

Export

Peak Incident Management System

| | | | |
|------------------|---|---|--|
| Call Reference | PC0204310 | Call Logger | Customer Call -- EDSC |
| Release | Targeted At -- HNG-X 03.20 | Top Ref | PC0206867 |
| Call Type | HNG-X Data Centre Raised Incidents/Defects | Priority | B -- Progress Stopped |
| Contact | EDSC | Call Status | Closed -- Programme approved - No fix required |
| Target Date | 16/09/2010 | Effort (Man Days) | 0 |
| Summary | Duplicate JSN detected | | |
| All References | Type | Value | |
| | Product Baseline | BAL_SRV_OSR_ROUTING_0320_V239 | |
| | Product Baseline | BAL_SRV_OSR_0320_V238 & BAL_SRV_OSR_ROUTING_0320_V238 | |
| | Product Baseline | BAL_SRV_OSR_0320_D239 | |
| | TRIOLE for Service | 2858551 | |
| | Release PEAK | PC0206867 | |
| | Product Baseline | BAL_SRV_OSR_0320_V239 | |
| | SSCKEL | KEL MithyanthaJ1937S | |
| | DevIntRel-Director | Live Supp.Test | |
| | Product Baseline | BAL_SRV_OSR_ROUTING_0320_D239 | |
| Impact Statement | User | Date | |
| | Unknown | 02-Nov-2010 16:22:59 | |
| | Support overhead currently 30 incidents in 5 days. Resoluton will mean that any future occurrences will have a different root cause and require investigation. Such incidents are currently getting masked by the volume associated with this Peak with consequential risk to the integrity of the audit trail used for litigation support. | | |

Progress Narrative

Date:13-Sep-2010 18:56:56 User: Customer Call_

CALL PC0204310 opened

Details entered are:-

Summary:As per Catherine Obeng Reopen: OSR A0063 : [20560] : [112136-1-PP-0809-9] - Exception raised while p

Call Type:J

Call Priority:B

Target Release:HNG-X 01.00

Routed to:EDSC - Unassigned_

Date:13-Sep-2010 18:56:56 User: Customer Call_

INCIDENT MANAGEMENT

Date/Time Raised: Sep 13 2010 6:51PM

Priority: B

Contact Name: Rajdeana

Contact Phone: GRO

Originator: XXXXXX@TFS01

Originator's reference: 2858551

Product Serial No:

Product Site: HNG SMC

Observe critical alert @ 8/9/2010 10:07 on GRO

Critical alert in text:

OSR A0063 : [20560] : [112136-1-PP-0809-9] - Exception raised while processing message event - Serious system error:[Duplicate JSN detected - failed to insert journal record] Caught Exception inclass com.fujitsu.poa.bal.osr.event.RequestEvent:Thread def

Incident History:

2010-09-13 18:51:10 [Jayendrappa, Sunil Kumar]

