

Xapity Transfer Status

The **Xapity Transfer Status** task shows the real time details of any transfer related to an Incident. Transfer Status is bi-directional, that is, it can “see” from the original Incident to the transferred Incident in the remote site, but on the remote instance it can also “see” from the transferred Incident back to the original Incident.

The status of the transfer can have the following states:

Pending: This is a temporary state that indicates the Incident has been submitted for transfer, but the Xapity Transfer On Create workflow has not yet run. It will take a minute or two for the transfer workflow to run and update the status.

Transferred: This indicates that the Incident was successfully Transferred.
Resolved: Indicates the Incident has been resolved on the remote instance.

Retry: Indicates that a Transfer workflow encountered an issue and could not complete. The workflow sets the status to Retry and will try again every 4 hours to transfer the Incident.

Xapity Transfer Status displays:

Action Log: Displays the remote incident action log.

Action Log Double Click: Double clicking on an action log item opens it in a separate window where it is easier to read long comments.

Comment: Allows an analyst to add a comment into the remote instance action log at any time. This is a real time transaction that takes place when the Add button is clicked. The comment can be marked as private which disables users viewing the comment.

File Attachments: Displays the list of File Attachments from the remote Incident related items tab.

File Attachments Double click: Will open the attachment from the remote instance.
 Note: this cannot be saved back to the remote instance.

