# **Failure / Forcing users off Payplus**

Status: Approved

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| **\*** Editor(s) | : **clstech@kyndryl.com, Shamima Khongwir/CLS/TeamIBM** | **\*** Notifications | : **clssst@kyndryl.com, clstech@kyndryl.com, OPSMAN@kyndryl.com** (For this document) |
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| **Doc ID** | **Environment** | **Who will use this** |
| DOC-0505 | Prod | Software Support Team |

(What process or procedure needs to be followed prior to executing this procedure)

Either:

1) More than one user is logged in when SOD or EOD are to be run.

or

2) A user cannot log on because they are logged on/appear to be logged on to Payplus already.

(Type here a summarised description of the procedure followed by a detailed list of steps which need to be taken to perform a process activity.)

Under certain circumstances it may be necessary to force off Payplus users from the application. For example, Payplus SOD requires no other users are using the application.

Users may appear to be connected to Payplus, even when they are not actually using the application. This situation will occur, for example, after the failure of the RDS server through which the user(s) are logged on to PayPlus or after the failure of the Payplus client or server. **IBM user accounts do not have the access rights to force any users (including IBM Ops and SST) off the system, therefore this must be done by Ops staff at the bank.**

1. **Logon to the Remote Desktop Windows Server environment.** Use the server **CLSPRAIIA02 for site A or CLSPRCIIA02 for Site C.** Login with a normal Windows user id.
2. **Start the Payplus client.**  Logon using an IBM operational support login id and password, or a SST support id and password.
3. **Identify the users logged on.** On the righthand section of the client screen, click on "Users". This will open a smaller window showing the users currently connected/marked as connected in Payplus. Hovering the mouse over a particular user will show when that user last connected to Payplus. This will give an indication of whether the user is likely to be actually connected & actively using the application.
4. **Call the bank** and explain which users need to be disconnected from Payplus, and why.
5. **Check the status of users in Payplus.** Right-click over the users pop-up window and select "Refresh" to update the display.

**END OF DOCUMENT**

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| [REVISED Document/Revised APPROVED by an Approver]: [CPMA 3242897] [Doc 0505] [Date 13/01/03 : 15:30] [Requestor Tonya Hobbs]  -------- Updated by Amie Hathaway6/UK/IBM on 22/03/2007 11:24:30[REVISED Document/Revised APPROVED by an Approver]: editor amendments  -------- Updated by Amie Hathaway6/UK/IBM on 22/03/2007 11:25:55[REVISED Document/Revised APPROVED by an Approver]: [CPMA 4701878] [Date 14/03] [Doc0505] [Requestor Nick Hill]  -------- Updated by Monica Achilla/UK/IBM on 20/11/2007 19:18:29[REVISED Document/Revised APPROVED by an Approver]: BAU Change - Reset review period by 365 days.  -------- Updated by Monica Achilla/UK/IBM on 11/02/2008 09:55:20[REVISED Document/Revised APPROVED by an Approver]: [CPMA <4857073>] [Date <05/02/2008>] [DOC - multi] [Requestor <Anne Cockhead>] - First set of SST docs updated for OOR.  -------- Updated by Christopher Sing/UK/IBM on 23/02/2009 13:42:50[REVISED Document/Revised APPROVED by an Approver]: Editorial ammendment (Christopher Sing)  -------- Updated by Christopher Sing/UK/IBM on 23/02/2009 13:43:56[REVISED Document/Revised APPROVED by an Approver]: FED Win2003 Procedures in Trac Notes(Stuart Snook)  -------- Updated by Lorettana James1/UK/Contr/IBM on 24/02/2010 15:14:25[REVISED Document/Revised APPROVED by an Approver]: Editorial Amendment - Added Lorettana James, removed Chris Sing -------- Updated by Lorettana James1/UK/Contr/IBM on 24/02/2010 15:14:48[REVISED Document/Revised APPROVED by an Approver]: BAU CHANGE [Date <24/02>] [Doc <0505>] [Requestor Gareth Marsh] Failure / Forcing users off Payplu$  -------- Updated by Victor Castillo/Southbury/IBM on 03/02/2011 03:19:13 PM[REVISED Document/Revised APPROVED by an Approver]: Added Victor Castillo as editor. Removed Lorettana James.  -------- Updated by Victor Castillo/Southbury/IBM on 03/02/2011 03:20:19 PM[REVISED Document/Revised APPROVED by an Approver]: BAU CHANGE [Date <02/03>] [Doc <0505>] [Requestor Gareth Marsh] Failure / Forcing users off Payplu$ Can you please amend the title to Failure / Forcing users off Payplus (substituting the $ with a s)  -------- Updated by Victor Castillo/Southbury/IBM on 03/08/2012 12:55:47 PM[REVISED Document/Revised APPROVED by an Approver]: BAU CHANGE [Date <08/03>] [Doc <0505>] [Requestor Gareth Marsh] Failure / Forcing users off Payplus I have reviewed the following document.  Can you please extend the review period to 365 days if appropriate and amend the review date as appropriate.   -------- Updated by Victor Castillo/Southbury/IBM on 05/07/2013 10:25:58 AM[REVISED Document/Revised APPROVED by an Approver]: BAU CHANGE [Date <03/05>] [Doc <0505>] [Requestor Gareth Marsh] Failure / Forcing users off Payplus The following document has been reviewed.  Can you please extend the review period to 365 days and amend the review date as appropriate.  -------- Updated by Victor Castillo/Southbury/IBM on 05/15/2014 12:09:44 PM[REVISED Document/Revised APPROVED by an Approver]: Title: Failure / Forcing users off Payplus  The following document has been reviewed.  Can you please extend the review period to 365 days and amend the review date as appropriate.  Regards   Gareth Marsh-Rowe  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Software Support Team CLS Service E-mail marshg1@uk.ibm.com  -------- Updated by Victor Castillo/Southbury/IBM on 06/30/2015 04:27:42 PM[REVISED Document/Revised APPROVED by an Approver]: BAU CHANGE [Date <30/06>] [Doc <0505>] [Requestor Gareth Marsh] Failure / Forcing users off Payplus Title: Failure / Forcing users off Payplus  The following document has been reviewed.  Can you please extend the review period to 365 days and amend the review date as appropriate.  Regards   Gareth Marsh-Rowe   -------- Updated by Victor Castillo/Southbury/IBM on 07/08/2016 05:21:25 PM[REVISED Document/Revised APPROVED by an Approver]: BAU CHANGE [Date <08/07>] [Doc <0505>] [Requestor Gareth Marsh] Failure / Forcing users off Payplu Title: Failure / Forcing users off Payplus  The following document has been reviewed.  Can you please extend the review period to 365 days and amend the review date as appropriate.  Regards   Gareth Marsh-Rowe  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Software Support Team  -------- Updated by Balu Sethuramalingam/India/IBM on 09/07/2017 05:22:21 PM[REVISED Document/Revised APPROVED by an Approver]: Kindly find details in the attachment  -------- Updated by Balu Sethuramalingam/India/IBM on 21-04-2020 23:14:57[REVISED Document/Revised APPROVED by an Approver]: CH20184809 CLSPROC:- DOC updates for WR5013 - w2012 IIA servers  Tim M Doran to: Balu Sethuramalingam, UK CLS Business Support Team 14-04-2020 23:09   Cc: Ian Pomeroy, Dheepan S Krishnamoorthi, Thothathiri Rg Nayagam, Smitha Nair, Thomas Harris1, UK CLS Technical Leads, CLS Application and Package Support, UK CLS Ops Analysts, Dawn Denton     -------- Updated by Shamima Khongwir/AP/Ocean on 01-02-2022 12:47:03[REVISED Document/Revised APPROVED by an Approver]: .  -------- Updated by Shamima Khongwir/AP/Ocean on 29-09-2022 17:12:20[REVISED Document/Revised APPROVED by an Approver]: Doc updated as per CH20289872  From: Gary Walker Sent: 23 September 2022 15:55 To: OPSMAN <OPSMAN@kyndryl.com>; 'Shamima T Khongwir' <skhongwi@in.ibm.com> Subject: RE: WR4078 SD Manual docs to be updated   -------- Updated by Shamima Khongwir/CLS/TeamIBM on 01-09-2023 20:38:38[REVISED Document/Revised APPROVED by an Approver]: From: Kalaivanan Eswaramoorthi Sent: 26 July 2023 18:12 To: /UK/IBM Subject: [EXTERNAL] RE: SD Docs - Renew List |

