

Export

Peak Incident Management System

Call Reference	PC0065075	Call Logger	POA Deleted User -- Deleted Team
Release	Targeted At -- Horizon Future Unspecified	Top Ref	
Call Type	Requirements Futures Database	Priority	D -- Non-urgent
Contact	Deleted Contact	Call Status	Closed -- Administrative Response
Target Date	02/05/2001	Effort (Man Days)	0
Summary	S10/EPOSS Prev button allows multiple logon		

Progress Narrative

Date:18-Apr-2001 10:45:00 User:Einav Avni
CALL PC0065075 opened
References entered are:-
Product EPOSS & DeskTop EPOSS added
Target Release entered: Unknown
S10/EPOSS Prev button allows multiple logon
S10/EPOSS/ST06/triple counter test.
Logged on to C01 and while 'Adjust Stock' picklist was being built, tried to transfer the session to C03: to recreate:
- Enter user id and password.
- Message received: 'Session Transfer': The user is being transferred to this machine, please wait.
- While this message is displayed, press the 'PREV' button which take the screen back to the riposte screen.
- Try logging on again, and this time logon is allowed. User is logged on both counters at the same time.
CALL PC0065075:Priority C:CallType S - Target 25/04/01 11:45:34
The Call record has been assigned to the Team Member: Nikki O'Sullivan
Defect cause updated to 99:General - Unknown
Hours spent since call received: 1.0 hours

Date:18-Apr-2001 11:55:00 User:Nikki O'Sullivan
F) Response :
send to eposs-fp
[END OF REFERENCE 25768263]
Responded to call type S as Category 30 -TL confirmed
The response was delivered on the system
The Call record has been transferred to the Team: QFP
Hours spent since call received: 0 hours

Date:18-Apr-2001 12:09:00 User:del(05/01 John McLean)
The Call record has been assigned to the Team Member: Les Ong
Hours spent since call received: 0 hours

Date:18-Apr-2001 12:43:00 User:Nikki O'Sullivan
upgrading to B at QFP request
CALL PC0065075:Priority B:CallType S - Target 23/04/01 11:45:34

Date:18-Apr-2001 13:22:00 User:Les Ong
This problem is more serious than it looks and may explain live calls where users have been managing to log on at 2 counters at the same time.
What this bug also allows while a user is performing a Trial Cash Account print/preview on one counter is for him to log on at a second counter with the Office Balancing button initially locked but becoming unlocked after some seconds. This explains how the user on live PinICL 64421 managed to do this.

Date:18-Apr-2001 13:30:00 User:Les Ong
The Call record has been transferred to the Team: EPOSS-FP
Hours spent since call received: 1 hours

Date:19-Apr-2001 11:04:00 User:Les Ong
To clarify further, the Session Transfer message appears whenever a session transfer is attempted while the system is busy (e.g. building a picklist, preparing a report).
It is a problem in M1 and needs to go to RMF for approval to fix as soon as possible. However, it's not absolutely clear where the problem lies. It may be a StopDeskTransfer problem and this needs to be looked at in the first instance. I've talked with Rex Dixon who is going to look at the problem first.
The Call record has been transferred to the Team: TSC-Dev
Hours spent since call received: 1 hours

Date:19-Apr-2001 12:09:00 User:del(05/01 John McLean)
Target Release updated to CI4M1R

Date:19-Apr-2001 12:10:00 User:del(05/01 John McLean)
F) Response :
Live impact required
[END OF REFERENCE 25782952]
Responded to call type S as Category 54 -Live Fix Impact Required
The response was delivered on the system

Date:19-Apr-2001 13:49:00 User:Rex Dixon
The Escher code for the first login on C03 generates an
<Application:\$TransFlush> message. This is picked up by the StopDeskTransfer
agent on C01. As C01 is locked to the user, this StopDeskTransfer will
attempt to write a response persistent object with <TransferFailed:reason>.
In this case, it would appear that StopDeskTransfer's attempt to write the
reponse must have failed or been timed out. This can happen because there is
a Riposte transaction in porogress on that counter.
On C03, when the user backs off the first attempt to login while still
waiting for this reponse, the second attempt should have done the same thing,
and written another <Application:\$TransFlush> message. This does not appear
to have happened, so the first suspect must be the Escher login code.
I need a copy of the message store generated by this sequence of events to
confirm or otherwise deny this hypothesis, and have asked Les Ong to supply.

