**Error while opening Reports from Work order form\_Fix**

**Problem Root Cause Analysis**

**Version: 1.0**

REVISION HISTORY

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| --- | --- | --- | --- | --- |
| Date | Version | Description | Author | Reviewers |
| Dec-02-11 | 1.0 | Initial Document | Aiswaryalakshmi | Ajit Raj |
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# 1.0 Root Cause Analysis

Problem Management team, in partnership with technical specialists, will undertake RCA to identify the casual or contributing factor(s) that, if corrected, will prevent recurrence of the identified Problem.

Root Cause can equate to:

* The factor that caused a problem or defect and should be permanently eliminated
* The factor that set in motion the cause and effect chain that creates a problem

RCA defines the actions to be undertaken to eliminate the root cause, of which there are three types of corrective action; immediate (workaround), permanent (on the affected process or CI), and preventative (on any process or CI).

RCA is based on a number of key analytical concepts and principals, including establishing success conditions, cause/effect relationships, data quality, logical rigor, analytical depth, and risk analysis.

*RCA for* *\_*Error while opening reports from WOI: WorkOrder form\_*PBI000000001730\_02/12/2011*

# Problem Details:

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| --- | --- | --- | --- |
| Incident Reference Number | PBI000000001730 | RCA  Technology Owner | iSolveDev Team |
| RCA  Process owner | iSolveDev Team |
| Date of the Incident | 10-nov-2011 | RCA  Technology approval | Ajit Raj |
| Time of the Incident | 10-nov-2011 | RCA initiated on | 01-December-2011 |
| Duration of outage |  | RCA submitted on | 02- December-2011 |
| Impacted Services | iSolve | | |
| Short Description | Error while opening reports from WOI: WorkOrder form. | | |
| Incident resolved on | 02-Dec-2011 | Root cause identified | Yes |

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| **Management Summary: (Non-Technical; Not more than 4 lines)** |
| * Error while opening reports from WOI:WorkOrder form |

# Analysis of events

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| **Chronology Of Events:** |
| * Issue noticed on 02-dec-2011 * Went through the RCA from 01-Dec-2011 to 02-Dec-2011 * Done the necessary modification in Remedy work flow. |
| **Background:** |
| * Error while opening reports from WOI:WorkOrder form * Reports were not able to open from work order form. It was showing an error”ARERR 361 – An unqualified search was issued and the server has been configured to disallow unqualified searches.” |
| **Symptoms:** |
| * Reports were not able to open from work order form. |
| **Resolution:** |
| * This issue was fixed by modifying out of box active link “**WOI: WOI Console Reports”.** We rectified thisby adding a qualification (like 1=1) in the open window action of the active link *“WOI: WOI Console Reports”.* * This is tested in Dev by iSolve Development team * This is a permanent solution |
| **Iteration 1:** |
| * Error while opening reports from WOI: WorkOrder form.   System  People  Process  Environment  Outage  Availability  Approach  Hardware  Network  Capacity  User  Timelines  Attitude  Software  Applications  Adherence  Result Oriented  Knowledge  Process  Fire  Administrative  Power  Natural Disasters  Contractual |
| **Iteration 2:** |
| NILL |
| **Iteration 3:** |
| NILL |
| **Root cause :** |
| * Error while opening reports from WOI: WorkOrder form. * Reports were not able to open from work order form. It was showing an error”ARERR 361 – An unqualified search was issued and the server has been configured to disallow unqualified searches.” |
| **Actions to prevent future occurrence:** |
| * This is a product defect and issue fixed. |

# Actions identified

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| **Serial No** | **Action Description** | **Owner** | **Date** | **Status** |
| 1 | Made the change in development server | Aiswarya | 02/12/2011 | Working fine |
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