



WA428 ERROR WHEN CLAIMING A TASK

An 1100 error is received when two workers are claiming the same task at the exact same time from **Task Inventory**. The worker who received the error will not have the expected task claimed. They will need to complete the following steps before searching and claiming a new task.

STEP 1 Log-out of KEES.

STEP 2 Log back into KEES and search for a new task to claim.

Important Note: Workers should claim their task before completing any research related to the task. This will minimize the chance of another worker claiming the task before you have the chance to do so.

If two workers are attempting to claim the same task at the exact same time from **Task Details**, the Task Details window will blank to a white screen for the worker who did not get the task. The worker needs to close the window and search for a new task to claim.

Document Change Log

Date	Version	Author	Change Description
08/06/2015	2.7	D. Pence	Initial Draft completed
08/17/2015	2.7.1	J. King	Updates made

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