INIT : AHD05439: Copied from Incident 2835511


```
---
2010-09-13 18:51:39 [ Jayendrappa, Sunil Kumar]
zneun_en_rmg : Open Notification
---
2010-09-13 18:51:39 [ Jayendrappa, Sunil Kumar]
zneut_en_rmg : Transfer Notification
---
2010-09-13 18:52:44 [ Jayendrappa, Sunil Kumar]
FLD : FIELD='summary' OLD='OSR A0063 : [20560] : [112136-1-PP-0809-9] - Exception raised while processing message event - Serious
system error:[ Duplicate JSN detected - failed to insert journal record ' NEW='As per Catherine Obeng Reopen: OSR A0063 : [20560] :
[112136-1-PP-0809-9] - Exception raised while processing message event - Serious system error:[ Duplicate JSN detected - failed to
insert journal record '
---
2010-09-13 18:53:30 [ Jayendrappa, Sunil Kumar]
LOG : Node name /Server name { GRO }
Service Details:
---
OSR A0063 : [20560] : [112136-1-PP-0809-9] - Exception raised while processing message event - Serious system error:[ Duplicate JSN
detected - failed to insert journal record ] Caught Exception inclass com.fujitsu.poa.bal.osr.event.RequestEvent:Thread def
Date : 8/9/2010
Time of occurrence : 10:07
KEL : MithyanthaJ1937S
---
2010-09-13 18:53:58 [ Jayendrappa, Sunil Kumar]
LOG : Old Peak Provider Ref: PC0204088

Jonnalagadda, Naresh 08/09/2010 17:03 00:00:41 Field Update
FIELD='zCloseCategory' OLD='' NEW='RMGA.O Operational.OP02 Central Systems Software failure'FIELD='zinclocode' OLD='' NEW='Admin'

Jonnalagadda, Naresh 08/09/2010 17:03 Transfer Notification - RMGA
Transfer Notification

Jonnalagadda, Naresh 08/09/2010 17:03 Notify End User Closed EN RMG
Closure Notification

Jonnalagadda, Naresh 08/09/2010 17:03 Close
KEL : MithyanthaJ1937S - issue resolved hence closing this call

POWebService, 01 08/09/2010 17:01 Notify End User Resolve EN RMG
Resolution Notification

POWebService, 01 08/09/2010 17:01 00:00:00 Resolved
Status changed from 'Open' to 'Resolved'

POWebService, 01 08/09/2010 17:01 00:00:00 Delay Service Type
The Service Type(s) on a ticket were delayed

OTI 08/09/2010 17:01 00:00:00 OTI Resolved
Provider Ref: PC0204088
Resolution Details: Update by Catherine Obeng:Category 67 -- Final -- Solicited Known Error:This is a known problem where a request
times out in the meantime, a retry with the same request Id success. As per above mentioned KEL, because the 1st message was
rejected as a duplicate, there are no implications on the integrity of the data and therefore no issues of concern. Please close
this call as KEL.

OTI 08/09/2010 10:20 00:00:00 OTI Provider Status Update
Update by John Charlton:Call routed to Team:EDSC Member:Catherine Obeng

---
2010-09-13 18:55:16 [ Jayendrappa, Sunil Kumar]
TR : Please investigate.
---
2010-09-13 18:55:48 [ Jayendrappa, Sunil Kumar]
zneut_en_rmg : Transfer Notification

Date:14-Sep-2010 08:10:50 User:Lorraine Guiblin
Reference Added: SCKEL MithyanthaJ1937S

Date:14-Sep-2010 08:12:06 User:Lorraine Guiblin
Product HNG-X Platforms -- BAL Server (BAL) (version unspecified) added.

Date:14-Sep-2010 08:12:28 User:Lorraine Guiblin
The Call record has been assigned to the Team Member: Catherine Obeng
Progress was delivered to Consumer

Date:14-Sep-2010 10:29:47 User:Catherine Obeng
[Start of Response]
Below is the output from the BRSS when I run the query described in the KEL:

SQL> select journal_header
2 from ops$brdb.brdb_rx_message_journal
3 where FAD_HASH = 13
4 and BRANCH_ACCOUNTING_CODE = 112136
5 and JOURNAL_SEQ_NUMBER = 2454507
6 ;
```


JOURNAL_HEADER

POST: LabelEventService
Authorization-Signature:
eiHgVopuXXYwvsqft25FDzer5pdajrpbky+kmKjvVKMfXrEkg5PeFggoBMZHF04z/SDDISFYm0hdp1IwCgsF11PkIPLuunvojTUupzKLGyXix1AiFuti/AJ7bAUiZ6g0I31
YIyB2VAioYc/Rqu9Sd99Pw9Y1wwcpaOjKPKXq6vA=
Content-Length: 864
Retry: true
ReqMessageID: 112136-1-PP-0809-10
Content-Encoding: gzip
JSN: 2454507

In discussion with Andy Thomas this morning, I will gather evidence from the OSR/BAL logs before forward to 4GDC.
[End of Response]
Response code to call type J as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:14-Sep-2010 12:34:30 User:Catherine Obeng
Evidence Added - 01_mes - File will be Obfuscated and made available to download soon.

Date:14-Sep-2010 12:35:08 User:Catherine Obeng
Evidence Added - 01_poc - File will be Obfuscated and made available to download soon.

Date:14-Sep-2010 12:36:56 User:Catherine Obeng
Evidence Obfuscated File (CTRMSG) Added - Node01 Mes Log .

Date:14-Sep-2010 12:37:39 User:Catherine Obeng
Evidence Obfuscated File (CTRPOC) Added - Node01 POC Logs .

