

## IMR Replatform – Deferred Defects (Warranty Release)

The items listed in this document are low severity low impact and in certain cases low volume IMR Replatform defects. They have all had a full Impact assessment carried out, which including the impact on the Business operations use of the IMR for both internal and external customers of the IMR.

DXC believe that the required fixes for these items can all be deferred to a Warranty Release. The Warranty release is expected to be deployed within two months of the IMR Replatform go live date.

DXC will take full responsibility for these items being deferred to the Warranty Release. But please note two of the items listed require IBM input and a full fix may not be possible until IBM provide DXC with upgrade components.

Please note this document also lists the Jira defect numbers for defects raised against the IBM document viewer. This is a built in “out of the box” Filenet component and is not something that DXC can change, changes to the document viewer must be carried out by IBM. All of the issues raised against the document viewer have been sent to IBM and we are awaiting their fix plan but we are not expecting any of these to be fixed before the Warranty Release goes live. To minimise the impact of the document viewer defects we have agreed to change the way the Filenet IMR open documents by switching to using the document extension application as the standard way of opening a document.

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## Section 1.0 DXC

Defect ID: IMRP3-2072

Severity/Priority: S3/P2

**Description of defect:**

Performance Issue || OBDRI Notification || We are not getting expected OBDRI Notification for PBS submissions (Premium) || TSA The expected OBDRI Notification for PBS submissions (Claims & Premium) is not being generated.

This issue only occurs during Load Runs and is only connected to a large amount of PbS documents on unsigned risks. It is an intermittent problem (Approx. 50% success rate) when high load is present on the system. It happens only when PbS uploads a risk document to IMR on an unsigned policy where carriers are also given access. OBDRI is triggered immediately (in FileNet) on upload and is sent to members in the document security policy that are registered to receive OBDRI notification. In the missing cases, carriers are not registered in the ACL at the time OBDRI is initiated and hence notifications are not generated for those carriers. The reason for this is because OBDRI is a batch process that runs every minute in WSMP while it is real-time in FileNet. Also, unlike other doc uploads, PbS follows a two-step process instead of one. The 2nd step gives carriers permission to the document. All other Use-Cases around OBDRI Notifications are working as per WSMP today.

**Supporting Data:**

**PBS claim submissions** created in Load Test = 84 (12 Claims \* 7 CMs)

Expected OBDRI Count: 84 (for Broker code 0051)

Actual OBDRI Count: 36 (43% Success rate)

**PBS Premium submissions** created in Load Test = 161 (23 Premium \* 7 TAs)

Expected OBDRI Count: 322 (161 for Broker code 0051 and 161 OBDRI for party ID 1007)

Actual OBDRI Count: 210 (65% Success rate)

**Decision:**

**This defect will be Fixed as part of the Warranty Release Post Go-Live.**

**Reasons for Decision:**

Reasons to make this Decision: This issue only occurs occasionally when the system is under severe load i.e. doesn't occur with single transactions. It is intermittent i.e. for certain transactions we do see OBDRI notifications being sent to the entire list of Carriers associated however for other transactions the notifications is sent partially with few Carriers left out, because of the Load. This situation is Infrequent and will be very rare to see in Production (There are currently have low numbers of PBS transactions being sent (less than 10 per day)). The risk around making this change (Which would include a Design update) at this juncture whilst MAT Cycle 2 is in progress is deemed too high.

The exact nature of the design update is still being agreed, however there are two options currently being considered:

Change to PbS to grant access at the time of the document being uploaded

Introduce a minute delay in OBDRI trigger (As is the case in production today)

Components impacted by design change (depending on option ultimately chosen)

PbS Application and Content Engine

OR

OBDRI data pipeline

The design complexity for this change is considered as **Medium** (On a scale High, Medium, Low)

In terms of testing the fix, components for testing will be identified once the chosen design path is identified and a full regression test pack will also be run on the impacted components.

**Business Impact: Low**

Customers who use the Outbound DRI service may not receive notifications for some Policy documents submitted via the Post-bind Submission (PbS) process on unsigned risks that their organisation participates in.

**Workaround:**

Not Applicable – As there is currently a very low volume of PBS submissions a full workaround is not required prior to the Warrant release. The Warranty fix for this will be in place before the next round of customer onboarding which will fully fix this issue..

Defect ID: IMRP3-1625

Severity/Priority: S3/P3

Description of defect:

Combination of Carrier code and Carrier Reference which does not exist in FileNet DB is fetching results.

**Step to Reproduce:**

Enter a combination of carrier code and carrier reference that do not exist but where both these are valid individually on a risk.

**Expected Result:** Only valid combination should return the result

**Actual Result:** Any combination of Carrier code and Carrier Reference is giving the same result

It must be noted that this is not a security related defect. Search results will only be displayed where the user has valid access rights to them.

A code of 341103 with a reference of TEST was entered – see below.



