

WRC Direct Application

Introduction: User Interface

Home page

The home page shows the organization's current activity.

Squares at the top are active, click on one to apply filter to grid, click again to show all.

The Problems grid has sort and filter capabilities.

Click on number to view problem, right-click to open on a new tab or window.

InterSystems Worldwide Response Center

SummaryDevRequestHistoryAdhocsChangesNew WRCActionsLinksWRC #Logout

InterSystems Corporation

totalminecrishighmedium

721021257

WRC #	Priority	Short Description	Open	Classification	Organization	Contact	Advis
857976	High	data corruption investigatio...	2016-03-11	Database Degrade	InterSystems Corporation	Fucillo,Ray	Fucillo,
872808	High	Modified from the End User ...	2016-12-08	Utilities	InterSystems Corporation	Test,Marcelo	Carou,
883663	Medium	[Highcharts] Integration wit...	2017-06-26	DeepSee	InterSystems Corporation	Sinay,Asaf	Steiwe
896642	Medium	Tete's Projects	2018-03-21	Project	InterSystems Corporation	Gaddam,Sudheer	Zhang,
897411	Medium	project to create DeepSee U...	2018-04-06	DeepSee	InterSystems Corporation	Sinay,Asaf	Sinay,A
900356	Medium	Suriya Project Monitoring	2018-06-07	Project	InterSystems Corporation	Gaddam,Sudheer	Vadive
901633	Medium	Slava' Projects tracking	2018-06-30	Project	InterSystems Corporation	Rahmatoulin,Slava	Rahma
901701	Medium	Side Projects - IRIS, Contain...	2018-07-02	Project	InterSystems Corporation	Zou,Kai	Zou,Ka
905392	Medium	Side Projects - ML, AI, Big D...	2018-09-21	Project	InterSystems Corporation	Zou,Kai	Zou,Ka

Total Items: 72

Home page – Problems Grid

The Problems grid shows all the active problems for the organization.

Click on title for sorting. Shift-click on other titles to add to the sort.

Apply filters to select rows.

Right bottom corner to re-size the grid vertically.

Counters show total numbers of problems and selected rows with filter.

Top right menu for exporting data.

WRC #	Priority	Short Description	Open	Classification	Organization	Contact	Advis
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Total Items: 72

Summary page

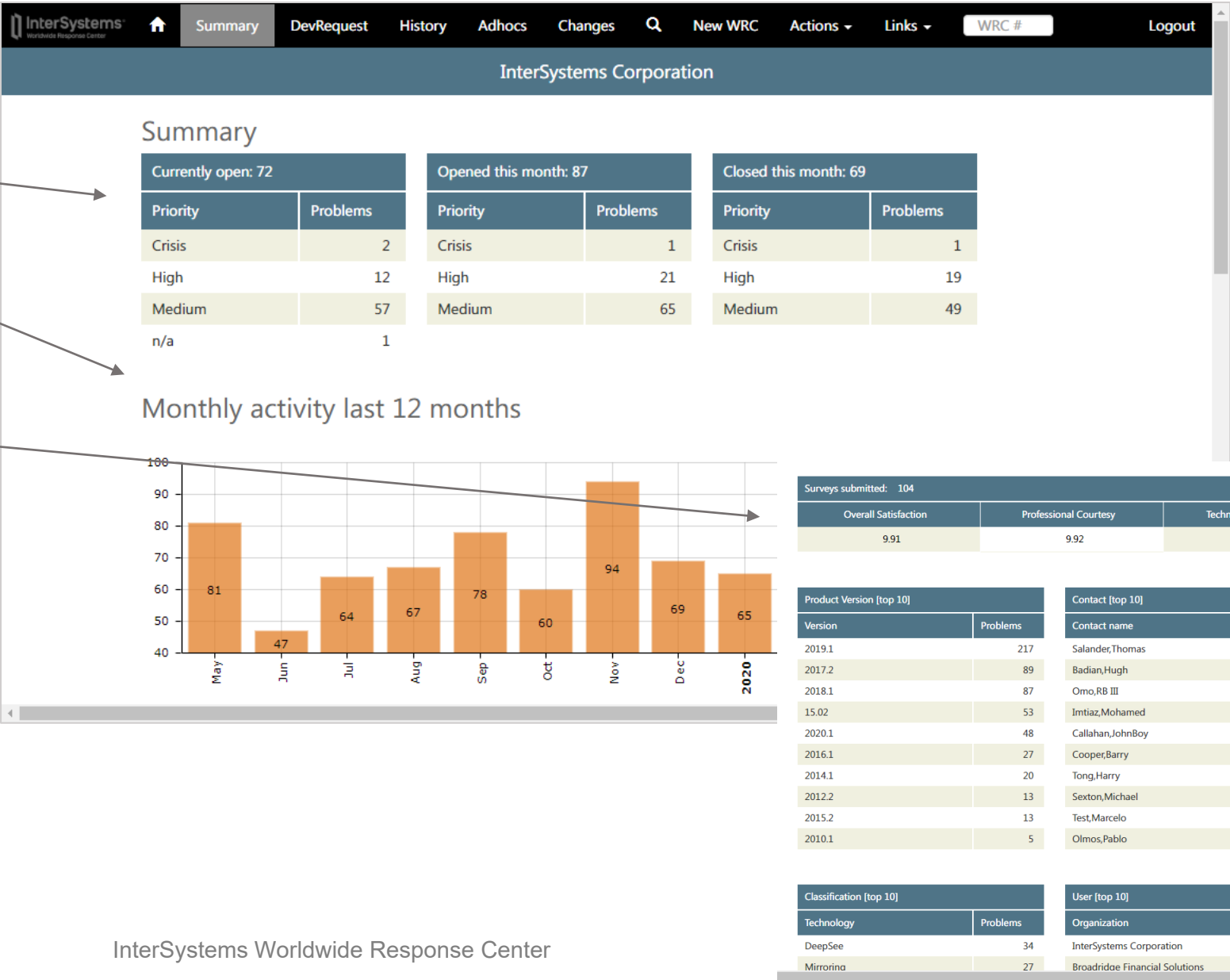
This page shows a summary of the organization's activity.

