

Development - 12-2-2020: Alarm remaining allocated when browser refreshed (v2.1.18)

01/02/2024 6:47 pm EST

Issue Description:

Interface found that if they refresh (or close the browser and quickly login with the same user), if the same session is given to the user, the previous alarm will remain allocated to them and will not go back to the queue. As long as they try to handle it with the exact same session, it should let them handle it but if they have several sessions open, it will not let a different session handle it even for the same user.

Solution:

The solution is to catch the notification for alarm inactivity timeout (which we were doing) but instead of only handling if the alarm is on the screen (showing the box to let the user defer/keep the alarm), we need to just send back a defer if it is not on the operators screen (or in their list on the sidebar).

Apply Fix:

- Run MWC installer on web servers

NOTE: this is special for Interface on 2.1.18 + previous hotFixes. This is not a general hotfix for all customers.

DevOps Work Item:

BUG 16193