Date:14-Sep-2010 14:36:51 User:Catherine Obeng
[Start of Response]
Currently awaiting evidence gathering from the ACE Blade, platform Id is GRO in order to determine message queues, authorisation messages etc.
[End of Response]
Response code to call type J as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:14-Sep-2010 17:02:58 User:Catherine Obeng
Evidence Added - ACE-Blade Log Files

Date:14-Sep-2010 17:04:26 User:Catherine Obeng
[Start of Response]
Requested evidence is now attached. QFP please route onto to 4LS/GDC.
[End of Response]
Response code to call type J as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:14-Sep-2010 17:04:33 User:Catherine Obeng
The Call record has been transferred to the team: QFP
Progress was delivered to Consumer

Date:15-Sep-2010 08:11:21 User:Lionel Higman
The Call record has been transferred to the team: xCtr_GDC
User:Lionel Higman Confirmed that this Incident may be passed to the external company with the attached evidence.
Progress was delivered to Consumer

Date:15-Sep-2010 08:19:17 User:Ravindra Kumar
The Call record has been transferred to the team: xOSR_GDC
The Call record has been assigned to the Team Member: Jeevan Mithyantha
Progress was delivered to Consumer

Date:16-Sep-2010 12:24:02 User:Jeevan Mithyantha
This peak has been raised due to "Duplicate JSN" issue occurred in BAL/OSR while processing "LabelEventService" request.

From the DB record, its been clear that JSN "2454507" was inserted due to request id "12136-1-PP-0809-10".

From the counter message logs, we could see that "12136-1-PP-0809-9" and "12136-1-PP-0809-10" both had same JSN, since "12136-1-PP-0809-9" was timed out.

I think this is the issue with late arrival of the request in BAL/OSR (not sure though).

Andy has suggested to look into ACE blade logs, to check whether the OSR instances for which these requests had gone to were listening/working normally.

To investigate further on this, I would like to have OSR message.log & osr.log extract for request ids "12136-1-PP-0809-9" & "12136-1-PP-0809-10".

"12136-1-PP-0809-10" has gone to "[GRO]:20559". Not sure about the other one.

Date:16-Sep-2010 12:27:56 User:Jeevan Mithyantha

The Call record has been transferred to the team: EDSC

User:Jeevan Mithyantha Confirmed that this Incident may be passed to the external company with the attached evidence.

Progress was delivered to Consumer

Date:16-Sep-2010 12:28:40 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Catherine Obeng

Progress was delivered to Consumer

Date:20-Sep-2010 09:52:38 User:Catherine Obeng

Evidence Added - 112136-10_mesad.txt - File will be Obfuscated and made available to download soon.

Date:20-Sep-2010 09:53:44 User:Catherine Obeng

Evidence Added - 12136-1-PP-0809-10

Date:20-Sep-2010 09:59:25 User:Catherine Obeng

Evidence Obfuscated File (BALMSG) Added - 12136-1-PP-0809-10 .

Date:20-Sep-2010 10:07:17 User:Catherine Obeng

[Start of Response]

BAL osr/message logs for MesgRqstID 12136-1-PP-0809-10 are now attached. Returning call to 4LS.

[End of Response]

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

Response was delivered to Consumer

Date:20-Sep-2010 10:08:29 User:Catherine Obeng

The Call record has been transferred to the team: xOSR_GDC

User:Catherine Obeng Confirmed that this Incident may be passed to the external company with the attached evidence.

Progress was delivered to Consumer

Date:21-Sep-2010 08:46:39 User:Jeevan Mithyantha

I have requested OSR logs (both osr.log & OSR message log) for request ids "12136-1-PP-0809-9" & "12136-1-PP-0809-10".

Attached logs contains the extract for request ID "12136-1-PP-0809-10", but missed the logs for "12136-1-PP-0809-9".

Please extract the same for request id "12136-1-PP-0809-9".

Date:21-Sep-2010 08:46:54 User:Jeevan Mithyantha

Action placed on Team:xOSR_GDC, User:Jeevan Mithyantha

Date:21-Sep-2010 08:47:11 User:Jeevan Mithyantha

The Call record has been transferred to the team: EDSC

User:Jeevan Mithyantha Confirmed that this Incident may be passed to the external company with the attached evidence.