The screenshot shows a 'Search Criteria' form with the following fields:

UMR: ?	Starts With	
Policy Inception Date - From: ?	Equals	dd/MM/yyyy
Policy Inception Date - To: ?	Equals	dd/MM/yyyy
Carrier Code: ?	Equal to	341103
Carrier Reference: ?	Starts With	TEST

Multiple results (UMRs) were produced. The screen shot below is taken from the first UMR on the list – B0001GREENCUP02. As you can see, code 341103 is included in the market but the carrier reference is SIGNING.



The screenshot shows a 'Market Details' window with the following information:

Broker Signing Number & Date : PMH170050011110 Bureau : ILU  
Carrier Signing Number & Date : PMH170050011110

Carrier Code	Carrier Reference
341101	TEST
341102	TSA
341103	SIGNING

Close  
IMR006

Decision:

**This defect will be Fixed as part of the Warranty Release Post Go-Live.**

Reasons for Decision:

This issue requires an update to the existing technical design in order to be resolved. The risk introduced by this design change at this point in the delivery would jeopardise the IMR delivery and could introduce regressed functionality. Therefore the 'safe' option is to defer this into a later release.

The chances of this be encountered are low as users are more likely to be using UMR / UCR searches rather than searches based on Carrier code and Carrier reference combinations.

In a production environment, the formatting of the carrier references would not be as simple as the test cases shown above. It would be very unlikely that this situation would occur, given the unique format of the strings entered.

The design change to resolve this item involve updating the search logic within Content Engine so that the search and subsequent results are based on the exact search value combination.

Impacted Components are limited to IBM Content Engine and the change complexity is considered **Medium**.

Once the exact design change has been made, the relevant test packs will be identified and confirmed and will include a full regression test as well as testing related to the change itself.

**Business Impact: Low**

This issue will only occur if another carrier on the same contract uses references that have a very similar format to the user's organisation. There are no security implications here. Search results will only be returned for contracts on which the user's organisation is part of the market. (This is a low impact and low probability defect.)

**Workaround:**

If multiple search results are being returned, there are several options to consider.

Manually traverse the available results to find the correct item

Narrow the search criteria

Use different search criteria (i.e. UCR or UMR)

Use Lloyds Account enquiry (If available) to find the UMR

Defect ID: IMRP3-2201

Severity/Priority: S2/P2

Description of defect:

DRI submission in which the status of document in PBS is "Not Found"

**Steps to recreate:**

1. Upload the document through DRI
2. L4 received at XAG
3. Login IMR through broker
4. Broker should be able to see uploaded document
5. Send submission through PBS
6. Status of work package is pending investigation.
7. Click on WP
8. Status of document in WP is "Not Found"

The root cause of this issue surrounds the internal XSB handling of the data-format of the document version. The current WSMP implementation caters for document versions being either "X" or X.y", however the new implementation has been designed (in error) to only handle "X". Any documents with a document version format other than "X" will not be seen in search results as they will not be picked up in searches.

**Decision:**

**This defect will be Fixed as part of the Warranty Release Post Go-Live.**

**Reasons for Decision:**

Design and implementation updates to Content Engine introduce considerable risk to the delivery at this late stage. (Note – this change has been revised so that XSB will now no longer be impacted and the change will be made purely in the FileNet component, Content Engine.

There are very low volumes of OBDRI searches including the optional field DocumentVersion and therefore the chances of this being seen in a production environment are expected to be low.

**Question: DRI search is only in Write-Back currently?**

DXC Response: Actually, IMRP3-2201 is an issue related to document search and affects only those unique scenarios where say, a document is uploaded as X.0 but searched on version X or vice-versa. It does not affect any other document searches using id or reference or indeed version where the format used is not different from that used when the document was uploaded.

**Question: Can PBS submissions still be actioned by DXC technicians?**

DXC Response: Yes. A work around is needed only where the specific scenario above applies. As a work around, the DXC technician can search for the related UMR and look for the document if no other references are provided

**Does this affect premiums and claims?**

DXC Response: Yes – both as this is general format based issue

Once the design has been agreed and finalised for this change, full system testing and regression test packs will be identified and run in order to both prove the change has been made successfully and that there has not been any adverse impact to any other functionality.

**Business Impact: Low**

As there is currently a very low volume of PBS submissions and the Warranty fix for this will be in place before the next round of customer onboarding which will fully fix this issue. From the user perspective, the documents are loaded to the IMR as expected so are visible via the UI. The only issue would be whilst searching for the PbS document using OBDRI with a different format of the version than it was submitted with.

Workaround:

Users need to ensure that when searching using DocumentVersion, the version string is the same format as when the original document was uploaded.

Defect ID: IMRP3-2329

Severity/Priority: S4/P2

Description of defect:

Document type which have character length greater than 20 are not displaying completely in Type Column of the Document Section.

This defect has a very simple workaround and no functionality is impacted. The default column width is set to a pre-determined value (<20 chars) and some Document Type descriptions (>20 chars) are longer than this default value and so they seem to be truncated. However, by manually widening the column on the UI, the complete text is displayed. This is a look and feel issue rather than a functional defect.

In screenshot below, see 'Type' column in the 'Documents' section. Once manually widened by the user, the complete text is displayed.

