[DEV-120167] SSRS | Audit Report - User Audit - History | Convert Dynamic Parameter to Static for Performance Created: 06/16/21 Updated: 02/28/22 Resolved: 02/16/22

Status:	Done
Project:	Development
Component/s:	Flux
Affects Version/s:	2021.3
Fix Version/s:	None
Security Level:	Alkami Internal

Type:	Bug	Priority:	P4
Reporter:	Problem Management	Assignee:	Unassigned
Resolution:	Complete		
Labels:	Planned		
Remaining Estimate:	0h		
Time Spent:	4.75h		
Original Estimate:	Not Specified		

Attachments:	iccu_red22.png image-2021-06-15-16-41-10-912.png image-2021-06-15-17-40-20-671.png screenshot-1.png screenshot-2.png screenshot-3.png			
Issue Links:	**Cloners**			
	clones	TRIAGE-21629	Basic Report - Audit Report - User Au…	Done
	Problem/Incident			
	causes	DEV-132460	SSRS | Add MFA Action Types to User A…	Open
	is caused by	DEV-8271	Admin Report: User Audit Formatting C…	Done
	Relates			
	relates to	DEV-132460	SSRS | Add MFA Action Types to User A…	Open
	relates to	DEV-129272	EXM - User Audit Report - implement s…	Open
	relates to	DEV-126102	EXM - Create Operations - User Audit …	Done
	relates to	ICCUSP-5710	"Audit Report - User Audit - History"…	Pending Rollout
	relates to	STARSP-133	User Audit History Report Error	Pending Rollout
Environment Found In:	Staging, Production			
Root Cause:	Defect in Code			
Team:	Analytics Visualization			
Expected Sprint:	02/22/22			
Sprint:	Sprint 02/22/22 - Analytics			
Story Points:	3			
Alkami Release:	2022.3			
Customer:	Idaho Central, STAR			
Tested Orb Build #:	2022.3			
Tested Micro Service(s) version #:	ssrs			
QAN / QAE:	QAN			
Feature Level:	Flux - SSRS - Operations - User Audit Report V2			
Technology Space:	SSRS - Performance			

Description

Acceptance Criteria:

Run the distinct query on multiple FI and get the common values. PO will approve the final list.

Describe Issue: Basic Report - Audit Report - User Audit - History times out to a white screen for Star and ICCU.

What you've tried to resolve (changing config, providers, etc)?: Tested on Star with Jason Chilcoat and then on ICCU on my own as we have a Support ticket from them out to a white screen consistently. I tested this on staging and production for Star and also for prod ICCU and get the same thing each time. I also tried testing via Chrome he said to Triage this one and he'll pick it up.

Technical/Product Documentation URL (*usually not* NA): None, this is a Basic Report.

Date/Time occurred (must be within 1 week): June 14, 2021

Alkami Priority (per guidelines): P4

ORB Build # / Mobile APP Build # w DL Source?: 2021.2, 2021.3

Environment/Impact Info:

- Production, Staging, Both: Both
- Desktop Browser (Name & Version #): Chrome V90

User Registration Info: None needed, use your admin login

Staging UN/2FA/PW (for APP testing): None needed, use your admin console login

Detailed Steps to Reproduce:

1. Navigate to (FI URL, Mobile App, etc): login to admin-starbankstaging.orb.alkamitech.com
2. Log in as: use your staging admin login for Star
3. Navigate to/click/tap on... data/basic reports/audit reports/audit report - user audit - history
4. Click go
5. Don't change any parameters, click Run Report on Far Right
6. report appears to be processing
7. 🙂

Expected Behavior: Report renders with Data

Actual Behavior (include detailed error text, if any): Report times out to a white screen in production - see screenshot below. Production appears to be on a different ve
doesn't render.

In Staging for Star, the 'shell' of the report returns, but no data. Even when I open the date range up, I don't get any data. Karen Ailes has been testing in Star for a few week

For ICCU Prod - they are on version 5.0.0 but time out to a white screen on the Web Server.

| Login | × | https://admin-myebranch.iccu.co × | + |

← → C 🔒 admin-myebranch.iccu.com/Data/Flux/Report?id=b06bff1c-4989-41bf-8a0b-70c7cc7a98b0   ☆

| Start Date | 6/14/2021 2:05:46 PM | 📅 | End Date | 6/15/2021 2:05:46 PM | 📅 | Audit Event | Account Details View,Administrat | ⌄ | IP Address | 3 |

| User Login Username | | | Admin Login Username | | | First Name | | | Last Name | |

When I go thru the Admin Console on my desktop, I get a 524 timeout error before I get to the criteria. So the report doesn't behave the same on the web server as it does

← → C 🔒 admin-myebranch.iccu.com/Data/Flux/Report?id=b06bff1c-4989-41bf-8a0b-70c7cc7a98b0

Chrome is being controlled by automated test software.