Progress was delivered to Consumer

Date:21-Sep-2010 09:01:12 User:Lorraine Guiblin

The Call record has been assigned to the Team Member: Catherine Obeng

Progress was delivered to Consumer

Date:21-Sep-2010 10:39:05 User:Catherine Obeng

The call summary has been changed from:-

As per Catherine Obeng Reopen: OSR A0063 : [20560] : [112136-1-PP-0809-9] - Exception raised while p

The call summary is now:-

Branch 112136 Duplicate JSN 112136-1-PP-0809-9 Exception raised

Date:21-Sep-2010 15:52:37 User:Catherine Obeng

Evidence Added - 112136_9_MesLogbk - File will be Obfuscated and made available to download soon.

Date:21-Sep-2010 15:54:23 User:Catherine Obeng

Evidence Added - RequestMesId 112136-1-PP-0809-9

Date:21-Sep-2010 15:55:04 User:Catherine Obeng

Evidence Deleted - RequestMesId 112136-1-PP-0809-9

Date:21-Sep-2010 15:55:50 User:Catherine Obeng

Evidence Added - OSRLogs for RequestMesId 112136-1-PP-0809-9

Date:21-Sep-2010 16:01:01 User:Catherine Obeng
Evidence **Obfuscated File (BALMSG)** Added - RequestMesId 112136-1-PP-0809-9 .

Date:21-Sep-2010 16:05:14 User:Catherine Obeng
[Start of Response]
More evidence has been gathered and attached here. Returning call to \$LS
[End of Response]
Response code to call type J as Category 40 -- Pending -- Incident Under Investigation
Response was delivered to Consumer

Date:21-Sep-2010 16:06:19 User:Catherine Obeng
The Call record has been transferred to the team: xOSR GDC
User:Catherine Obeng Confirmed that this Incident may be passed to the external company with the attached evidence.
Progress was delivered to Consumer

Date:22-Sep-2010 09:32:12 User:Venu Anamalla
The Call record has been assigned to the Team Member: Jeevan Mithyantha
Progress was delivered to Consumer

Date:22-Sep-2010 14:22:18 User:Jeevan Mithyantha
Analysis

From the OSR logs, I found that retried "LabelEventService" request with request id "112136-1-PP-0809-10" executed before the original request with request id "112136-1-PP-0809-9".

Again this has happened due to some network glitch. And hence the arrival of the messages in BAL/OSR got delayed.

Probable solution

In order to get rid of these kind of errors/exceptions due to delayed arrivals, we could modify the code in BAL/OSR side.

In MessageJournalDAO, if SQLException occurs (i.e. if a JSN already exists in BRDB, then system will check the journal xml contents only if its a retried request.

Instead, we could check the journal xml contents irrespective of retry or original request. If the contents are same, then we could avoid throwing exception from OSR side and could be ending up in a warning message.

Anyhow, from counter side this won't affect anything, since original request would have timed out and retried one will be successful.

Date:22-Sep-2010 14:24:51 User:Jeevan Mithyantha
Routing to Venu for review.

Date:22-Sep-2010 14:25:00 User:Jeevan Mithyantha
The Call record has been assigned to the Team Member: Venu Anamalla
Progress was delivered to Consumer

Date:23-Sep-2010 08:49:35 User:Venu Anamalla
It looks like the root cause could be similar to peak PC0203208 (OSR paused for some time).

But, this peak could be used to address how to avoid Duplicate JSN issue, when it occurs in similar manner to the one mentioned in this peak.

Anyhow, we are addressing the OSR imbalance/pause problem in peak PC0203208.

Please go ahead with the Fix Impact.

Date:23-Sep-2010 08:50:07 User:Venu Anamalla
The Call record has been assigned to the Team Member: Jeevan Mithyantha
Progress was delivered to Consumer

Date:23-Sep-2010 09:19:22 User:Jeevan Mithyantha
DEVELOPMENT IMPACT OF FIX:

SPECIFY THE HNG-X PLATFORMS IMPACTED:
Is Platforms details updated? - YES

TECHNICAL SUMMARY:
Technical details explained above. This fix would affect 1 java file.

LIST OF KNOWN DIMENSIONS DESIGN PARTS AFFECTED BY THE CHANGE:
None

ARE ANY OF THESE DESIGN PARTS AFFECTED BY APPROVED CPs/PEAKS in HNGX Release 2:
None

RELEASE 2 IMPACT:

None

DEPENDENCIES:

None

DOES THE FIX REQUIRE ANY MANUAL DEPLOYMENT BASELINES:

No

DEV EFFORT IN MANDAYS:

0.5 day including development and testing

IMPACT ON USER:

There isn't any direct impact on the user.