**Contract Details**

UMR: B0001JAZZ22931      Period of Policy: -  
 Insured:                      Reinsured:

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**Documents**

Add Document   Lloyd's Acc Enq   Send Link   Actions   Filter

Name	Category	Type	Created By	Created On
3 73 Co-Lead and Parallel UCRs for Expert Fees.ppt	Slip	Agreed Placing Endorsement	BKRDL2	26/03/18 12:38
JAGJEET.doc	Slip	document_placing_end Jagjeet	Jagjeet	23/03/18 11:25
3 73 Co-Lead and Parallel UCRs for Expert Fees.ppt	Slip	Slip	BKRDL2	23/03/18 11:15

Total: 3

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**Original Signings Information**

Broker Signing Number & Date	Carrier Signing Number & Date	Work Package Reference	Bureau	Slip Type	Entry Type	Risk	DTI	FIL	Country	Currency	Status
There are no associated original premium signings for this UMR											

IMR003

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

This defect was raised by the MAT team and is a legitimate problem with the UI. However, all the text is displayed, the issue is with the width of the 'Type' column not being dynamic.

Workaround is for the user to manually adjust the width of the column (Just like you would in Excel for example) so that all the text can be viewed.

Business Impact: **None**

This may be a minor issue/irritation in a small number of cases when users are trying to view the Document Type. This information is also displayed on the Properties screen.

Workaround:

User will manually have to adjust the width of the column to see the complete text string, very much like you would in Excel for example.

Defect ID: IMRP3-1431

Severity/Priority: S3/P3

**Description of defect:**

User cannot log off the IMR session if they have arrived at IMR via an ECF2 hyperlink, when using an ECF Single Sign on account.

**Steps to recreate:**

1. Log in to ECF2 as a Carrier user.
2. Select '*Review and Respond*' and then on the transaction summary screen, select the IMR hyperlink.
3. Once the IMR session has opened, click on the log-out button in the top right hand corner of the IMR screen

**Expected result:** User should be logged out successfully

**Actual Result:** User is not logging off the IMR Session and is remaining on the same screen, even after logging out using this functionality.

This is only an issue for users that have and use more than one ECF2 SSO account.

The workaround is for the user to log out of the corresponding ECF2 session before they close the IMR session, as this will destroy the ECF2 login cookie stored locally on the users system. This will effectively then end the IMR session and the user will be logged out.

**Decision:**

This defect will be Fixed as part of the Warranty Release Post Go-Live.

**Reasons for Decision:**

The exact root cause for this defect has been identified, however the solution is still being agreed with the technical teams at Datum and the DXC Solution architect. Due to the fact there is a valid workaround is available and the level of testing required around the fix is quite substantial in terms of volume and time required, it has been decided to defer this to the warranty release.

Once the exact design update has been agreed and defined, the appropriate system test cases and regression packs will be identified and run. Testing for this change could take approximately 1 week.

**Business Impact: Low**

This will only impact users who have more than one ECF2 login. These users will only be logged-off from the IMR if they log-off from ECF2 first.

**Workaround:**

The workaround is for the user to close the IMR browser window using the 'X' in the corner.

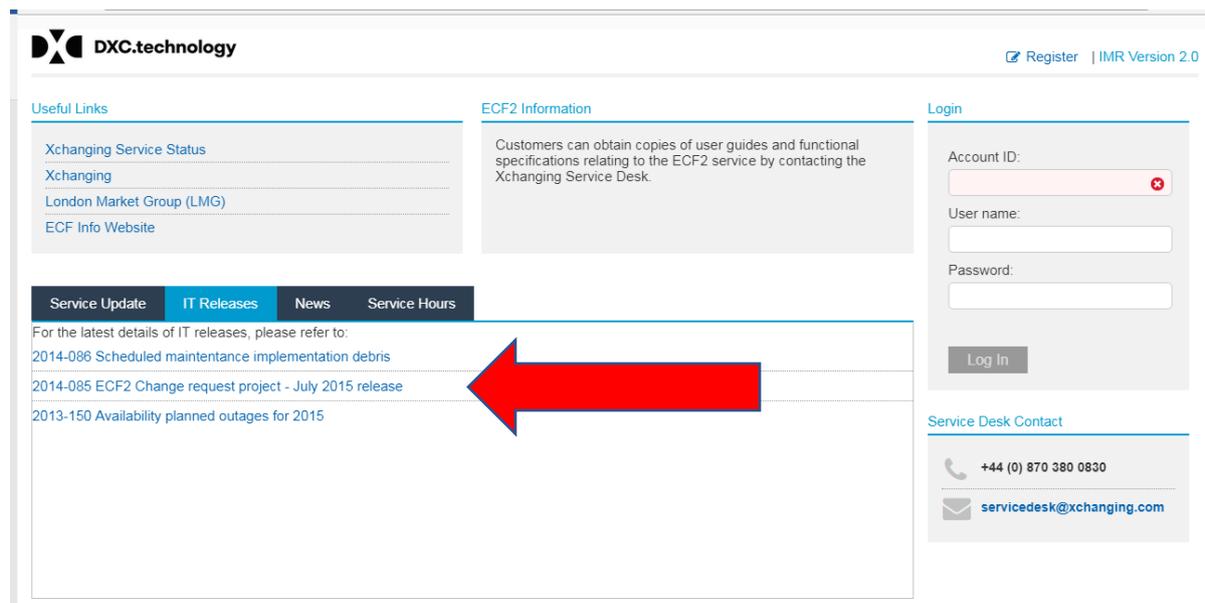
Defect ID: IMRP3-27

Severity/Priority: S4/P3

Description of defect:

The IT releases tab on the IMR Homepage contains hyperlinks, but clicking on them has no effect.

