

# Report – Support issues with Singcall

---

## 1 Errors Identified

We have found 3 issues based on the tests that we performed yesterday, and a solution is currently being worked on with the goal of releasing new apps towards the end of the day.

The information below is a closer description of what has happened:

### 1) Text freezes during a conversation

- The cause to this issue is that time stamps in the data packages are not done correctly.
- We found the cause of the problem and the development team is currently upgrading the PC client and the apps.

### 2) This issue only happens only with the PC client.

Text from the 112 agent does not work properly when it is typed and sent to the user (=user does not receive text), text often comes through after 10 seconds. This happens when the firewall settings in the end user client are set in a few scenarios.

- Short term solution: we will change the firewall settings in the PC client; this is a immediate workaround to solve the problem immediately.
- Long term solution: We wil change a routine in the firewall trespassing so that the PC client.

### 3) This issue only happens with the PC client.

This error happens when a call is placed from the PC to the 112 agent, and it is in connection to so called SIP re-invite (calls that are placed first on queue and then are connected to the agent.) This is called a pay-load issue.

This error happens when a call is placed to the operation platform (version 6.3) but not with the test platform (version 6.5). Variations in the end user clients settings also affect the call issue.

There are two solutions to this problem, which are listed below and we will follow up all of the solutions:

- We will change the settings in the PC client, which will immediately solve this issue.
- We are currently planning an upgrade of the 112 production platform to version 6.5, together with the 112 team, and this will also solve the problem.

Nr N:o  
015-35-BDE



Uppgjord (även faktaansvarig om annan) *Prepared (also subject responsible if other)*

Dokumenttyp *Document type*

Dokumentansvarig/Godkänd *Document responsible/Approved*

Report

Datum *Date*

Rev

Tillhör/File

S-kl

nWise

2015-08-21

A

## 2 Follow up activities

nWise is working with a solution to the problems identified and the goal is to publish new apps and a PC client that will solve the issue.

nWise will return with an updated report at the end of the day on the 21 August.