PinICL Export PC0013495

Ref	Summary		Opened	Last update	Customer	Product Group
Logged By			Closed	Status		Product At Fault
PC0013495	Multi-Counter Transfer Session		22/07/1998 16:55:36	30/07/1998 09:24:17		General/Other/Misc
Garioch			30/07/1998 09:24:16	C		

References

Name	Value
Other	In prog - No forecast

Products

Activities

Date	User	Comment
22/07/1998 15:55:36	[Caroline Garioch sep01]	CALL PC0013495 opened
22/07/1998 15:55:36	[Caroline Garioch sep01]	References entered are:-
22/07/1998 15:55:36	[Caroline Garioch sep01]	Target Release entered: Release 2.0
22/07/1998 15:55:36	[Caroline Garioch sep01]	Multi-Counter Transfer Session
22/07/1998 15:55:36	[Caroline Garioch sep01]	Build 8F Inc3+
22/07/1998 15:55:36	[Caroline Garioch sep01]	
22/07/1998 15:55:36	[Caroline Garioch sep01]	Logging on at two counters 'concurrently' using identical User ID's disables
22/07/1998 15:55:36	[Caroline Garioch sep01]	the transfer session functionality.
22/07/1998 15:55:36	[Caroline Garioch sep01]	
22/07/1998 15:55:36	[Caroline Garioch sep01]	For Example; Counters 1 & 2 are both operational with the same User ID by
22/07/1998 15:55:36	[Caroline Garioch sep01]	logging in concurrently. If you log out of Counter 1, then log back in, the
22/07/1998 15:55:36	[Caroline Garioch sep01]	session is not transferred, or vice versa. However, if you log out of
22/07/1998 15:55:36	[Caroline Garioch sep01]	Counters 1 & 2 and log back into Counter 1 followed by Counter 2, the
22/07/1998 15:55:36	[Caroline Garioch sep01]	transfer session is re-enabled.
22/07/1998 15:55:36	[Caroline Garioch sep01]	
22/07/1998 15:55:36	[Caroline Garioch sep01]	Although EPOSS transactions are accounted for whilst logged on at both
22/07/1998 15:55:36	[Caroline Garioch sep01]	counters, security may be violated.
22/07/1998 15:55:36	[Caroline Garioch sep01]	

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22/07/1998 15:55:37	[Caroline Garioch sep01]	CALL PC0013495:Priority D:CallType B - Target 05/08/98 16:55:36
22/07/1998 15:55:37	[Caroline Garioch sep01]	The Call record has been assigned to the Team Member: Dave Colclough
23/07/1998 11:45:44	[Dave Colclough]	The call summary has been changed from:-
23/07/1998 11:45:44	[Dave Colclough]	Multi-Counter Transfer Session
23/07/1998 11:45:44	[Dave Colclough]	The call summary is now:-
23/07/1998 11:45:44	[Dave Colclough]	Multi-Counter Transfer Session
23/07/1998 11:45:44	[Dave Colclough]	CALL PC0013495:Priority B:CallType B - Target 27/07/98 16:55:36
23/07/1998 11:45:44	[Dave Colclough]	The call references have been updated. They are now:-
23/07/1998 11:45:44	[Dave Colclough]	T Call reference : MOR
23/07/1998 11:45:46	[Dave Colclough]	F} Response :
23/07/1998 11:45:46	[Dave Colclough]	would be preferable if fixed prior to MOR
23/07/1998 11:45:46	[Dave Colclough]	[END OF REFERENCE 5168114]
23/07/1998 11:45:46	[Dave Colclough]	Responded to call type B as Category 17 -TL confirmed
23/07/1998 11:45:46	[Dave Colclough]	The response was delivered on the system
23/07/1998 11:46:03	[Dave Colclough]	The Call record has been transferred to the Team: Counter-Dev
24/07/1998 14:54:38	[David McDonnell feb01]	The Call record has been transferred to the Team: EPOSS-Dev
24/07/1998 14:55:18	[David McDonnell feb01]	The call references have been updated. They are now:-
24/07/1998 14:55:18	[David McDonnell feb01]	Call reference : MOR
24/07/1998 14:55:18	[David McDonnell feb01]	T Other : In prog - No forecast
24/07/1998 14:55:20	[David McDonnell feb01]	The Call record has been assigned to the Team Member: Nick Wright
27/07/1998 09:37:06	[deleted user Nick Wright fe	The Call record has been assigned to the Team Member: Steve Warwick
27/07/1998 14:35:44	[Steve Warwick]	F} Response :
27/07/1998 14:35:44	[Steve Warwick]	The session mobility software works in the following manner:
27/07/1998 14:35:44	[Steve Warwick]	
27/07/1998 14:35:44	[Steve Warwick]	When a user attempts to log on a message is broadcast to all other terminals
27/07/1998 14:35:44	[Steve Warwick]	to that effect. If the user is already logged on at another terminal then