Current:
Problems active, open, and closed during this month.

For the last 12 months:
A chart with monthly activity.

Number of surveys submitted and evaluation.

The top 10 most active by:
Product
Contact
Technology
Organization

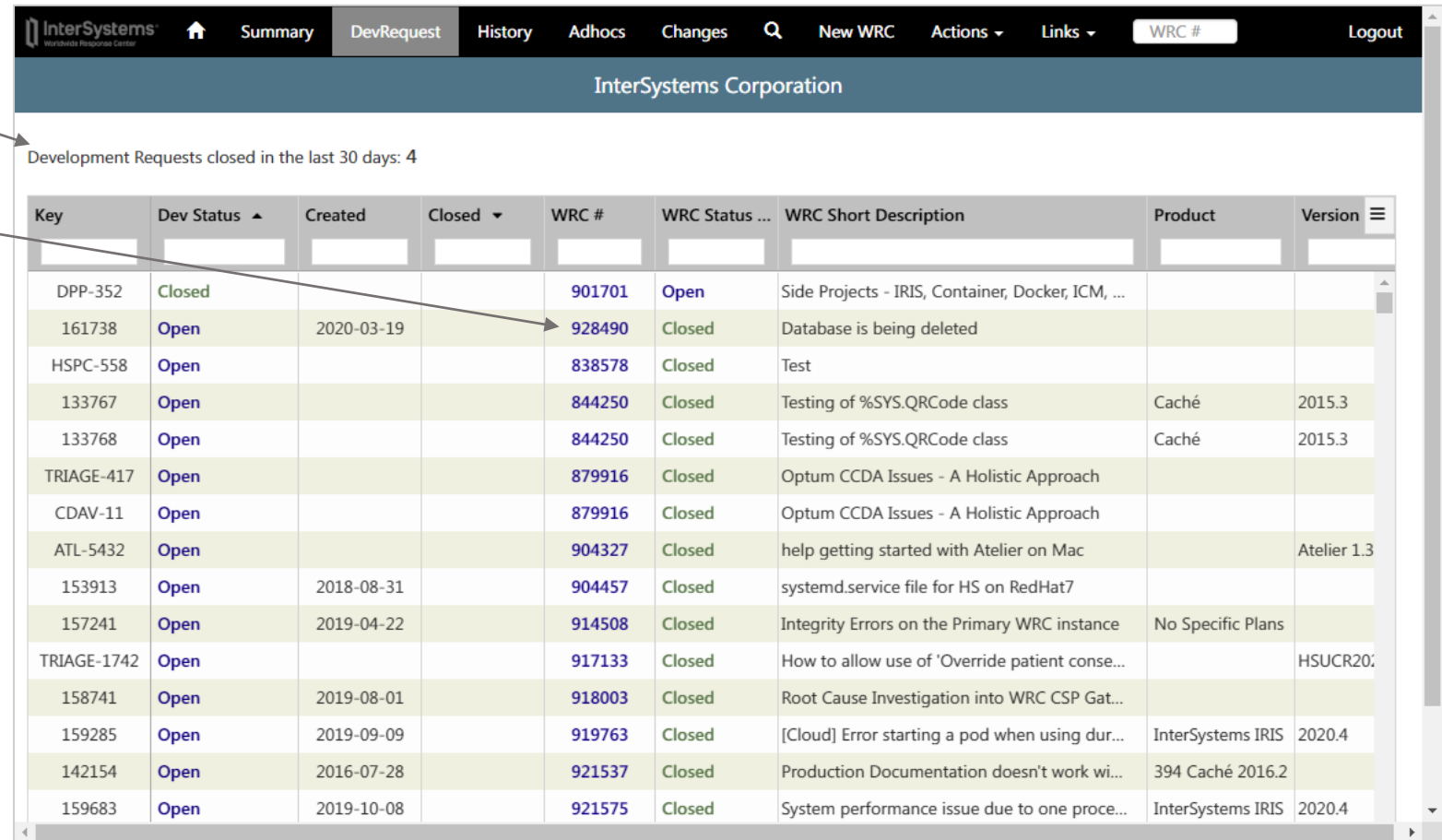


DevRequest page

This page displays the requests to development, to review product issues and enhancement requests.

Number of requests closed by product in the last 30 days.

Reference to the problem number originating the request.



InterSystems Corporation								
Development Requests closed in the last 30 days: 4								
Key	Dev Status ▲	Created	Closed ▼	WRC #	WRC Status ...	WRC Short Description	Product	Version
DPP-352	Closed			901701	Open	Side Projects - IRIS, Container, Docker, ICM, ...		
161738	Open	2020-03-19		928490	Closed	Database is being deleted		
HSPC-558	Open			838578	Closed	Test		
133767	Open			844250	Closed	Testing of %SYS.QRCode class	Caché	2015.3
133768	Open			844250	Closed	Testing of %SYS.QRCode class	Caché	2015.3
TRIAGE-417	Open			879916	Closed	Optum CCDA Issues - A Holistic Approach		
CDAV-11	Open			879916	Closed	Optum CCDA Issues - A Holistic Approach		
ATL-5432	Open			904327	Closed	help getting started with Atelier on Mac		Atelier 1.3
153913	Open	2018-08-31		904457	Closed	systemd.service file for HS on RedHat7		
157241	Open	2019-04-22		914508	Closed	Integrity Errors on the Primary WRC instance	No Specific Plans	
TRIAGE-1742	Open			917133	Closed	How to allow use of 'Override patient conse...		HSUCR20...
158741	Open	2019-08-01		918003	Closed	Root Cause Investigation into WRC CSP Gat...		
159285	Open	2019-09-09		919763	Closed	[Cloud] Error starting a pod when using dur...	InterSystems IRIS	2020.4
142154	Open	2016-07-28		921537	Closed	Production Documentation doesn't work wi...	394 Caché 2016.2	
159683	Open	2019-10-08		921575	Closed	System performance issue due to one proce...	InterSystems IRIS	2020.4

History page

The history page displays closed problems.

