

Development - 12-2-2020: MWC Alarm queue not refreshing for unique case (v2.1.21)

01/02/2024 6:47 pm EST

Issue Description:

Damar has a strange case that appears to only be happening for remote dealer restricted users. IF they get a "reconnecting to AppServer" spinner, and they have low queue activity, they get into a strange state where the alarm queue is not showing the correct data. We have not been able to reproduce this after weeks of trying to figure out what causes it. It always recovers properly for us. Because this is critical alarm handling, we have worked to come up with an alternative solution for now.

Solution:

The solution is to add a timer that does a full queue request if there are no refresh requests before the timer expire. This is set at 60 sec to balance performance hit and latency. This timer is reset when we do a queue update request so it will not do the full queue request until we have very low activity/ no activity. Long term, we still need a way to figure out how this state is happening.

Apply Fix:

- Run MWC installer on web servers

DevOps Work Item:

BUG 15972