Error 524

Ray ID: 65ff49ed496f285d • 2021-06-15 22:

A timeout occurred

You	Dallas
Browser	Cloudflare
Working	Working

Attachments:

- Screenshots OR Videos (JPG/Image or MP4 format, *not in a Docx* or other type) of user screens or core screens that show your problem accounts, transactions, errors, etc.
- Required Logs (see Guide - Which Logs are Needed)

Comments

Comment by Hannah Webb [06/16/21]

Star is linked, so adding their screenshots. For ICCU Prod - they are on version 5.0.0 but time out to a white screen.

Comment by **Brittany Pifer** [07/26/21]

Hello **Shakeb Rehman [X]**,

I'm the TAM for ICCU I'm looking for an update on this ticket since the support ticket says it would be fixed in 2021.4. Do you have a sprint or fixed version you can share?

CC: **David Fasick Stan Jacobs [X]**

Thanks,

Brittany

Comment by **David Fasick** [07/27/21]

Hello **Brittany Pifer**,

Couple things the one support ticket that had that fix version listed was put there as a "mistake" by me when i was newer and is why we (Problem Management or anyone i support ticket until the dev ticket is actually completed. I have updated the support ticket to remove that fix version listed.

If we need to escalated the timelines of issues to be addressed sooner than the priority of the ticket we need to have a breakdown of that reasoning why it is being escalate

In this case this ticket is in line and dev/product will have no updates for you at this time. If it needs to be escalated due to the client we need to be able to provide a level

Thanks,
David Fasick

Comment by **Justin Smith** [12/08/21]

[**Shakeb Rehman [X]**]

This sounds like the report is simply timing out. We get a 1.5 minute limit before IIS kills the request, which we cannot increase without global effects to the rest of FI Admin operation with the current architecture.

Comment by **Justin Smith** [01/11/22]

[**Shakeb Rehman [X]**]

My current expectation is that we won't be able to get any smoking gun performance improvements on this audit based report without schema or index improvements in C we're blocked up waiting on audit schema improvements generally speaking.

Comment by **Justin Smith** [01/18/22]

[**Shakeb Rehman [X]**]

Options:

- Sit on this report until the EXM version is ready. That is blocked by performance issues in https://jira.alkami.com/browse/DEV-129272 though.
- Try and convert this SSRS report to an XO in the short term.
- Open a ticket for improving performance of these audit tables in ORB.

Comment by **Justin Smith** [01/21/22]

RDL Link: https://bitbucket.corp.alkami.net/projects/APPDEV/repos/orb/browse/Alkami.Admin.Reports/Alkami.Admin.Reports/Operations%20-%20User%20Audit%20Report

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Comment by **Justin Smith** [01/21/22]

Change the report query to not use dynamic items:

https://bitbucket.corp.alkami.net/projects/APPDEV/repos/orb/browse/Alkami.Admin.Reports/Alkami.Admin.Reports/Operations%20-%20User%20Audit%20Report%20V2.rd

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Comment by **Justin Smith** [02/09/22]

Calculated the following unique items to use for the drop down:

https://docs.google.com/spreadsheets/d/1XIIICZnJQfmpcBN8luuE3cOtXp64PiOP7GyKuxlpNgI/edit#gid=0

Comment by **Justin Smith** [02/10/22]

Merge and Deploy
https://bitbucket.corp.alkami.net/projects/APPDEV/repos/orb/pull-requests/17520/overview

Testing Instructions
Ensure the drop down for the Audit Event parameter loads the following entries and filters correctly based on the entries selected:
https://bitbucket.corp.alkami.net/projects/AV/repos/alkami.migrations.userreporting/browse/Alkami.Migrations.UserReporting.Migrations/MigrationsV2/rpt.Load_rptUserAu

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Comment by **Chris Alderson** [02/11/22]

TE Notes:

merged and built develop.2753

deployed develop.2753 to Red22

- verified the 354 audit events
- verified start and end dates go back 6 months on a day by day basis
- ran for ICCU, Wauchula and Connexus on Red22
  - ICCU was the only FI with admin login username data (2 rows)

Run for Data | Basic Reports

Filters ✅
Input Params
Multi Select
Compared All vs. Multi Select
Compared Individual vs. Multi Select
View Report

Activity ✅
Print
Export

Pagination ✅

Report Version 5.0.1 ✅

Comment by Chris Alderson [02/15/22]
testing complete and testcase updated ✅ http://alk-gurock/testrail/index.php?/cases/view/9483

Comment by Jason Chilcoat [02/16/22]
Review Complete

Generated at Mon Mar 07 14:03:18 CST 2022 by Chris Alderson using Jira 8.21.0#821000-sha1:de61880939b2921ff7847fe221d818d723678af0.