InterSystems Corporation						
WRC #	Priority	Short Description	Open	Closed	Classification	Organization
931074	Medium	CV 2020.1 distro doesn't automatically dow...	2020-05-20	2020-05-20	Other	InterSystems Corporation
931103	Medium	Test 1 of 3 for ISCX17086 by wrcdev -- ignore	2020-05-20	2020-05-20		InterSystems Corporation
931104	Medium	Test 2 of 3 for ISCX17086 by wrcdev -- ignore	2020-05-20	2020-05-20		InterSystems Corporation
931105	Medium	Test 3 of 3 for ISCX17086 by wrcdev -- ignore	2020-05-20	2020-05-20		InterSystems Corporation
931014	Medium	test elevated with action	2020-05-19	2020-05-19		InterSystems Corporation
930804	Medium	Needs 32 bit drivers for windows.	2020-05-14	2020-05-14	ODBC	InterSystems Corporation
930818	High	Logging HTTP responses from requests sent...	2020-05-14	2020-05-18	SOAP	The Sequoia Project
930827	Medium	Documentation on how to programmatically...	2020-05-14	2020-05-19	Configuration	InterSystems Corporation
930829	Medium	eee	2020-05-14	2020-05-14	DeepSee	InterSystems Corporation
930830	Medium	unprotected	2020-05-14	2020-05-14	Other	InterSystems Corporation
930831	High	protected	2020-05-14	2020-05-14	Inconsistent Results	InterSystems Corporation
930779	High	Rapid CACHETEMP expansions by process 7...	2020-05-13	2020-05-14	Programming	South West Alliance of Rural Health (...)
930662	Medium	Web Services License Usage	2020-05-12	2020-05-14	Licensing	InterSystems Corporation
930642	High	%File/CopyFile() fails without error	2020-05-11	2020-05-11	Object Script	InterSystems Corporation
930581	Medium	CSP Gateway problems	2020-05-08	2020-05-08	CSP Gateway Configur...	InterSystems Corporation
930589	Medium	test elevated security	2020-05-08	2020-05-08		InterSystems Corporation

Adhocs page

This page displays two grids.

The top grid contains the list of delivered adhocs, date, requestor, and number of changes included.

Clicking on the adhoc number applies a filter to the second grid.

The bottom grid shows the code changes included in the adhocs, with a reference to the original request.

InterSystems Corporation					
Adhoc	Version	Req Date	Changes ...	Contact	
19772		2020-03-06	0	InterSystems Corpor...	
19459	2019.1.1.612.0	2019-11-21	6	Picard, Len	
18831	2017.2.2HS.2518.0	2019-03-04	0	Lourenco, Renan	
18830	2018.1.2.626.0	2019-03-01	2	Tsatsulin, Micha	
Total Items: 15					

Adhoc	Category	Version	Devchange	Description	Prodlog
16544	DeepSee	2014.1.4.803.2	DTB301	Report missing reference errors whe...	135756
16544	DeepSee	2014.1.4.803.2	DTB371	Build DeepSee cube with success w...	138444
16544	DeepSee	2014.1.4.803.2	DTB413	Correct documentation for synchron...	139723
16544	DeepSee	2014.1.4.803.2	DTB422	Use OBJ.DSTIME as a buffer to avoid...	138481
16544	DeepSee	2014.1.4.803.2	WAL129	Improve Handling of SQL Cursor Err...	130226
16544	DeepSee	2014.1.4.803.2	WAL243	Don't Prevent Increment of DSTIME ...	137958 138441
16544	DeepSee	2014.1.4.803.2	WAL245	Prevent Problems With DeepSee Bui...	
16558	Mojo	1.1.1ZM.102.0	SWI166	Ensure event is not null when propa...	141765
17447	User Interface	2017.1.0.792.0	DTB633	Regenerate widget definition keys w...	146857
17497	Documentation	2014.1.4.803.0	ADP085	ADD HQC Add Installation notes for	

Changes page

This page displays the aggregate data of:

code changes
adhocs delivered
and development requests

that originated with a specific problem (WRC).