On the IMR homepage, under the IT releases and Service Updates section there are a selection of hyperlinks shown which when clicked, should take the user to details of each IT release. However, when selecting these hyperlinks, clicking on them has no effect.



Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

There is no business / functional impact to users by not delivering this defect before the May go-live.

Workaround: Market Bulletins are issued to user organisations that detail any upcoming IT releases. Users can also telephone / email the Service Desk for the information, or consult their CRM for the information, until this issue is resolved.

It is expected that this issue may involve a small design / configuration update to the way the homepage handles hyperlinks to an external source, however this has yet to be fully confirmed by the technical teams.

Business Impact: **None**

If users require information that they can normally access via the IT Releases tab then they can contact the Xchanging Service Desk.

Workaround:

Market Bulletins are issued to user organisations that detail any upcoming IT releases. Users can also telephone / email the Service Desk for the information, or consult their CRM for the information, until this issue is resolved.

Defect ID: IMRP3-2031

Severity/Priority: **S4/P3**

Description of defect:

Password expiry/inactivity failing for users on IMR after 90 days of completion. [Error message wording incorrect]

Incorrect error message is displayed on the IMR when the password has expired - instead of advising the user that the password has expired, it advises the user to re-enter their log on credentials and to contact the service desk if the error persists.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

There is a known issue with the current version of OpenDJ (the underlying software on our XDS system). The recommended fix from Forgerock, is that an upgrade to Open DJ v2.8 or beyond + change to ICN (& possibly XDS UI) are required to address this issue.

Business Impact: **Low**

An Inaccurate error message is being displayed. It does, however advise the user to contact the Service Desk if the error persists. Ideally it would tell them that their password has expired but the service desk can help advise the user in this scenario. When the Service desk re-sets the password, the system resets expiry status automatically. Only the IMR and a small internal DXC team, use the OpenDJ directory service currently. Any changes to OpenDJ will mean regression testing IMR and the internal directory service only – No other systems or applications impacted.

Workaround:

Contact the service desk for a password reset. Once the reset is completed the error will no longer be shown to the user.

Defect ID: IMRP3-2441 / 2351

Severity/Priority: **S3/P3**

Description of defect:

2441: Endurance Test || 2/12691 Documents missed to reach to DataCap for Conversion || TSA

2351: DataCap || Documents are moving to Hold state during the Endurance test || TSA

During the Endurance Testing, 12691 documents (No corrupt or incorrect documents) were sent to Datacap. Out of 12691 documents only 12689 reached DataCap and 2 documents were held in a 'Hold' state, which resulted in them not being converted.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

Due to this being intermittent and the volumes encountered are low (0.01%, vs 0.3% in current production today). A manual check and fix process will be implemented by the production support teams to ensure any documents that are placed in a 'Hold' state are subsequently sent for conversion.

Business Impact: **Low**

Given that documents converted following manual intervention by the Production Support teams

Workaround:

No workaround applicable for end users, however these manual checks will form part of the regular manual checks performed by the Production Support teams and appropriate action will be taken.

Users will be presented with an advisory message which states: "Document awaiting conversion. To access the document immediately, use the Original Document button" if a document has not converted and they try and view it in DFV.

What will the time delay be? As now. Production support receive automated notifications for any documents that fail to load or if poor performance is occurring. They then kick off a retry process to load the items.

Will users of DFV know that there are documents not converted? Confirmed in highlighted green text above, it's the same as current system and happening less often.

Defect ID: IMRP3-2394

Severity/Priority: **S4/P1**

Description of defect:

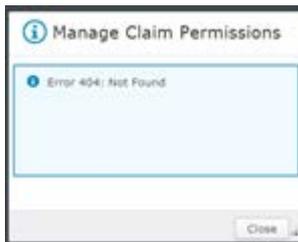
Exploratory Scenario || CAS Functionality || Getting error "Error 404 : Not Found ", while user is Clicking on View comments Button & Manage Button on Conflicted claim in ICN.

**\*Pre-condition:** The User has already logged in on the ICN and is navigated on the claim summary screen. The same user is conflicted from CAS simultaneously in two separate window.

This is happening with COI at organization level , COI at individual level & COI at individual Others level.

**\*Step To Reproduce:**

1. User is Logged into ICN and search the claim.
2. User is on claim summary screen.
3. Now Login into CAS through the same user.
4. And perform any of the organizational conflict or self conflict.
5. Now open the already opened window of ICN and click on View comments Button & Manage Button.
6. User is being displayed with the error below.