IMPACT ON OPERATIONS:

Benefit of fix that may not visible to end user.

- With this fix, we could avoid throwing Duplicate JSN exception, in case if the JSN was inserted by similar request i.e. with same journal message contents.

We have observed many scenarios in LIVE, where the retried request executed before the original request in BAL/OSR, due to delay in arrival of the message in BAL side. So, during this time to avoid Duplicate JSN issue, this fix would be important.

HAVE RELEVANT KELS BEEN CREATED OR UPDATED?

Yes.

IMPACT ON HORIZON TO HNGX BRANCH MIGRATIONS

None

IMPACT ON TEST:

What independent test coverage/scenarios does development recommend?

- We could recreate the scenario mentioned in this peak, by starting OSR in DEBUG mode.
- Do a settlement transaction with any product in the basket, say 1st class stamp.
- Put a breakpoint in OSR, where the settlement request thread will suspend for some time.
- Settlement will time out in counter side and retry request will be sent to OSR.
- Execute the retry request normally in OSR.
- Counter will get response and settlement will be completed normally.
- Now, execute the original settlement request in OSR. Will get SQLException for duplicate JSN entry, but with the ew fix, it should log a warning message and will stop executing in filter stage itself.

What CIT test coverage does development recommend?

- In CCIT, this particular scenario can't be tested, since we can't reproduce the late arrival of the request in OSR side.

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

Fix is of low risk.

Even though there won't be any direct impact on the end user, RISK of not releasing this fix would be medium.

LIST OF LIKELY DELIVERABLES:

MessageJournalDAO.java

Date:23-Sep-2010 09:20:03 User:Jeevan Mithyantha

Routing to Venu for review.

Date:23-Sep-2010 09:20:11 User:Jeevan Mithyantha

The Call record has been assigned to the Team Member: Venu Anamalla
Progress was delivered to Consumer

Date:23-Sep-2010 09:49:04 User:Venu Anamalla

[Start of Response]

Fix Impact looks ok.

[End of Response]

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

Response was delivered to Consumer

Date:23-Sep-2010 11:30:14 User:Jeevan Mithyantha

The Call record has been assigned to the Team Member: Jeevan Mithyantha
Progress was delivered to Consumer

Date:24-Sep-2010 13:09:13 User:Jeevan Mithyantha

HNGX CODE FIX

FIX DESCRIPTION

Described Above.

PROPOSED BRANCH

TBD

COUNTER JAVA FILES CHANGED

None.

COUNTER PDL FILES CHANGED

List changed files indicating if each file was added, updated or deleted. If no files changed, state None.

COUNTER REFDATA FILES CHANGED

None.

SHARED CODE FILES CHANGED

None.

BAL JAVA CODE FILES CHANGED

1)MessageJournalFilter.java
2)MessageJournalDAO.java

SQL FILES CHANGED

None.

OTHER FILES CHANGED

None.

APPROPRIATE CODE COMMENTS

Yes.

DEPENDENCIES

None.

RELATED PROBLEMS

None.

UNIT TESTING EVIDENCE

Screen shot of successful execution test cases has been attached.

Also, did manual testing as described above in the fix impact. Attached log extracts.

REGRESSION TEST CLASS

MessageJournalFilterTest.java

BACKWARDS COMPATIBILITY

N/A - Framework change.

DEVELOPMENT DOCUMENTATION

None.

REQUIREMENTS DOCUMENTATION

None.

HELP

None.

Date:24-Sep-2010 13:12:17 User:Jeevan Mithyantha

As part of regression test, we had already a test class named MessageJournalFilterTest. To the same, I have included a new test case named "testDuplicateJSN_PC0204310" to test the scenario in this peak.

Date:24-Sep-2010 13:12:45 User:Jeevan Mithyantha

Evidence Added - [Code changes - Patch files](#)

Date:24-Sep-2010 13:12:59 User:Jeevan Mithyantha

Evidence Added - [Test Evidence](#)

Date:24-Sep-2010 13:13:18 User:Jeevan Mithyantha

Evidence Added - [Test Evidence - Log extract](#)

Date:24-Sep-2010 13:13:42 User:Jeevan Mithyantha

Routing to Venu for review.

Date:24-Sep-2010 13:13:51 User:Jeevan Mithyantha

The Call record has been assigned to the Team Member: Venu Anamalla
Progress was delivered to Consumer

Date:04-Oct-2010 12:09:33 User:Venu Anamalla

Code fix template looks plausible.