InterSystems Corporation								
Change	Category	Type	Description	WRC #	WRC Status ...	Adhoc	Prodlog	Notes (Edit) 
MAK3775	Security	Enhancement	CSP security fixes around login page han...	790920	Closed	-	108427 109253	
ISCX3300	CCR	Product Bug fix	Profiler: Correction to prevent METHOD ...	791191	Closed	-	109203,97079	need this in 20
CDS2227	Sys	Enhancement	Object reference counting was bad for \$...	791191	Closed	-	109203	
MAK3459	Class Compi...	Enhancement	Make sure we do not recursively embed ...	791964	Closed	-	97678	
JN1104	Workflow	Product Bug fix	Fix BPL versioning failure introduced by T...	792757	Closed	16911	109509	
MAK3592	Library	Product Bug fix	On Unix when returning free space for a ...	793248	Closed	16421	101768	summit
WAL009	User Interface	Enhancement	Prevent Export to Excel Error When MDX...	793939	Closed	-	109169	
ALE2462	HealthShare	Enhancement	do not abort HS install if Ensemble instal...	797012	Closed	-		
WAL025	User Interface	Enhancement	Make Sure Dropdown and Radio Control...	798397	Closed	-	112055	
JMD1367	User Interface	Enhancement	Corrections to DeepSee map widget	799203	Closed	-	114376,112289,...	
RJW2145	Licensing	Product Bug fix	Exception in license trace if TrakCare lice...	800158	Closed	17170	113294	japan
RJW2149	Licensing	Product Bug fix	Insure TrakCare licenses are released wh...	800158	Closed	17170	113468	
RFD605	I/O	Product Bug fix	Avoid close() call if XDEV device fails to i...	800246	Closed	17231	85363	
RJW2145	Licensing	Product Bug fix	Exception in license trace if TrakCare lice...	801110	Closed	17170	113294	
WAL117	User Interface	Enhancement	Make Grand Totals Cell Include Entire Piv...	801315	Closed	-	126265	
ISCX4237	CCR	Product Bug fix	Expand autocommit set to 0 around P4.F...	801394	Closed	-		
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Search Problem page

A text search, based on iKnow technology, on the problem's content in short description, customer description, and action fields.

Help button explains how to construct search string.

Click on the action or description to read full text.

Shows only the description field when the search found text there.

If search finds the text in more than one action, it only shows the first one.

InterSystems Corporation

iFind

Count: Start Date: 2012 Return: 100

W R C#	#	Short Description	Description	Action	Date	Organization
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New Problem page

To create a new support request.

Select Priority.

Product.

Short Description for identification.

Customer's description of the issue.

Protect the problem with Elevated Security if required.

Problem View page

Complete view of a problem's information.

Includes a sub-menu to add actions and attach files.

Actions by the problem owner are indented.

Click on wide or narrow buttons to toggle width of text to/from full screen.

Change sort of actions by date.

InterSystems
Worldwide Response Center

Summary

DevRequest

History

Adhocs

Changes

Q

New WRC

Actions

Links

WRC #

Logout

add action

attach files

close problem

wrc 920992 Medium InterSystems Corporation Open

problem 920992

advisors Carou,Marcelo

[change] organization InterSystems Corporation

partner

[change] contact Test,Marcelo

[change] email

priority Medium

status Open

open date 20 Sep 2019

open time 09:57AM

next action 26 May 2020

type Problem

product Caché

release 2018.1.2

build 309

[change] cust ref

\$ZV

prologs

devchanges

adhocs

action | files

short description [change]

Test add action modify with end user problem

customer description

Test add modify action

Test add modify action.

actions 12

First..Last

Last..First

wide

narrow

12

Carou,Marcelo

Follow

Thu 21 May 2020 08:58AM

Updated Next Action Date to: May 26, 2020

11

Carou,Marcelo

Waiting

Thu 21 May 2020 08:55AM

Check change of State with calendar NAD

10

Carou,Marcelo

Mon 04 May 2020 08:35AM

Updated Next Action Date to: May 7, 2020

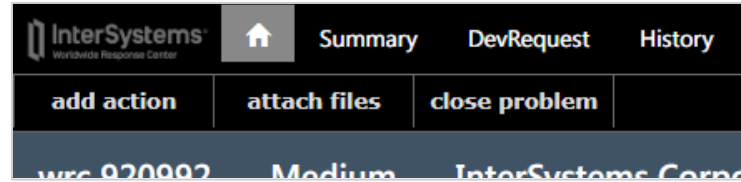
Problem page - Actions

The add action sub-menu opens a new window..

Options to change the problem's priority, and set this problem as protected by Elevated Security.

Cancel out of the action if created by mistake.

Allows attaching files to the problem.

This screenshot shows the 'add new action' window for problem 920992. The window has a header bar with the text 'add new action: 920992 | Medium | InterSystems Corporation | Open |'. Below the header, there are fields for 'Advisor:' (Carou, Marcelo), 'Problem Priority:' (Medium), and 'Protected: *' (checkbox). The 'Short Description:' field contains the text 'Test add action modify with end user problem'. Below these fields is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, unlink, text color, background color, font face, font size, and text alignment. The text area contains the placeholder text 'enter text'. At the bottom of the window are three buttons: 'add files', 'cancel', and 'save'. Below the buttons is a section for the 'Elevated Security Flag' with a description: 'Select this flag If your files contain sensitive information or requires special access controls. Once flagged only the assigned advisor will access the attachments and all attachments will be deleted when you close the issue.'

