

Q32. How to handle records lockup when using the CAP System(s)?

We have been reported cases regarding database records locked for being updated. According to those reported cases, the problem happened after system hanged during record update by user. Further to this issue, we are still investigating with PCCW but still not yet come to the solution. Since such problem might happen again in the future, before we could sort out the reason / resolution, we would like to suggest the following actions once user experience the problem again:

Scenario:

1. User found that system hanged for more that 15 mins after click save to a record.

or

2. User found that when trying to update a record, the following error prompt: "Can not reserve record [2 tries]. Keep trying?"

Suggested actions:

Step 1. Try to logout the system, if not, close all Oracle applications.

Step 2. Reboot the PC.

Step 3. DO NOT try to login the system and update the same record again.

Step 4. Call CAP Support Hotline for assistance, and it would be better if user could provide more details on the working steps just before problem happen.

We **suggest user to perform Step 1 and 2** to ensure users terminate any connections that connected to our Oracle server.

Step 3 is to avoid any new locks created by the same problematic action.

For Step 4, once we have receive reported case, we would try to kill any inactive locks to records.

The above might not be the ultimate resolution for the problem, but at least it could minimize the affecting time of users and avoid problem to be repeated at the same period of time.