
From: Barnes Gerald[[/O=EXCHANGE/OU=ADMINGROUP1/CN=RECIPIENTS/CN=BARNESG](#)]
Sent: Tue 16/04/2013 9:05:41 AM (UTC)
To: Dunks Andy[[GRO](#)]; CSPOA Security[[GRO](#)]
Cc: Bains Rajbinder[[GRO](#)]; Goddard Steve SD[[GRO](#)]; Spurgeon Adam[[GRO](#)]; Holmes Alan[[GRO](#)]
Subject: RE: Possibility of missing transactions

Hi Andy,

I will come down in a few minutes.

Regards,
Gerald Barnes

From: Dunks Andy
Sent: 16 April 2013 08:51
To: Barnes Gerald; CSPOA Security
Cc: Bains Rajbinder; Goddard Steve SD; Spurgeon Adam; Holmes Alan
Subject: RE: Possibility of missing transactions

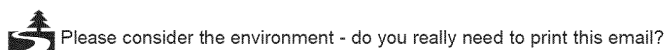
Gerald,
Can you confirm that we are talking about as far back as Sept 2009 ?

Are you able to pop down and explain and show us what we are to look for, as we will need to put together some time scales to complete this task.

Thanks

Andy Dunks
Security Operations Post Office Account

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Web: <http://uk.fujitsu.com>



From: Barnes Gerald
Sent: 15 April 2013 17:41
To: CSPOA Security
Cc: Bains Rajbinder; Dunks Andy; Goddard Steve SD; Spurgeon Adam; Holmes Alan
Subject: Possibility of missing transactions

Hi,

A serious flaw has recently been spotted in the audit code. It was introduced in the fix to **PC0187097** quite some time ago (but post HNGx). There is a small possibility of missing transactions on generated spreadsheets if the query handling was run during the evening Query Manager shutdown. Please raise an A priority PEAK on this issue and send it to Audit-Dev. In the meantime for any ARQ run which results in transaction spreadsheets examine the QueryHandler.log in its ARQ folder and check for the line "Shutdown Signalled - Process terminating" and if it occurs rerun the query. You may consider it necessary to check previous ARQs run. If you do you can check the RFI close log for the line "Shutdown Signalled - Process terminating" and if it occurs rerun the query as a precaution. I believe you keep copies of the close logs but if you do not they are always themselves archived on the audit system and can be

retrieved.

Regards,
Gerald Barnes

Gerald Barnes

Senior Software Engineer
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