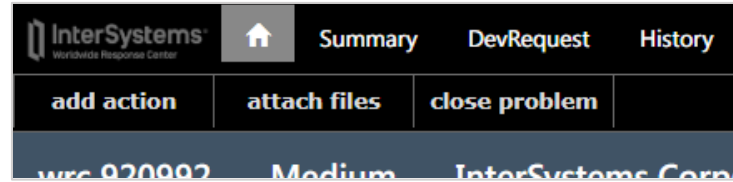
Problem page – Actions

Sub-menu options to:

Attach files directly to the problem without adding an action.

Request to Close Problem action. This will set the problem as closed, inform the advisor of it, and bring up a survey page to let us know how we did.

Cancel out to delete this action.

A screenshot of a web form titled 'You are adding an action to close this problem.' The form has a dark header bar with the text 'closing WRC#: 920992 | Medium | InterSystems Corporation'. Below the header, there are three input fields: 'Advisor:' with the value 'Carou, Marcelo', 'Short Description:' with the value 'Test add action modify with end user problem', and 'Survey on Close?:' with a checked checkbox. Below these fields is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, list, link, unlink, and image. The text area of the editor contains the text 'Please, close this problem.' At the bottom right of the form are two buttons: 'cancel' and 'save'.A screenshot of a dialog box titled 'Select file(s) to upload:'. It contains the text 'First select file(s) to attach and then click on upload files.' followed by 'Limitations: maximum file size is 300 MB with a page timeout of 60 seconds.' Below this is a 'Choose Files' button and the text 'No file chosen'. There is an 'Elevated Security Flag:' section with a checkbox and a description: 'Select this flag If your file contains sensitive information or requires special access controls. Once flagged only the assigned advisor will access the attachments and all attachments will be deleted when you close the issue.' Below this is an 'Upload file(s)' button and the text 'Please be patient - the upload process takes time.' At the bottom right is a green 'Close Window' button.

Problem Page – Elevated Security

A problem protected by Elevated Security shows this status with a special banner.

Access to files attached to this problem is restricted to people working on it. All access to files is logged.

All attached files will be deleted when the problem is closed.

The screenshot displays the InterSystems WRC Direct interface for a problem page. At the top, a navigation bar includes the user 'Carou, Marcelo', a home icon, a grid icon, a text icon, and tabs for 'History', 'DevRequest', 'Watch', and 'Actions'. A search bar with 'WRC #' and a 'Sign off' button are also present. Below the navigation bar, a breadcrumb trail shows '915110 | Crisis | Department of Defense - CHCS | Todo'. A prominent orange banner across the top of the problem details area reads 'ELEVATED SECURITY'. The problem title is 'Cache process hung at cache!SSLconnect-0x1ad.I'. The details section is divided into two columns. The left column lists: organization 'Department of Defense - CHCS', var 'AudioCARE Systems', contact 'Roberts, Kristina' (with email 'kroberts@audiocare.com' and phone '610-293-2160 x104 856-366-6530 cel'), and advisor 'Matthews, Clark'. The right column lists: product 'Caché', version/build '2018.1.1 / 312', open date '07 May 2019 12:16PM', and next action '17 Jul 2019'. A 'var notes' section on the right states: 'If the issue is for a government customer, give it to GSC. 6/20/19 TCS.' Below the details, a tabbed interface shows 'Actions' selected, with other tabs for 'Description', 'Information', 'Contact', 'Organization', 'Var', 'People', 'Calls', and 'Notes'. A blue bar indicates 'Actions 170' with filters for 'First..Last', 'Last..First', 'wide', and 'narrow'. The main content area shows a list of actions, with the first one selected and highlighted in blue. This action is by 'Matthews, Clark', is an 'Investigation', and is dated 'Tue 16 Jul 2019 01:15PM'. The action content is a text message to 'Debra,' explaining a network disconnection issue and providing a list of possible causes: an internet service provider disruption, a router switch or bridge malfunction, a DHCP address renewal, and a remote end software or hardware error.

