

ROSS TIPS

ROSS TIP: PEN-2004-1
Date: April 12, 2004 – V2
Subject: FIX for Duplicate Requests on Pending Request Screen

Users may be surprised to see duplicate resource Requests displayed on the Pending Request screen (fig. 1). Rest assured that only one copy of the Request exists in the ROSS database. This ROSS Tip explains why this happens and offers two solutions to correct the problem.

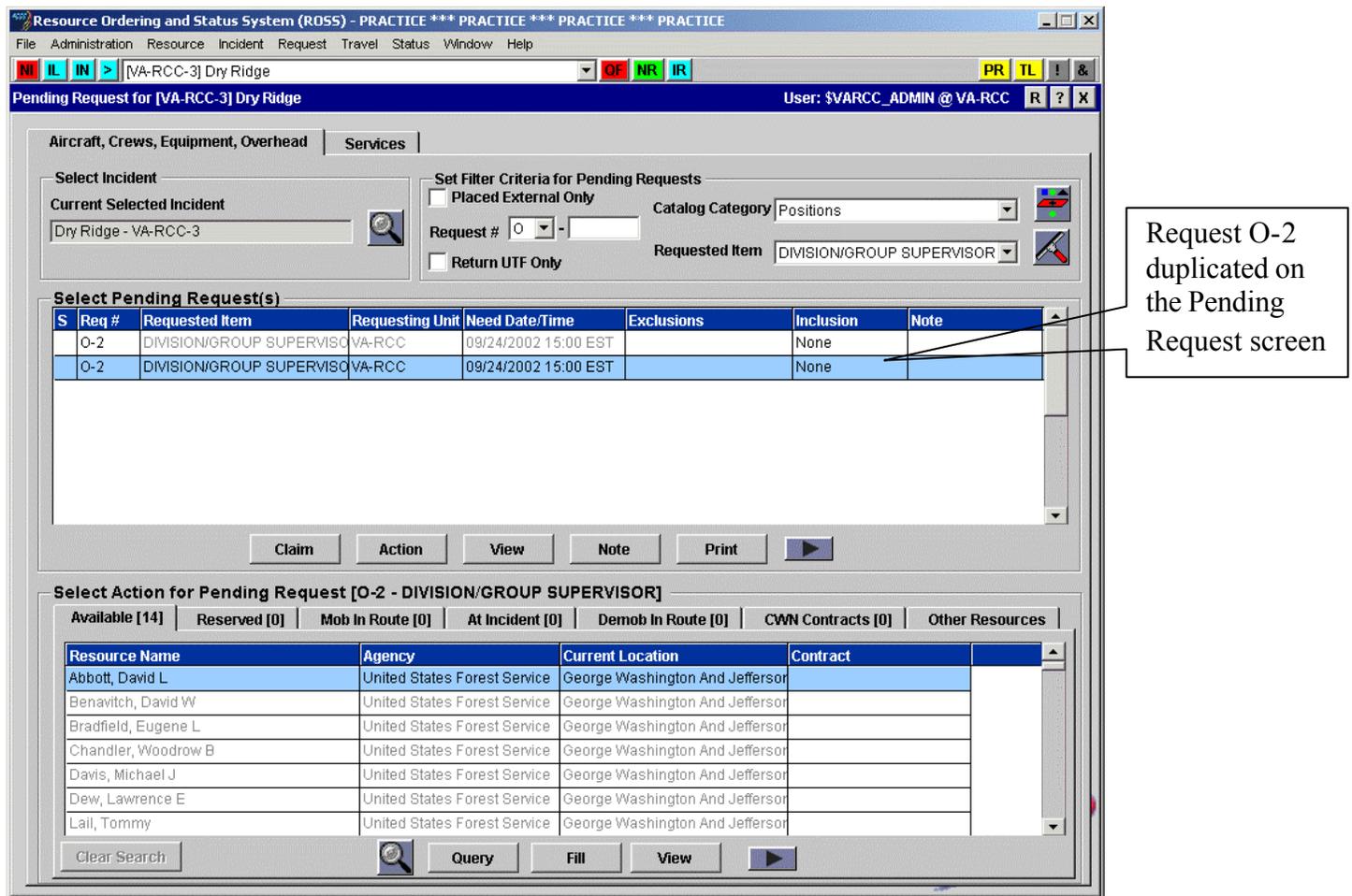


Figure 1. Example of a request being duplicated on the Pending Request screen.

This problem can only occur if you have added a ROSS dispatch center (usually your own center) to of the Incident Hosts tab on the Organization screen (as VA-RCC has done in fig. 2). This seems like a logical step because your dispatch center may host incidents in order to preposition resources for initial attack, to stage resources for mobilization or to run an expanded dispatch serving multiple units or fires. However, it is not necessary because ROSS automatically adds your dispatch center to the Incident Host dropdown list on the New Initial Report or Incident screen. As a rule, the only offices you should designate as incident hosts are the organizations you dispatch and your non-ROSS and Status-Only subordinate centers.

