VELO Production Issue - Bug #22280

[PROD][BE] Hit MCB999 Error and Required Reactivate Biometric & SW Token

16 July 2025 11:35 AM - yap chekying

Status:	Resolved	**Start date:**	16 July 2025
Priority:	High	**Due date:**	
Assignee:	yap chekying	**% Done:**	0%
Category:		**Estimated time:**	0.00 hour
Target version:		**Spent time:**	0.00 hour

Description

1.   When accept T&C for the first time login, get error MCB999:

1st Customer
• Org ID: PACIFICPI
• User ID : ABDULLAH
• Date/Time: 15 July 2025 / 15:15 PM
• Attachment: 1st Customer.mp4
• OS: Android
• App Ver: 1.0.43 (WL14)
2nd Customer
• Org ID: OCBCKAP
• User ID: USER03
• Date/Time: 15 July 2025 / 15:26 PM
• Attachment: 2nd Customer.jpg
• OS: Android
• App Ver: 1.0.43 (WL14)

2.   Need to enroll SW Token & Biometric on next day
• Org ID: CSD49121
• User ID: ELISA
Before 15 July 2025 (1.0.42(WL12)):
Biometric: ACTIVE
SW Token: ACTIVE
15 July 2025 (1.0.42(WL14)):
Biometric: NOT ACTIVE ⬜ and then Customer reactivate
SW Token: ACTIVE

16 July 2025 (1.0.43(WL14))
Biometric: NOT ACTIVED ⬜ and then Customer reactivate again
SW TOKEN: NOT ACTIVED ⬜ and then Customer reactivate again

Please refer to attached video for details.

History

#1 - 17 July 2025 03:03 PM - SP LENG

- Status changed from New to Resolved

- Assignee changed from Tan Hi Ann to yap chekying

Issue: Incorrect Sequence Key Constraints
Fix: Fix code ensures that ID numbers now follow the correct sequence

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Files

2nd Customer.jpg	292 KB	16 July 2025		yap chekying
1st Customer.mp4	7.08 MB	16 July 2025		yap chekying