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| Notification History |
| Date: 25-07-2001 15:27:58. Notified: Tanya Coleman/Contr/IBM, Nicola Wise/UK/Contr/IBM;  Date: 04-01-2002 15:44:10. Notified: Andrew Terry/IBM, Mark Pridmore/UK/IBM, Iain Wood/UK/IBM;  Date: 16-05-2002 11:00:59. Notified: Andrew Terry/IBM, Iain Wood/UK/IBM, Nik Youell/UK/IBM;  Date: 13-01-2003 15:20:29. Notified: Pete Codd/IBM, Guy Cordran/UK/IBM, Domenika Wolter/UK/IBM;  Date: 22/03/2007 11:24:30. Notified: UK CLS Technical Leads/IBM, Alex Tiley/UK/IBM, UK CLS Business Support Team/UK/IBM;  Date: 22/03/2007 11:25:54. Notified: UK CLS Technical Leads/IBM, Alex Tiley/UK/IBM, UK CLS Business Support Team/UK/IBM;  Date: 20/11/2007 19:18:28. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 11/02/2008 09:55:19. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 23/02/2009 13:42:49. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 23/02/2009 13:43:56. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 24/02/2010 15:14:24. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 24/02/2010 15:14:47. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 03/02/2011 03:19:12 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 03/02/2011 03:20:17 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 03/08/2012 12:55:46 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 05/07/2013 10:25:57 AM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 05/15/2014 12:09:43 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 06/30/2015 04:27:42 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 07/08/2016 05:21:24 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 09/07/2017 05:22:16 PM. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 21-04-2020 23:14:55. Notified: UK CLS Technical Leads/IBM, UK CLS Business Support Team/UK/IBM, CLS SST/UK/IBM;  Date: 01-02-2022 12:46:59. Notified: clssst@kyndryl.com, clstech@kyndryl.com, OPSMAN@kyndryl.com;  Date: 29-09-2022 17:12:16. Notified: clssst@kyndryl.com, clstech@kyndryl.com, OPSMAN@kyndryl.com;  Date: 01-09-2023 20:38:35. Notified: clssst@kyndryl.com, clstech@kyndryl.com, [OPSMAN@kyndryl.com](mailto:OPSMAN@kyndryl.com); |