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27/07/1998 14:35:44	[Steve Warwick]	the desktop software at the existing terminal notifies the applications that
27/07/1998 14:35:44	[Steve Warwick]	the session is about to be transferred and then waits for the applications to
27/07/1998 14:35:44	[Steve Warwick]	save their current state. Once the state is saved in the message store (and
27/07/1998 14:35:44	[Steve Warwick]	replicated to the other terminals) the 'old' terminal then logs the user off
27/07/1998 14:35:44	[Steve Warwick]	and the logon process at the new terminal uses the 'saved state' data to
27/07/1998 14:35:44	[Steve Warwick]	reconstitute the session on the new terminal.
27/07/1998 14:35:44	[Steve Warwick]	
27/07/1998 14:35:44	[Steve Warwick]	It can be seen from the above that it is impossible for the Riposte desktop
27/07/1998 14:35:44	[Steve Warwick]	to prevent the simultaneous logging on of a user at two terminals. Since the
27/07/1998 14:35:44	[Steve Warwick]	transactions undertaken in this state are recorded correctly and since the
27/07/1998 14:35:44	[Steve Warwick]	scenario is a 'contrived' test I would suggest that this PinICL is either
27/07/1998 14:35:44	[Steve Warwick]	closed or referred to the Requirements team for registration as a known
27/07/1998 14:35:44	[Steve Warwick]	problem. The situation has been discussed previously with Escher and it is
27/07/1998 14:35:44	[Steve Warwick]	unlikely that we will ever be able to obtain a software fix for this issue.
27/07/1998 14:35:44	[Steve Warwick]	[END OF REFERENCE 5246272]
27/07/1998 14:35:44	[Steve Warwick]	Responded to call type B as Category 2 -Progress update
27/07/1998 14:35:45	[Steve Warwick]	The response was delivered on the system
27/07/1998 14:35:46	[Steve Warwick]	The Call record has been transferred to the Team: T&I Bus. Int.
27/07/1998 14:35:46	[Steve Warwick]	Hours spent since call received: 1.0 hours
27/07/1998 15:14:24	[Dave Colclough]	CALL PC0013495:Priority D:CallType B - Target 05/08/98 16:55:36
27/07/1998 15:14:24	[Dave Colclough]	The call references have been updated. They are now:-
27/07/1998 15:14:24	[Dave Colclough]	T Other : In prog - No forecast
27/07/1998 15:14:26	[Dave Colclough]	The Call record has been assigned to the Team Member: Caroline Garioch
28/07/1998 16:33:32	[Dave Colclough]	I think Steve is basically saying 'it's too hard to fix'. Can this be
28/07/1998 16:33:32	[Dave Colclough]	discussed with POCL and
28/07/1998 16:33:32	[Dave Colclough]	a) agreed that it won't be fixed, and possibly documented appropriately

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28/07/1998 16:33:32	[Dave Colclough]	b) targetted at a future release ?
28/07/1998 16:33:33	[Dave Colclough]	The Call record has been transferred to the Team: PIAT
28/07/1998 16:58:21	David Cooke	F} Response :
28/07/1998 16:58:21	David Cooke	Concurrent log-on is not permitted and is in breach of the Access Control
28/07/1998 16:58:21	David Cooke	Policy. From a requirements point of view there is no problem to fix and no
28/07/1998 16:58:21	David Cooke	discussion is needed with the customer.
28/07/1998 16:58:21	David Cooke	
28/07/1998 16:58:21	David Cooke	Were this situation to ever occur the POCL clerk would have broken the Access
28/07/1998 16:58:21	David Cooke	Control Policy since he must have told someone else his pasword.
28/07/1998 16:58:21	David Cooke	[END OF REFERENCE 5277637]
28/07/1998 16:58:21	David Cooke	Responded to call type B as Category 7 -No fault in product
28/07/1998 16:58:22	David Cooke	Hours spent since call received: 1 hours
28/07/1998 16:58:22	David Cooke	The response was delivered on the system
29/07/1998 17:03:56	[Caroline Garioch sep01]	The Call record has been assigned to the Team Member: Dave Colclough
30/07/1998 08:24:16	[Dave Colclough]	CALL PC0013495 closed: Category 7, Type B