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Customer Business Impact Forum (CBIF) Proposal

Title	Back Office Printer Job Cancelation failure not reported to user	Reference	PC0290005
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Description

Currently the CBA ignores the failure of the operating system to cancel a back-office print job and closes the print dialog with no indication to the user that the print job might remain on the print queue.

This issue was raised by DEV via LST, and it is not clear (nor can we reasonably tell) whether or not this has occurred in Live but is certainly possible.

Impact

The underlying issue (failure of the O/S to cancel the print job, as opposed to failure of the CBA to notify the user) may lead to the back-office queue getting stuck.

The impact of *this* issue (failure of the CBA to notify the user) could acerbate the above, but ultimately leaves the SPM unclear as to what's happen and in a poorer position to decide how to resolve the problem (e.g., by calling the HelpDesk).

Options

The options to resolve the failure to notify the user amounts to a CBA change, options being

1. CBA to report the failure to the user such that they can report this issue and be given guidance on what remedial actions can be taken
2. CBA to repeatedly attempt to cancel a print job for an agreed amount of time (whilst displaying a "processing wait" message to the user) until either successful cancellation or time-out.   In the failure case, option (1) is then followed.

Recommendation

Option (2) with a "reasonable" time-out, e.g. 1 minute.

Implications / Considerations

It's not clear if or how often this happens in the LIVE environment as currently not reported to the user by CBA.

CBIF Proposal

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