VELO Production Issue - Bug #22037

[Android] [Fund Transfer] [Managed Saved Beneficiary] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999 When Perform Fund Transfer Via Managed Saved Beneficiary

13 March 2025 04:19 PM - yap chekying

Status:	Assigned		**Start date:**	13 March 2025
Priority:	Normal		**Due date:**	
Assignee:	sengloong.khoo sengloong.khoo		**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:			**Spent time:**	0.00 hour

Description

There is an issue when the customer makes a transaction, here are the steps:
Customers click fund transfer -> domestic transfer -> bifast -> fill in the source of funds and destination account -> click continue -> input amount -> fill in the purpose of the transaction and click continue, on the notification page click continue (there is an error in this section, please refer to attached image).

org id : YAYTUNASMUDA
user id :ADMYAYTMB1
date of issue : March 10, 2025 at 11.35 am
error : error.mcb.9999999999999999999.error.mcb.99999999999
device type : SM-S721B

Log provided at: /Digital Banking/VelocityMobile/Log/PROD LOG/20250310/

History

#1 - 13 March 2025 04:44 PM - yap chekying

- Project changed from VELO Administration Authorization Transaction Notification to VELO Production Issue

#2 - 14 March 2025 01:38 PM - SP LENG

- Status changed from New to Assigned

- Assignee changed from SP LENG to sengloong.khoo sengloong.khoo

Issue: BE prompt error due to Transaction beneficiary inquiry cache is not found (Required by FAST).
Fix: FE needs to call the TransactionBeneficiaryInquiry WS to BE.

P.S.: Tested by UAT; the issue only occurs on Android and only happened Fund Transfer via manage save beneficiary.

User Task ID: 007a5d422981bb41aa8a0e11a8157505d6

#3 - 26 March 2025 09:48 AM - yap chekying

- Subject changed from [BE] [Fund Transfer] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999 to [Android] [Fund Transfer] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999

#4 - 26 March 2025 10:22 AM - yap chekying

- Subject changed from [Android] [Fund Transfer] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999 to [Android] [Fund Transfer] [Managed Saved Beneficiary] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999

Updated steps to reproduce:
1. Select "Transactions" in side menu.
2. Select "Fund Transfer".
3. Select "Managed Saved Beneficiary"
4. Select "Domestic Transfer".
5. Select "BI-FAST".
6. Select saved beneficiary.
7. Tap on "FUND TRANSFER" button.
8. Select "Source of Fund".
9. Input "Amount" and "Purpose of Transaction" and tap on "CONTINUE" button
10. Notification page, tap on "CONTINUE" button.

#5 - 26 March 2025 10:28 AM - yap chekying

- Subject changed from [Android] [Fund Transfer] [Managed Saved Beneficiary] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999 to [Android] [Fund Transfer] [Managed Saved Beneficiary] Hit Error error.mcb.9999999999999999999.error.mcb.99999999999 When Perform Fund Transfer Via Managed Saved Beneficiary

Files

error.jpg		107 KB	13 March 2025		yap chekying