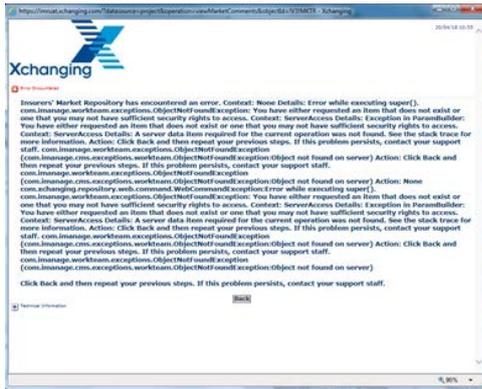
**\*Expected Results:** Error message should be "Unable to process the request".

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

This defect is purely down to the wording in the error message. In the current WSMP production the error is presented as a Java exception (See below). Due to the current 404 being more elegant (Even though is strictly incorrect) then this can be deferred to the warranty release.



Business Impact: **None**

Workaround:

None. An incorrect error message will be displayed as described above. Currently a different error message is displayed in WSMP. But both systems produce an unhelpful error message.

Defect ID: IMRP3-2357 / 2460

Severity/Priority: **S3/P2**

Description of defect:

2357: Insured Name IMR Search Results (Population of the Insured and Reinsured fields on the Claim Summary Screen.)

2460: On contract details screen and claim summary screen getting different value for Period of policy; Insured & Reinsured fields after re-released claim (Different contract summary data is displayed on different screens when a claim is re-released.)

The following information is displayed on the Contract Search Results screen:

- The Insured;
- The Reinsured;
- Policy Period Details.

These fields should only be populated once a claim record has been created on the contract. No data should be displayed in these fields for contracts where no claims have been submitted. (This is what happens in the WSMP version of the IMR.) The current position is that data captured by the XIS technician when the original premium is processed is being displayed in the Insured and Reinsured fields. A change needs to be made to the OSND Data Pipeline to correct this.

Similar contract details are displayed on the Claim Search Results screen and the Claim Summary screen. However, the origin of this data differs according to the market involved on the claim that has been submitted – i.e. data generated at different points in the process is displayed on these screens for claims that involve Lloyd's and company market carriers. Further complications arise on mixed-market claims and on claims that are re-released.

It has been proposed that some detailed analysis should be performed in this area to determine whether any changes need to be made to the Claim Movement Data Pipeline – so that the way in which contract summary information is displayed on the claim screens in FileNet matches what happens today in WSMP. The possibility that this has an impact upon the data that is used when claim searches are submitted also needs to be analysed.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

The changes required to the data pipelines (OSND and CMDP) are at a level that would introduce risk to the IMR Go live of 19/06/2018.

Business Impact: **Low**

Workaround:

None

Defect ID: IMRP3-2467

Severity/Priority: **S3/P2**

Description of defect:

IMR || Export Properties window is not shown in full when multiple documents are selected

Steps to reproduce

1. Login to IMR with broker credentials and search for UMR.
2. Select multiple documents or files.
3. Click 'Action' button and select 'Export'.

**Expected Behaviour:** User should be able to do filter operations for multiple documents as is for single document.

**Actual Behaviour:** User is unable to use export function for multiples files as the UI is distorted and hides the available options, thereby restricting the functionality.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

Whilst DXC already have a code fix available to resolve this defect, deploying this change to test now could introduce risk into the core release. It has been agreed that this defect will be deferred to the warranty release in order to protect the integrity of the initial release and ensure the testing being carried out to support this release is not invalidated.

Business Impact: **Medium**

Workaround:

Use the export function for each required document individually. Please note this is new functionality so there are no previous statistics available for use.

Defect ID: IMRP3-2468

Severity/Priority: **S3/P2**

Description of defect:

DMS || Original document date for documents uploaded via IMR is displayed differently than the date entered while uploading the document

Steps to reproduce

1. Login to CASA with DMS enabled user.
2. On DMS screen, click on IMR button.
3. Upload risk/claim documents on IMR.
4. Click Refresh button on DMS screen.

**Expected Behaviour:** Documents added via IMR should be displayed on DMS and all the details should be correctly displayed.

**Actual Behaviour:** Documents added via IMR are being displayed on DMS but Original Document date is incorrect. Original document date is coming different (1 day behind) than the date entered while uploading the document.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live. In DFV we had applied a fix wherein we are handling day light saving time and showing it correctly by adjusting the lag. Same piece of code would be applied here as well i.e. when we get the response from XO0083 service we will adjust the time correctly and display it on DMS screen.

Reasons for Decision:

Whilst DXC already have a code fix available to resolve this defect, deploying this change to test now could introduce risk into the core release. It has been agreed that this defect will be deferred to the warranty release in order to protect the integrity of the initial release and ensure the testing being carried out to support this release is not invalidated.

Business Impact: **Low**

Workaround:

The correct time and date is always shown in the IMR. The user can either log directly into the IMR to view the original document date or contact Services Desk to request them to confirm the original document date.

