:

QueryDLL.dll

LIST OF THE ABOVE ALREADY DELIVERED FOR THE PROPOSED RELEASE:

None

LIST OF THE ABOVE ALREADY DELIVERED TO A RELEASE LATER THAN THAT PROPOSED:

QueryDLL.dll

LIST OF THE ABOVE LIKELY TO BE REDELIVERED INTO THE PROPOSED OR A LATER RELEASE:

QueryDLL.dll is a recent component introduced for HNGx and has not yet fully bedded down and so it is likely to change as problems such as this one are spotted.

[End of Response]

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

Hours spent since call received: 1 hours

Date:22-Jun-2010 10:40:43 User:Gerald Barnes

The call Target Release has been moved to Proposed For -- HNG-X 01.23

Date:22-Jun-2010 10:41:10 User:Gerald Barnes

The Call record has been transferred to the team: RelMngmntForum

Date:23-Jun-2010 09:30:43 User:Penny Thomas

Initial analysis of all ARQ returns since the HNG-X application has been implemented identifies approximately one third (of all returns) have duplicate entries. This is now extremely urgent.

Penny

Date:28-Jun-2010 16:15:17 User:Gerald Barnes

[Start of Response]

All work is complete. I attach test materials and a zip of the source. It is ready to go at Release 1. For Release 2 the fix will need merging into the current Release 2 source.

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed

Hours spent since call received: 28 hours

Date:28-Jun-2010 16:15:54 User:Gerald Barnes

Evidence Added - Test Materials

Date:28-Jun-2010 16:16:28 User:Gerald Barnes

Evidence Added - Source with fix

Date:29-Jun-2010 11:07:11 User:Christopher Hammond

RMF:

Awaiting confirmation of business workaround from Penny Thomas

Date:06-Jul-2010 10:33:46 User:Christopher Hammond

The call Target Release has been moved to Targeted At -- HNG-X 02.07.10.00

Date:06-Jul-2010 11:20:21 User:Tyrone Cozens

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

Date:06-Jul-2010 14:05:38 User:Gerald Barnes

The Call record has been assigned to the Team Member: Gerald Barnes

Date:07-Jul-2010 13:39:00 User:Gerald Barnes

Reference Added: Product Baseline AUDIT\_EXTRACT\_SVR\_0207\_V051-V050

Date:07-Jul-2010 13:41:51 User:Gerald Barnes

[Start of Response]

Fixed by QueryDLL.dll Version 2.0.0.8 delivered in workset AUDIT\_EXTRACT\_SVR\_0207\_V051-V050.

Note that details of any duplicate transactions found are listed in QueryHandler.log.

[End of Response]

Response code to call type L as Category 46 -- Pending -- Product Error Fixed

Hours spent since call received: 4 hours

Date:07-Jul-2010 13:42:15 User:Gerald Barnes

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

Date:07-Jul-2010 14:49:11 User:PIT Automated User

[Start of Response]

Assigning to Integrator

[End of Response]

Response code to call type L as Category 48 (Fix Released to PIT)

The incident has been transferred to the Team: Dev-Int-Rel

<p>The incident has been assigned to the Team Member: Geoff Inglis</p>
<p>Date: <b>07-Jul-2010 17:19:13</b> User: <b>PIT Automated User</b> Reference Added: Product Baseline AUDIT_EXTRACT_SVR_0207_D051-D050 (TOP Reference)</p>
<p>Date: <b>07-Jul-2010 17:19:13</b> User: <b>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 L as Category 47 (Fix Processed by PIT) The incident has been transferred to the Team: Int-Rel</p>
<p>Date: <b>09-Jul-2010 11:13:52</b> User: <b>Lionel Higman</b> The call Priority has been changed from A to B One of 51 'A' priority calls being downgraded to B in response to:  Lionel, Sheila [Bamber] and I have had to review the attached peaks as part of the readiness review for LST release 2. We have had a look and agree that none of them are true A priorities. Can you downgrade them all to B?s for us? Cheers Pat [Lywood]</p>
<p>Date: <b>09-Jul-2010 12:12:37</b> User: <b>Tyrone Cozens</b> Reference Added: <u>Release PEAK PC0201352</u></p>
<p>Date: <b>12-Jul-2010 16:25:32</b> User: <b>Vijesh Pandya</b> [Start of Response] This baseline was released via manual release note. [End of Response] Response code to call type L as Category 49 -- Pending -- Fix Available for IndependentTest</p>
<p>Date: <b>12-Jul-2010 16:25:39</b> User: <b>Vijesh Pandya</b> The Call record has been transferred to the team: Live Supp.Test</p>
<p>Date: <b>30-Jul-2010 08:31:59</b> User: <b>Sheila Bamber</b> [Start of Response] This peak has been tested in LST and fix will be released with Release 2 data centre [End of Response] Response code to call type L as Category 60</p>
<p>Date: <b>30-Jul-2010 09:56:18</b> User: <b>John Rogers</b> Testing successfully completed and documented in LST Test Script 157</p>
<p>Date: <b>23-Aug-2010 13:45:58</b> User: <b>PIT Automated User</b> [Start of Response] Being processed as part of UNKNOWN [End of Response] Response code to call type L as Category 48 (Fix Released to PIT) Target Date updated: new value is 25/08/2010 18:30</p>
<p>Date: <b>24-Aug-2010 08:11:06</b> User: <b>PIT Automated User</b> [Start of Response] Being processed as part of UNKNOWN [End of Response] Response code to call type L as Category 48 (Fix Released to PIT) Target Date updated: new value is 26/08/2010 18:30</p>
<p>Date: <b>01-Sep-2010 13:17:14</b> User: <b>Penny Thomas</b> [Start of Response] Fix successfully deployed, closing call. Penny [End of Response] Response code to call type L as Category 71 -- Final -- Fix Released to Call Logger Routing to Call Logger following Final Progress update. Defect cause updated to 14 -- Development - Code</p>

Date:01-Sep-2010 13:17:24 User:Penny Thomas  
CALL PC0200468 closed: Category 71 Type L

Root Cause	Development - Code
Logger	Deleted User -- Security Ops
Subject Product	Estate Management -- Audit (version unspecified)
Assignee	Deleted User -- Security Ops
Last Progress	01-Sep-2010 13:17 -- Penny Thomas