

Development - 7-17-2020: Interface Plano Fixes and Logging (v2.1.18)

01/02/2024 5:18 pm EST

Issue Description:

Interface has been trying to get to a point where they can use the Web Client full time for alarm handling. They have seen several issues that have become critical to resolve.

1. Lots of issues now tracked on Monday.com

Solution:

We had to do quite a few changes for this.

- The back-end changes are to allow the broker to enforce the max alarms limit. This is per client session. It will feed the reason back out to the client and log it. It will also now catch a re-cache change for this option as well.
- We added code that if the alarm gets allocated but then fails to load the alarm in the API, it will send a call to the AppServer releasing the alarm so that it can become available again.
- We added code to allow the alarm handling to continue if the router returns an error getting the service tickets.
- We added additional logic in the web client to handle this unique combination of scenarios. It will now show only the one rolled-up line
- We fixed the Action pattern edit by triggering the code to filter the script options. The script type was set but since it had not change, it was not triggering the code to populate the next box. We also fixed the double call for scripts that was causing the script not to show in the alarm.
- We added checks for failures and do the clean-up of the dialer state so that it is not left in a hung state.
- Fixed temporary comments not using customer time zone to pop up in the web client.
- Optimized and added logging to VCC to reduce the number of calls to API/AppServer to get data.
- Added Broker logging for troubleshooting AutoClient issue. Found that these were video alarms and we need to set SWS setting correctly.
- Reduced a LOT of unnecessary calls to the API from the MWC in alarm handling.
- Moved the call to send video to VCC up in the order when handling an alarm.
- Move the close contact action when an alarm is being deferred.
- Fixed issue with tracking promise that could cause the alarm to not actually close.

Apply Fix:

- Run MWC installer on web servers
- Rename ManagedImports.dll and copy in new file

- Rename MMonitor.exe and copy in new Broker file
- Rename Broker.exe and copy in new Broker file
- Rename AppServer.exe and copy in new Broker file
- Use Services to restart MMonitor
- Do a Broker and AppServer restart

DevOps Work Item:

BUG 13515

BUG 13516

BUG 13551

BUG 13486

BUG 13536

BUG 13616

BUG 13706

BUG 13642

BUG 13762

BUG 13669

BUG 13705

BUG 13657

PBI 13036

PR 3560