Defect ID: IMRP3-2469

Severity/Priority: **S3/P3**

Description of defect:

DMS || Transaction details are incorrect in DMS when document is uploaded with multiple transactions via IMR

Steps to reproduce

1. Log in to CASA with DMS enabled user and created a claim with TR01.
2. Add documents and release the TR.
3. Create TR02 for the same claim.
4. Upload a claim document on IMR for both transactions TR01 and TR02.
5. Click Refresh button on DMS screen for TR02 and TR01.

**Expected Behaviour:** For TR01, Current TR column should have 'Yes' as the value and Additional TRs should have the value TR02.

**Actual Behaviour:** For TR01, Current TR and Additional TRs data within the column is blank. For TR02, values are displayed correctly as expected.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live. Currently we get static response from X00083 service that needs to be handled at DMS end. Fix would be searching the current TR in additional TR tag as well and placing the rest of the TR in the additional TR column.

Reasons for Decision:

Whilst DXC already have a code fix available to resolve this defect, deploying this change to test now could introduce risk into the go live release. It has been agreed that this defect will be deferred to the warranty release in order to protect the integrity of the initial release and ensure the testing being carried out to support this release is not invalidated.

Business Impact: **Low**

Workaround:

In this scenario where a claim document has been loaded to the IMR (via Add document or ECF Direct Load) and applies to more than one transaction, the latest TR for the claim will show the correct information in DMS but there is a possibility that the earlier TR's will not show the correct details under the DMS 'current TR' and 'additional TR's' columns. The broker user should log directly into the IMR to view the document details to see which TR's have been applied to the document.

Defect ID: IMRP3-2471

Severity/Priority: **S2/P2**

Description of defect:

MTBC || Outgoing Broker unable to see their own claim docs after Standard MTBC

This is linked to the timing of an ICOI and a standard MTBC being processed on a test UMR.

The outgoing broker should have read only access to the UMR and UCR records that were created prior to the MTBC

However the outgoing broker have logged into the IMR and they cannot see any of their claim documents loaded for all 6 of their TRs previously created prior to the 21st May (they are however able to view the policy documents they previously loaded)

They are able to see the policy documents.

When logged in as XCHANGING DXC can see the claim document loaded by the outgoing broker on 17th May for the TR (plus the other 5 TRs so the docs are there on the IMR)

**Expected Behaviour:** The outgoing broker regardless of the status of a ICOI should allow the user to see all docs regardless of MTBCs etc.

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live. Currently when the user presses the button we remove their Deny access from the current security policy. The fix means we will do the same thing but also iterate over all older security policies for the UCR's document security and if the user is in the Deny there then remove them too. This is a low complexity change and should not require significant regression.

Reasons for Decision:

Whilst DXC already have a code fix available to resolve this defect, deploying this change to test now could introduce risk into the core release. It has been agreed that this defect will be deferred to the warranty release in order to protect the integrity of the initial release and ensure the testing being carried out to support this release is not invalidated.

Business Impact: **Medium**

Workaround:

Prod Support have been shown how to use the ACCE console and adjust the security if required. In this scenario, they would need to check previous default document security policies to see if the user in question is in the Deny list of the ACL, and if so, remove the individual from the ACL so that the default group security is applied. They can then see the documents that were previously not visible.

## Section 2.0 Suppliers

Items in this section cannot be changed by DXC, either because they use Out-of-the-box IBM FileNet code, or directly use another vendors functionality (i.e. DXC does not have access to the source code). For all defects within this section of the document, appropriate support tickets have already been raised with the vendors concerned.

Defect ID: IMRP3-2381

Severity/Priority: **S3/P3**

Description of defect:

Documents on 'Favorites' screen are opening in viewer instead of native application

Documents on Favourites screen are opening in viewer instead of native application. As there is no Open option under Actions so we have tried to open by double clicking on document after clicking document is opening in viewer instead of native application.

And as there is Open option under actions we have use viewer option under Actions after clicking on that document is getting opened in Viewer.

Steps to Replicate:

1. Login in IMR.
2. Click on Favourites option
3. Double click on document.

**Actual Result:** Document opening in viewer instead of native application

**Decision:**

DXC are unable fix core-IBM issues. If IBM provide DXC with a fix it will be included in the warranty release.

**Reasons for Decision:**

The Favourites functionality is Out-of-the-Box with IBM FileNet product. Should we require changes to the default menu options, this would require additional custom code changes to the out of the box functionality. This is not recommended at this time. Rather than using the Favourites option where the documents are opened in the IBM viewer by default, documents could be opened / downloaded from any of the other native search functions so that they can be opened in the native application by default.

**Business Impact: Low**

DXC investigated the historical use of the 'Favourites' functionality within the current WSMP—based version of the IMR. The following table shows the number of favourites created (for all users) per year.