Cache process hung at cache!SSLconnect-0x1ad.I

organization **Department of Defense - CHCS** advisor **Matthews, Clark**

var AudioCARE Systems

contact **Roberts, Kristina** product Caché

kroberts@audiocare.com version / build 2018.1.1 / 312

610-293-2160 x104 856-366-6530 cel open date 07 May 2019 12:16PM

next action 17 Jul 2019

var notes
If the issue is for a government customer, give it to GSC. 6/20/19 TCS.

Actions Description Information Contact Organization Var People Calls Notes

Actions 170 First..Last Last..First wide narrow

172 Matthews, Clark Investigation Tue 16 Jul 2019 01:15PM

Debra,

Yes, I am saying that for some reason we do not know at the time the class was being loaded into memory a <DISCONNECT> was processed. This is far bigger than just %HTTP.Request however, it is almost any modern connection method and certainly most anything using TCP/IP protocol. It even applies to most old hardwired CRT application (see my example below).

As for why the error happened it is speculation, we cannot get network traces which would most likely answer such questions. This is one of the things that is making this problem more difficult to solve. There are numerous reasons for a network disconnection, almost anything you can imagine. For example:

- An internet service provider experienced a service disruption.
- A router switch or bridge malfunctions or is replaced.
- On a secure connection with DHCP in use an address was renewed with a different one and so the connection was terminated.
- The remote end suffered a software or hardware error.

Actions - Organization page

The Action menu shows access to information about:

- Organization
- Contacts
- Software Distribution Area

The Organization pages display internal data.

Including the list of contacts with access to the application and support.

InterSystems Corporation

Organization: **InterSystems Corporation** Sales Rep:
Address: Relationship: Branch
City: Supplier:
State: Supported: Yes
Country: United States of America TAM:
Zip Code:
Phone:
Support Mail: Comma delimited list of addresses to be sent nightly summaries. Please do not remove ISC addresses
Support Mail Cc: Comma delimited list of addresses to be cc'd nightly summaries. Please do not remove ISC addresses
[Save Organization](#)

Contacts: [Add Contact](#)

Nicole Aaron	Nicole Abarca	Ames Abbot	Mohamed Abdelmoneam	Max Abrahams
Frank Adam	Kirsty Adam	Henry Adams	Linda Adams	Neil Aggarwal
Mauricio Aguirre	Ishan Ahmed	Sumaira Ahmed	Andrew Aho	Yasaman Ahrabi
Cesare Aimar	Soom Phop Aisee	San Akdag	Akindele Akinhanmi	Michael Akselrod

Actions - Contact page

This page allows to search for a specific contact within the organization.

And open the contact information page.

The screenshot shows the InterSystems Worldwide Response Center (WRC) interface. At the top, there is a navigation bar with links: Summary, DevRequest, History, Adhocs, Changes, New WRC, Actions, Links, and a search bar. The 'Actions' menu is open, showing options: Organization, Contact, Online distribution, and New WRC. Below the navigation bar, the page title is 'InterSystems Corporation'. The main content area shows a 'Select Contact:' section with a dropdown menu containing 'Test, Marcelo' and a 'Select Contact' button. Below this, the 'Contact Information:' section is displayed, containing a form with various fields and checkboxes.

Name: (Last, First)	Test, Marcelo	Organization:	InterSystems Corporation	Email Address:	mcarou@townisp.com
E-Mail Updates?	☒	Nightly Only?	☐	Username:	marcelo
Deleted?	☐	Survey?	☒	WRC Login?	☒
Default Language:		Default Product:			
Add Phone Number		Admin Privs	☐		