Code patches and test details are OK.

Date:04-Oct-2010 12:09:45 User:Venu Anamalla

The Call record has been assigned to the Team Member: Jeevan Mithyantha
Progress was delivered to Consumer

Date:08-Oct-2010 10:23:01 User:Jeevan Mithyantha
[Start of Response]

[End of Response]

Response code to call type J as Category 46 -- Pending -- Product Error Fixed
Response was delivered to Consumer

Date:19-Oct-2010 15:11:52 User:Martin Tonge

A new Business Impact has been added:

This Peak will reduce the support overhead because it will reduce the number of alerts associated with duplicate JSN's. It will also mean that any future occurrences will have occurred for a different reason and would require investigation. Such incidents are currently getting masked by the occurrences associated with this Peak.

There is no immediate benefit to the customer other than support engineers no longer need to worry about these types of alert and can focus on other alerts.

Currently this type of error generates a relatively high frequency of Alerts on a daily basis, masking other types of error.

Date:20-Oct-2010 15:52:02 User:Customer Call

Last Occurrence Node Summary Severity Count

20/10/2010 15:47:25 [GRO] OSR A0063 : [20559] : [318518-3-I0-2014-26] - [Duplicate JSN detected - failed to insert journal record] Caught Exception inclass com.fujitsu.poa.bal.osr.event.RequestEvent:Thread generic_brdb_queue pool-12-thread-12
Service URI: GenericBRDBModification Critical 1

Date:22-Oct-2010 12:20:11 User:Prashanth Pamidimukkala

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

Date:22-Oct-2010 12:20:32 User:Prashanth Pamidimukkala

The call Target Release has been moved to Proposed For -- HNG-X 03.20

Date:25-Oct-2010 12:27:05 User:Prashanth Pamidimukkala

Action has been removed from the call

Date:25-Oct-2010 12:28:00 User:Prashanth Pamidimukkala

Action placed on Team:RelMngmntForum

Date:27-Oct-2010 14:11:41 User:John Boston

The call Target Release has been moved to Targeted At -- HNG-X 03.20

Date:27-Oct-2010 14:11:53 User:John Boston

RMF 26/10/10 Agreed - Targeted for 03.20.

Date:27-Oct-2010 14:11:56 User:John Boston

Action has been removed from the call

Date:02-Nov-2010 16:17:18 User:Steve Parker

The call summary has been changed from:-

Branch 112136 Duplicate JSN 112136-1-PP-0809-9 Exception raised

The call summary is now:-

Duplicate JSN detected

Date:02-Nov-2010 16:22:59 User:Steve Parker

The Business Impact has been updated:

Support overhead currently 30 incidents in 5 days. Resoluton will mean that any future occurrences will have a different root cause and require investigation. Such incidents are currently getting masked by the volume associated with this Peak with consequential risk to the integrity of the audit trail used for litigation support.

Date:02-Nov-2010 16:26:34 User:Steve Parker

03.20 is not due until early next year. Given an average of 30 calls / week this will result in approx 300 support incidents before resolution representing 100 MD effort at 3rd line.

Date:15-Nov-2010 15:07:17 User:Jeevan Mithyantha

Applied patches to CTR03_20_00_RELEASE and smoke tested successfully.

Following file has been committed to CTR03_20_00_RELEASE branch.

- 1) MessageJournalFilter.java -- 1.28.14.1
- 2) MessageJournalDAO.java -- 1.7.48.1
- 3) BranchAccessFilters/junittest/MessageJournalFilterTest.java -- 1.15.164.1

4) BranchAccessFilters/junittest/beanfactory.xml -- 1.20.8.1

Date:16-Nov-2010 08:09:00 User:Jeevan Mithyantha
Action placed on Team:xCtr_GDC

Date:16-Nov-2010 08:09:13 User:Jeevan Mithyantha
The Call record has been transferred to the team: xCtr_REL_GDC
Progress was delivered to Consumer

Date:22-Nov-2010 10:57:22 User:Kishor GaneshRao

Rig: 4LS_CCIT
Release: BAL03.20.00.00
Baseline: BAL_SRV_OSR_0320_V238 & BAL_SRV_OSR_ROUTING_0320_V238

This peak has not been verified in 4LS CCIT due to the fact that it is not reproducible.