YEAR	No of Favourites
2018	2
2017	48
2016	52
2015	39
2014	47
2013	51
2012	50
2011	89
2010	198
2009	298
2008	521
2007	296
2006	137
2005	31
2004	12

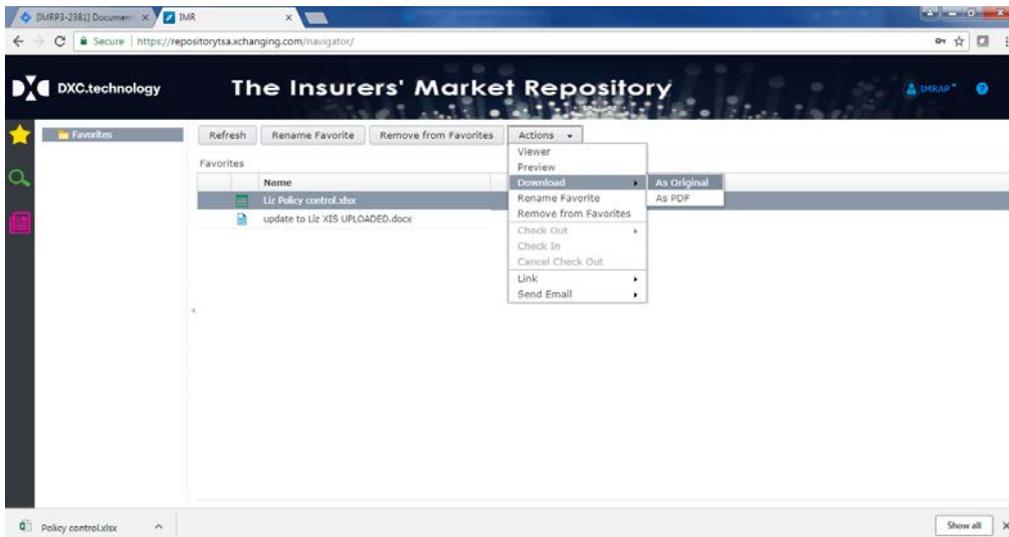
Workaround:

**Option 1:**

Documents in 'Favorites'



Select document and then 'Actions' -> 'Download' -> As Original. Document is downloaded and can be opened in Native application.



**Option 2:**

View / Download the original document from the Native Repository search screens rather than the favorites.

Defect ID: IMRP3-1709, 1710, 1711, 1824, 1833, 1858, 2042, 2208, 2364 2338, 2433

Severity/Priority: S3 - 4/P2 - 3

Description of defect:

Numerous Document Viewer / IBM issues.

Decision:

DXC are unable to make changes to Document viewer, or core IBM issues. Only IBM can provide fixes as the associated code is IBM Out-of-The-Box..

Reasons for Decision:

There have been numerous document viewer issues raised during both the Data Assurance work and also the UAT and MAT periods. DXC have made IBM aware of all issues and they advised that an upgrade to the latest version of Filenet will partially solve some of the document viewer issues. At this time any changes to the core Filenet version in use are not possible and as this would not fix the majority of the issues, IBM have been asked to provide more information on their future plans for the document viewer. The change to not use the document viewer as the default document viewer means that these issues are no longer considered to have the same impact on IMR users and are expected to be downgraded in both severity and priority.

IMR Viewer Changes

It was agreed with Market Users participating in Market Acceptance Testing for the IMR Replatform project that there should be a change to the IMR User Interface to amend the default document open action. The open function will now not use the IBM Viewer by default, but instead will download the file directly (most browsers will then ask if user wants to Open or Save the document). The Viewer will be added as a separate menu option, and will continue to act as a fallback option in the minority of cases where the User does not have the requisite desktop app to view the particular document format. Thus ICN will act more similarly to WSMP.

The implication, also agreed with MAT users, is that they will rely primarily on use of Native apps, like Excel, to both Open and Print documents, as with WSMP. We can therefore remove the (Java-based) Actions > Print option, in favour of native app functionality (e.g. Excel) - again, as per WSMP. This means we go live with NO requirement for Java!

Business Impact: **Low**

Workaround:

Changes have been made to the default actions when opening a document using 'Actions -> Open' – The document is now downloaded and opened in the Native application, rather than using the Viewer. If problems are still encountered when using the Viewer, the user will have to either download or preview the document outside of the viewer, or stitch using the Document Cart functionality.

