# Log Analyser

Complaints- Software Investigations:
The Field complaints on CORI are handled by Smith and Nephew T2 Product support. A Jira ticket is logged by the T2 Product Support and if POST support is required it is assigned to Capgemini POST. The Jira ticket contains the description of the complaint and the log and Case files of the incident. The incident report filed by the field service engineer.

The POST Complaint team goes through the logs, Naviosystem.log and xcesssion.log The xsession.log is the detailed log which has TCU errors as well as the names of the functions and the sequence of the workflow flow. It also logs the different Machine state as user navigates through the workflow.
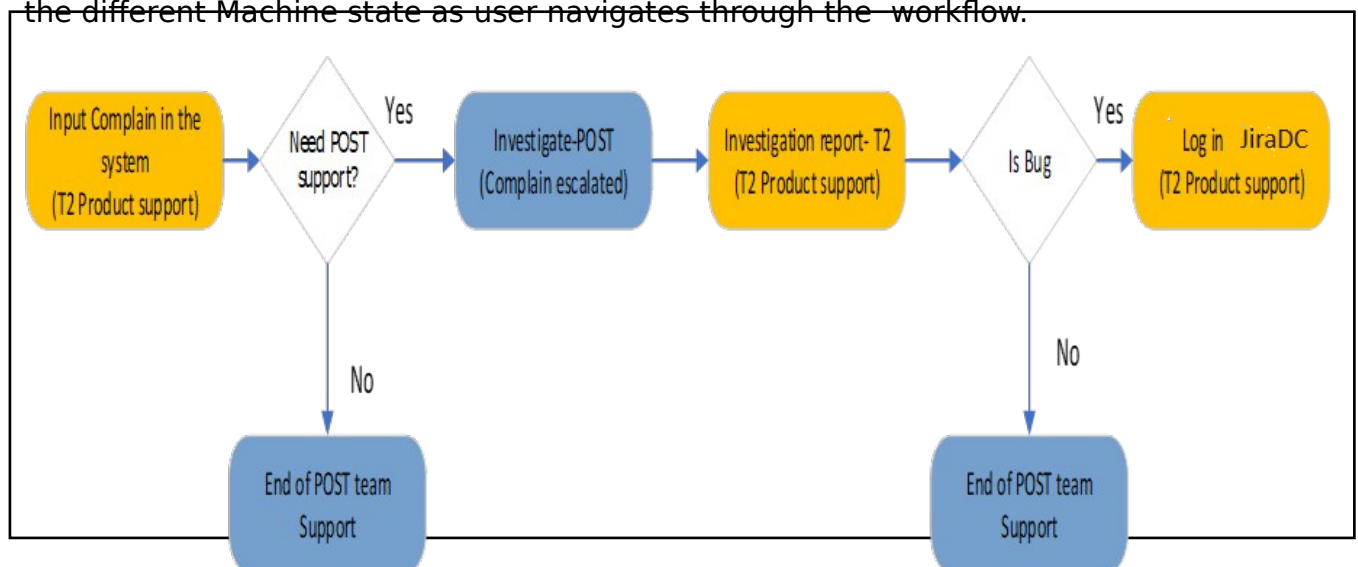
The Complaint Analysis:
A scan through lengthy multiple log files. The extracted data is as follows.

- The software version i.e., CORI version
- The date the case was executed.
- The Handpieces information.
- The Errors
- The chronological order of sequence of the state-machine till the error.
- Create a summary of the Errors.

On Analysis, we have to scan the bug database in Jira DC. Identify if the Analysis of the complaint is similar to any of the existing bugs. A new bug is logged if we fail to match to any of the existing bugs.
The complete activity is driven by the Complaint which is in Text form.
The log files must be scanned manually for the above data and errors. The errors need to be corelated to the error codes. The analysis then needs to be scanned for a matching Bug in the JiraDC which has around 400+ bugs logged as of today. The JiraDC is also text based where the information about the bug is saved in different fields.