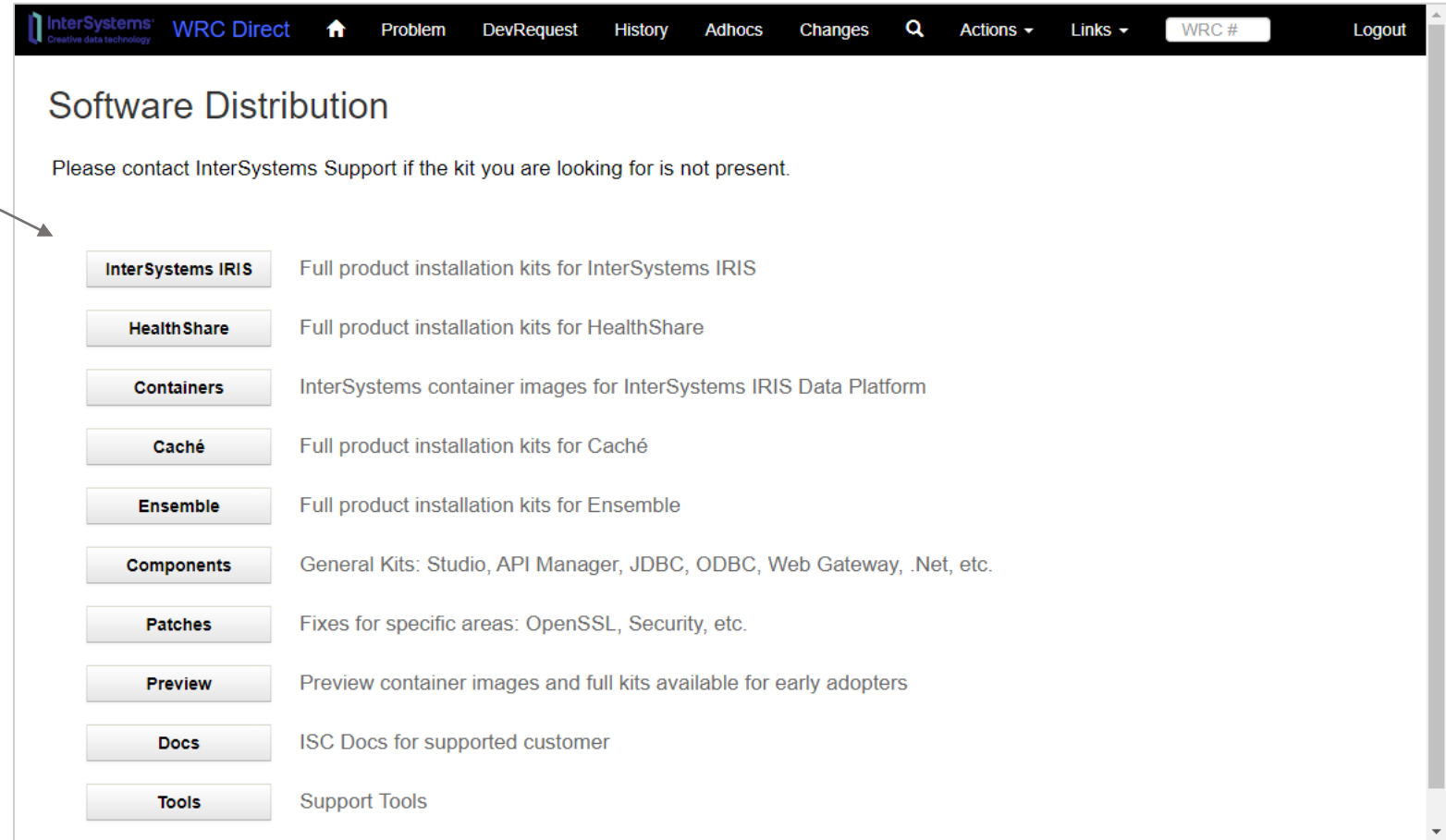
[Save Contact](#) [Change Password](#)

Modifying Contact details and credentials here will modify those details on all systems at ISC such as the Developer Community and the TRC

Actions – Software Distribution

Access to software download.

Released products, patches,
containers, etc.



InterSystems WRC Direct

Home Problem DevRequest History Adhocs Changes Search Actions Links WRC # Logout

Software Distribution

Please contact InterSystems Support if the kit you are looking for is not present.

InterSystems IRIS	Full product installation kits for InterSystems IRIS
HealthShare	Full product installation kits for HealthShare
Containers	InterSystems container images for InterSystems IRIS Data Platform
Caché	Full product installation kits for Caché
Ensemble	Full product installation kits for Ensemble
Components	General Kits: Studio, API Manager, JDBC, ODBC, Web Gateway, .Net, etc.
Patches	Fixes for specific areas: OpenSSL, Security, etc.
Preview	Preview container images and full kits available for early adopters
Docs	ISC Docs for supported customer
Tools	Support Tools

WRC Direct Application

User Interface