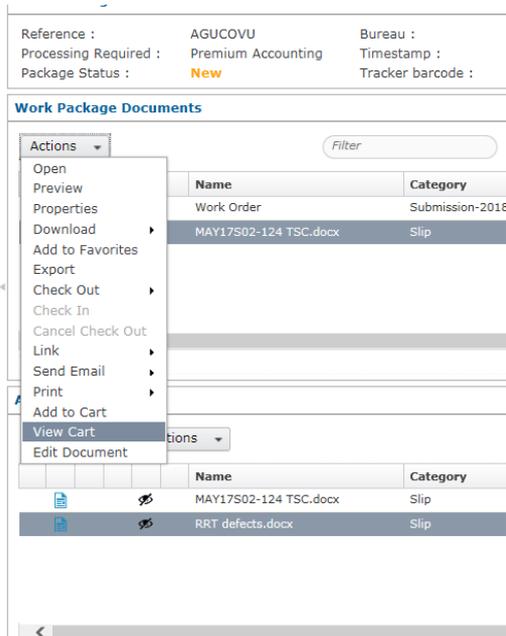
Defect ID: IMRP3-2278

Severity/Priority: S3/P2

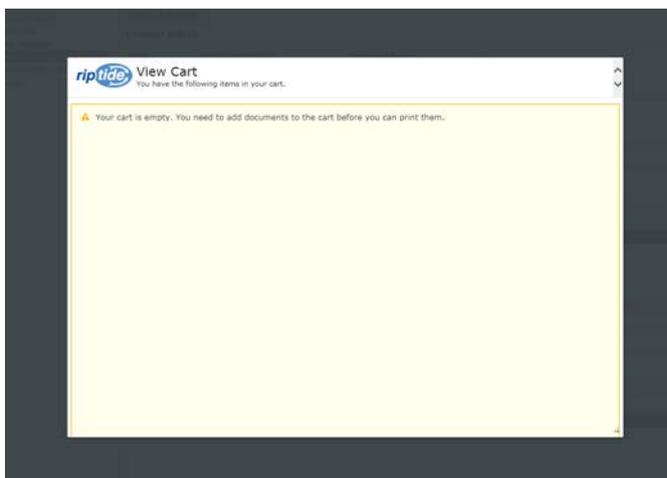
Description of defect:

View cart page is displayed broken when cart is empty for a document

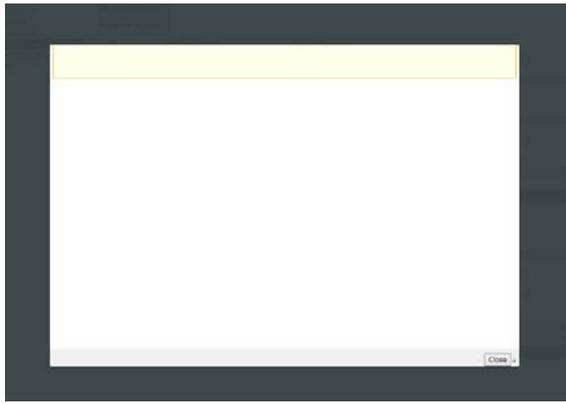
This defect only occurs when a user chooses the 'View Cart' option from the 'Actions' drop down menu (but they **have not** selected a document) more than once. If the option is selected when the user has selected a document, the problem does not occur.



The first time a user selects to view the document cart when they have no documents in the cart the following screen is rendered as expected:



Any subsequent time(s) that the user selects the view cart option when the cart is empty the following screen is rendered in error:



Given that the user has already been advised that they do not have any documents in the cart, they should be aware that they need to add documents to the cart if they require them to be stitched together.

The user is able to subsequently add documents to the cart and use the stitching functionality as designed:



Decision:

**This defect will be Fixed as part of the Warranty Release Post Go-Live if the vendor provides DXC with a fix.**

Reasons for Decision:

No functional impact to users. This is essentially a 'look and feel' issue, which whilst not ideal would not have any impact on users' day-to-day tasks when using the functionality.

Also, this is a non-valid scenario – A user should not be opening the cart whilst nothing has been selected. As soon as the user has selected documents to add to the cart, then the functionality is normal. The root cause of this defect is in the Crawford Riptide plug-in which is used 'out-of-the-box'. A support ticket has been raised with Crawford to resolve this.

Due to the above, the chances of this being seen in production are extremely low and hence the fix for this defect will be deferred to post-Day1.

**Business Impact: Low**

Stitching functionality is still available when documents have been added to the cart. The only impact is if the User does not add documents to the cart and attempts to view the empty cart more than once (they will be advised once that the cart is empty).

Workaround:

Not Applicable – Whilst this defect is valid, it is only caused by a user opening the document cart when it is empty more than once.

Defect ID: IMRP3-2306

Severity/Priority: S3/P3

Description of defect:

Timezone is automatically getting changed to GMT for .msg attachments

See the attached document for screenshots and how to recreate.



Microsoft Word  
Document

Decision:

This defect will be Fixed as part of the Warranty Release Post Go-Live.

Reasons for Decision:

The functionality for assigning the timestamp to for these type of files is using a Native IBM library which seems to default to GMT. The functionality should allow parameters to be added in the code so that the time zone can be manipulated to suit the requirements, however this does not seem to be working for this library in conjunction with the Microsoft issue described at: <https://support.microsoft.com/en-gb/help/2466942/the-sent-time-stamp-on-email-messages-is-incorrect-in-outlook-on-the-w>

An IBM support ticket has been raised and their response is awaited.

This behaviour is only displayed for .MSG filetypes uploaded through DMS, A&S and DRI submission channels. All other files and submission methods do not seem to be impacted by this.

The created time in the UI where you see all the docs listed will be correct and also when you look at doc properties. The only issue will be when you open the email to view the content. During British Summer Time the sent time in the email may appear an hour out.

**Business Impact: Low**

There is low business impact associated with this deferral. Please see the word document below for the justification associated with this conclusion.



Microsoft Word  
Document

This is not an issue if the user is viewing the documents using their local native application (i.e. Outlook) which is now the default behaviour – This issue only manifests when the user views the documents using the non-default IBM Viewer.

Workaround:

Not Applicable.