Date:20-Apr-2001 17:05:00 User:Les Ong
I've checked the messages generated when session transfer is instigated and
found that the current version of Riposte does not write a \$transflush
message. Instead, another format message is written. It looks like Escher
have revised the way that they handle session transfer:-
Riposte 223 update 18A
<TellerID:MIGR01><UserName:MIG[REDACTED]><FlushNodeId:1><Application:\$TransFlush>
Riposte 223 update 27
<Collection:Sessions><ObjectName:MIG[REDACTED]><Data:<State:RequestingTransfer><IdTra
nsferSource:1>
So somewhere between updates 18A and 27A Riposte has changed. Should we be
using \$TransFlush anyway? Doesn't the dollar implies that this is internal to
Escher.

Date:23-Apr-2001 09:16:00 User:Les Ong
NOTE
Because this problem does not seem to exist with Riposte update 18A, my
assertion that this could explain live problems is incorrect. The system will
not move beyond 18A until M1 goes in.

Date:14-May-2001 16:05:00 User:Les Andrew
The agent team will for a decision on what to do next.
For attn of Gareth Jenkins.
The Call record has been transferred to the Team: TDA
Hours spent since call received: 2 hours

Date:15-May-2001 08:12:00 User:Tariq Arain
The Call record has been assigned to the Team Member: Gareth Jenkins
Hours spent since call received: 0 hours

Date:16-May-2001 07:54:00 User:Gareth Jenkins
The net result of this is that the StopDeskTransfer service is no longer
required. I'll leave this PinICL on TDA until we can justify a CP to remove
the service from the counter.
Priority should be reduced to D.
Gareth

Date:16-May-2001 12:23:00 User:Lionel Higman
Resetting priority as requested.

Date:16-May-2001 12:24:00 User:Lionel Higman
CALL PC0065075:Priority D:CallType S - Target 02/05/01 11:45:34

Date:22-Jan-2002 08:08:00 User:Lionel Higman
Target Release updated to Future Unspecified

Date:20-Jun-2002 07:55:00 User:Del(01/04 John Newitt)

Contact changed to Harjinder Hothi

Date:09-Jan-2004 14:09:41 User:_Customer Call_
send to eposs-fp

Date:09-Jan-2004 14:09:42 User:_Customer Call_
Live impact required

Date:11-Jun-2004 12:30:40 User:Harjinder Hothi
See following response received from Gareth in Email:
From: Jenkins Gareth GI
Sent: 08 June 2004 15:14
To: Hothi Harjinder
Cc: Rex Dixon
Subject: RE: PC0065075 Update
This PinICL has been sitting there in this state for 3 years!
The issue is still relevant in that we have been maintaining this Agent and re-testing it and running it on the counter at every release, however in business terms it does absolutely nothing and may as well be scrapped. The problem is that there doesn't appear to be any mechanism to remove such code. If a CP were to be raised, the chances are that a number of people would introduce costs for changing it, and it would be considered to be to difficult to fit into a release. Feel free to try if you like.
I suspect it will probably stay in this state until we move to Roadmap. Meanwhile if anybody ever finds a bug in it, then the simplest thing is to kill it!
Regards
Gareth

Date:21-Jun-2004 11:49:23 User:Lionel Higman
The call TargetRelease has been changed from:-
Future Unspecified
The call TargetRelease is now:-
Future Unspecified

Date:06-Sep-2004 12:43:55 User:Gareth Jenkins
The Call record has been transferred to the team: ASD-Futures
The Call record has been assigned to the Team Member: Gareth Jenkins

Date:15-Nov-2004 15:53:42 User:Lionel Higman
CALL PC0065075:Priority 0:CallType H - Target

Date:25-Apr-2008 10:16:38 User:Lionel Higman
[Start of Response]
Horizon now being fixed only where live can demonstrate a problem. Closing call
[End of Response]
Response code to call type H as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.

Date:25-Apr-2008 10:16:46 User:Lionel Higman
Defect cause updated to 41: General - in Procedure

Date:25-Apr-2008 10:16:51 User:Lionel Higman
CALL PC0065075 closed: Category 68 Type H

Root Cause	General - in Procedure
Logger	POA Deleted User -- Deleted Team
Subject Product	EPOSS & DeskTop -- EPOSS (version unspecified)
Assignee	POA Deleted User -- Deleted Team
Last Progress	25-Apr-2008 10:16 -- Lionel Higman