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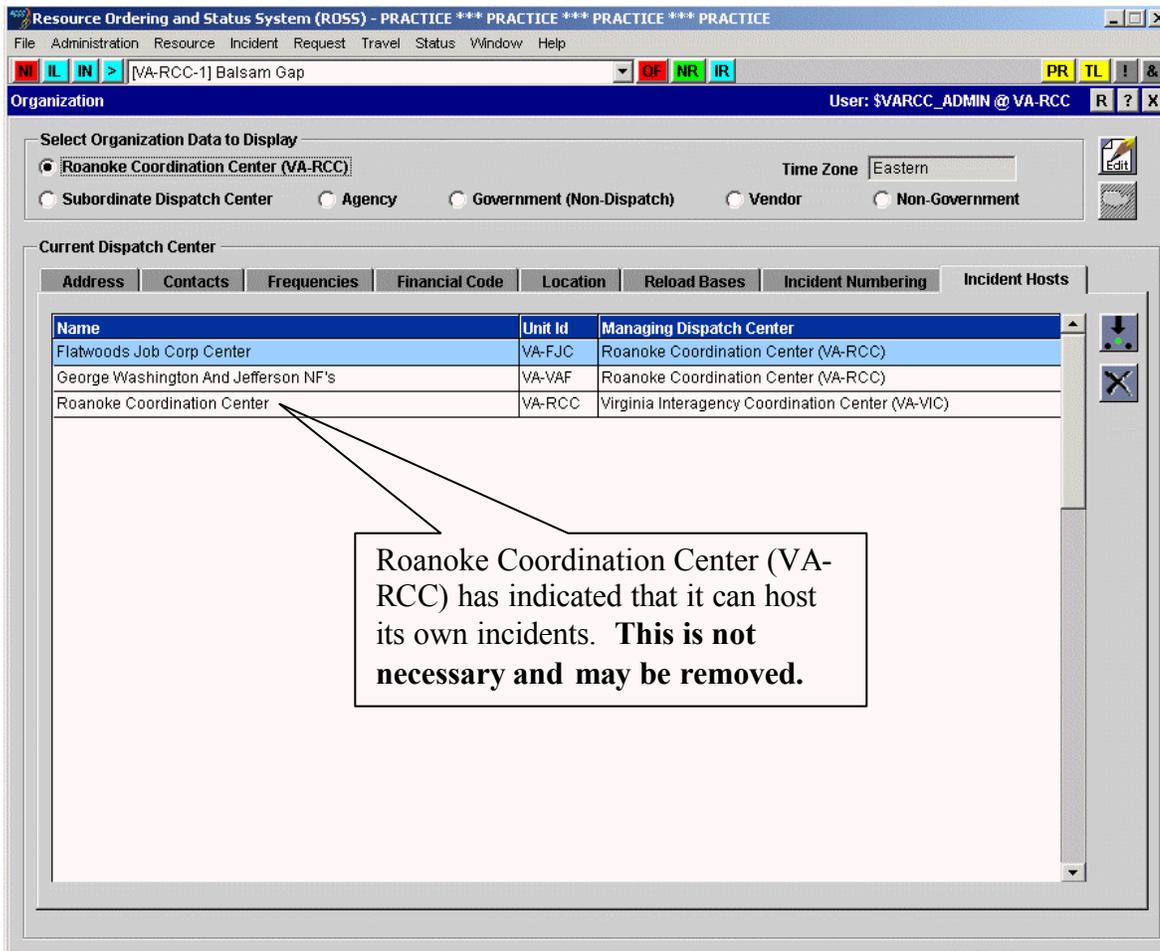


Figure 2. Designating Incident Hosts for a dispatch center on the Organization screen.

Now let's see how adding your Dispatch Center to the Incident Hosts tab can result in duplicate Requests being displayed on the Pending Request screen. In order to view Requests on the Pending Request screen, the User must select Dispatch and Host units on the Personal Settings screen. This is done by going to Personal Settings under Administration on the ROSS Menu Bar. We are interested in the Personal Settings for Pending Request Filters (fig. 3). This screen has two panels. The upper panel is used to select Dispatch Unit filters and the lower to select Host Unit filters. Since VA-RCC is a dispatch center and has been added to the Incident Hosts tab, it shows up as an available selection in both panels.

If the user selects VA-RCC as both a Dispatch Unit and a Host Unit (i.e., moves both instances to the right) then requests will be duplicated on the Pending Request screen. There are two ways to eliminate this problem:

1. Preferred: Remove VA-RCC from the Incident Hosts tab.
2. Alternate: Select VA-RCC as a Dispatch Unit and not as a Host Unit (fig. 3).

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Your Personal Settings for Pending Request Filters only affects what can be filtered and viewed on the Pending Request screen. VA-RCC can still be designated as an incident host on the Incident and New Initial Report or Incident screens.

Figure 3. Alternate solution is to manage Pending Request Filters on the Personal Settings screen.