

Business Express Black Hamsters Extra eCourse Information



Version: 1-1

Date: 2012-12-14

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Current situation

Business Express use Black hamsters to alert both the BE team and system champions to a user's attempt to access a denied resource. They display user, user id number system id, ip address and cookie information. Recently a link was added at that allowed a logged in system champion to provide the access that had previously been denied to the user. In a further update, the campaign name and id were also added to help fix the access issue faster.

Improvements – eCourse Information

The majority of hamsters occur in eCourse and checks have been added to try and help fix this and return as much information as possible.

Error	Error Description
Help Suggestion	The user has tried to access a resource they do not have permission to access
System	2(D:\inetpub\wwwroot\client\client_allnone\main\resourcedenied.asp)
System Name	ALLNONE
User	Daniel Coughlan (224)
Server	192.168.100.102
Remote IP	83.71.208.249
Cookie Information	
User Id	224
Session Cookie	948CE8CC-D13A-4C4F-BDCC-8CA20876FFAE94
Session Route	Primary

Above is the standard information seen in a black hamster. There is no help link or campaign name and id because the problem occurred outside a campaign.







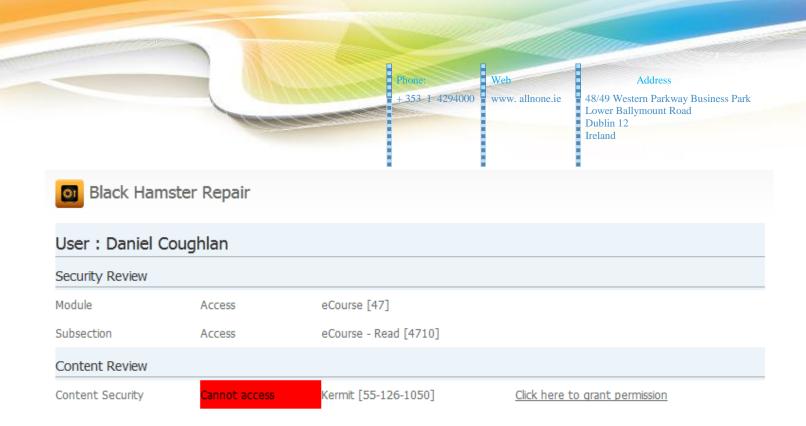
We have now added a new eCourse information section which contains any information available about the eCourse.

Click here to correct this issue : You must be logged into BE first to use this link		
Error	Error Description	
Help Suggestion	The user has tried to access a resource they do not have permission to access	
System	2(D:\inetpub\wwwroot\client\client_allnone\main\resourcedenied.asp)	
System Name	ALLNONE	
User	Daniel Coughlan (224)	
Resource Id	1050	
Server	192.168.100.102	
Remote IP	83.71.208.249	
eCourse Information		
Book	Kermit (55)	
Chapter	the (126)	
Page	frog (1050)	
Cookie Information		
User Id	224	
Session Cookie	948CE8CC-D13A-4C4F-BDCC-8CA20876FFAE94	
Session Route	Primary	

All the standard information is available together with the additional information under the eCourse Information header; book, chapter and page. It also displays the id's of these elements to allow the help link to access to the book, chapter or page in question.







eCourse Assets

Some eCourse access cannot be granted through the help link so we display the name of the asset and its author, who is the only one who can grant access. This information appears in eCourse Asset Information.

Error	Error Description
Help Suggestion	The user has tried to access a resource they do not have permission to access
System	
System Name	
User	
Resource Id	1311
Server	192.168.100.101
From Page	
Remote IP	62.134.204.132
eCourse Asset Information	
Asset Name	
Asset Author	
Cookie Information	
User Id	63
Session Cookie	783687E5-B94A-46D8-BE8A-67CA03E468D778
Session Route	Primary