In CCIT, this particular scenario can't be tested, as we can't reproduce the late arrival of the request in OSR side.

But note that this has been successfully tested in the GDC_DEV rig by using the Debug option.

Date:22-Nov-2010 10:57:46 User:Kishor GaneshRao

Reference Added: Product Baseline BAL_SRV_OSR_0320_V238 & BAL_SRV_OSR_ROUTING_0320_V238

Date:22-Nov-2010 10:57:48 User:Kishor GaneshRao

TOP Reference set to: Product Baseline BAL_SRV_OSR_0320_V238 & BAL_SRV_OSR_ROUTING_0320_V238

Date:22-Nov-2010 10:59:21 User:Kishor GaneshRao

FIX RELEASE CHECKLIST

FIX IMPACT TEMPLATE FULLY COMPLETED?
Yes

RMF APPROVAL GRANTED?
Yes

CODE REVIEW TEMPLATE FULLY COMPLETED?
Yes

CODE REVIEW PASSED?
Yes

CODE CHECK-IN BRANCH SPECIFIED?
Yes

ALL CHECKED-IN FILES HAVE PEAK REFERENCE IN CVS COMMENT?
Yes

FIX PASSED CIT AND REGRESSION TESTING?
NO, this fix has not been verified in CIT due to the fact that we are not able to reproduce the same, but note that this has been verified successfully in GDC DEV rig by the developer.

KEL UPDATED TO REFLECT PEAK FIX?
Yes

CIT TEST SCRIPT UPDATED TO REFLECT PEAK?
No, due to the fact that the change cannot be tested in CIT.

CIT TEST RESULTS PUBLISHED?
Yes

Date:22-Nov-2010 11:18:12 User:Kishor GaneshRao

The Call record has been assigned to the Team Member: Kishor GaneshRao
Progress was delivered to Consumer

Date:01-Dec-2010 15:20:03 User:PIT Automated User

Reference Added: Product Baseline BAL_SRV_OSR_0320_V239
Reference Added: Product Baseline BAL_SRV_OSR_ROUTING_0320_V239

Date:02-Dec-2010 15:15:04 User:PIT Automated User

Reference Added: Product Baseline BAL_SRV_OSR_ROUTING_0320_D239

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| <p>Date:02-Dec-2010 15:20:03 User:<u>PIT Automated User</u> Reference Added: Product Baseline BAL_SRV_OSR_0320_D239</p> |
| <p>Date:03-Dec-2010 09:39:46 User:<u>Kishor GaneshRao</u> [Start of Response] Moving the Peaks to INT [End of Response] Response code to call type J as Category 48</p> |
| <p>Date:03-Dec-2010 09:42:22 User:<u>Kishor GaneshRao</u> The Call record has been transferred to the team: Development calls ready for Integration The Call record has been assigned to the Team Member: <u>_Unassigned_</u></p> |
| <p>Date:06-Dec-2010 14:36:21 User:<u>Tyrone Cozens</u> Reference Added: <u>Release PEAK PC0206867</u></p> |
| <p>Date:30-Dec-2010 11:32:02 User:<u>Sheila Bamber</u> Tested in LST - Please close</p> |
| <p>Date:30-Dec-2010 11:32:18 User:<u>Sheila Bamber</u> The Call record has been transferred to the team: Live Supp.Test The Call record has been assigned to the Team Member: Release to Live Progress was delivered to Consumer</p> |
| <p>Date:16-Mar-2011 17:20:54 User:<u>Mark Ascott</u> The Call record has been transferred to the team: RM-x Progress was delivered to Consumer</p> |
| <p>Date:22-Nov-2011 13:34:57 User:<u>John Simpkins</u> [Start of Response] Identified for closure following review of open un-targeted peaks in October 2011. Closure requested by Saheed Salawu [End of Response] Response code to call type J as Category 63 Service Response was delivered to Consumer</p> |
| <p>Date:22-Nov-2011 13:34:59 User:<u>John Simpkins</u> CALL PC0204310 closed: Category 63 Type J</p> |

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| Root Cause | General - Unknown |
| Logger | <u>_Customer Call_ -- EDSC</u> |
| Subject Product | HNG-X Platforms -- BAL Server (BAL) (version unspecified) |
| Assignee | <u>_Customer Call_ -- EDSC</u> |
| Last Progress | 22-Nov-2011 13:34 -- John Simpkins |