*PROBLEM SOLUTION DOCUMENT*

|  |  |  |
| --- | --- | --- |
| Information Ticket iMonitoring (Diisi oleh Lead) | | |
| No. Ticket | : | 2504000145 |
| Submit date | : | 29/04/2025 |
| Nama Client/User | : | DIPO STAR FINANCE/EDDY RAKHMAN |

|  |  |  |
| --- | --- | --- |
| LEVEL OF INTEREST AND IMPACT (Diisi oleh Lead) | | |
| Urgency | ☐ | *NON URGENT*  *(Perubahan terjadwal dan tidak memiliki batasan waktu tertentu)* |
| ☒ | *URGENT*  *(Perubahan yang telah terjadwal namun memiliki batasan waktu tertentu)* |
| ☐ | *EMERGENCY*  *(Perubahan yang perlu dilakukan dengan segera dan setiap saat)* |
| Impact | ☒ | MINOR  *(Perubahan tidak berdampak langsung kepada operasional dan keamanan informasi)* |
| ☐ | MAJOR  *(Perubahan berdampak langsung operasional dan keamanan informasi)* |

SIGN OF APPROVAL

|  |  |  |
| --- | --- | --- |
| Prepare By: | Sign | Date |
| [Fauzan] |  | 29/04/2025 |

|  |  |  |
| --- | --- | --- |
| Assessment By : | Sign | Date |
| [Sepria Yunita] |  | 29/04/2025 |
| [Senior Support] |  |  |

* Ttd setelah semua proses selesai dan package siap dikirimkan ke client)

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# BACKGROUND

## *EXPLANATION OF PROBLEMS AND SOLUTIONS \* (*DIISI OLEH LEAD*)*

|  |  |  |
| --- | --- | --- |
| No. Ticket | : | 2504000145 |
| Problem | : | Tidak bisa reprint realization  Saat reprint, proses berjalan lalu proses berhenti tanpa ada hasil apapun.  https://dipostar-supportdesk.freshdesk.com/a/tickets/2339460 |
| RCA | : | cek saat klik reprint muncul info "400 Bad Request" pada F12 |
| Solution/Workaround | : | cek saat klik reprint muncul info "400 Bad Request" pada F12 |
|  |  |  |

## *IMPACT ANALYSIS\* (*DIISI OLEH LEAD*)*

|  |  |  |
| --- | --- | --- |
| *Impact Analysis* | : | cek saat klik reprint muncul info "400 Bad Request" pada F12 |
| Module / *Functions that must be tested* | : | cek saat klik reprint muncul info "400 Bad Request" pada F12 |

# IMPLEMENTATION PLAN SYSTEM (EQUIPPED BY STAFF SUPPORT)

## *DETAIL SOLUTION*

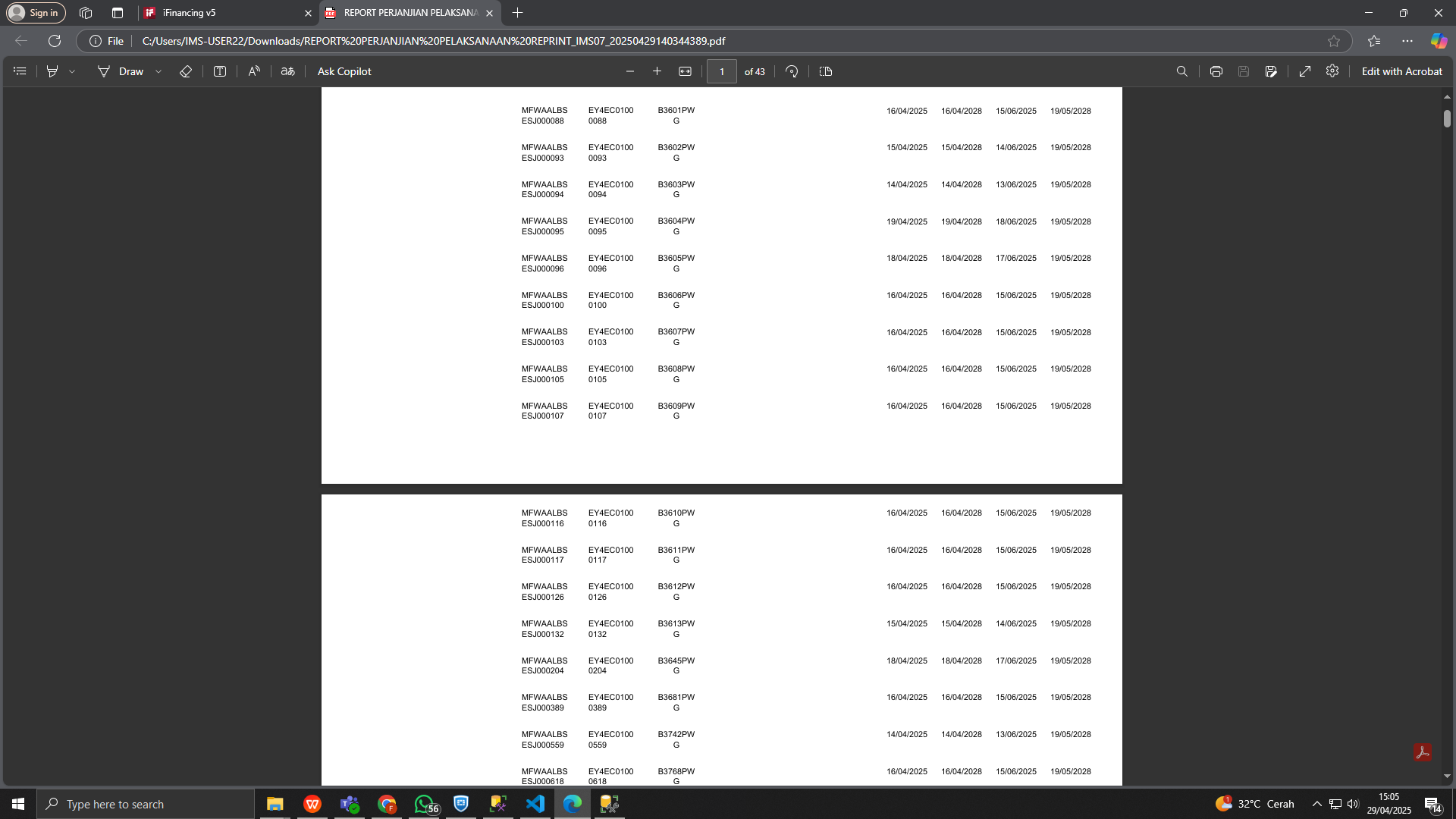
### *SOLUTION* (DIISI PENJELASAN DETAIL TENTANG SOLUSI DAN PENAMBAHAN SOLUSI OLEH DEV SUPPORT)

### LIST OF IMPACT MODULE/ FUNCTIONS/PROCESS/REPORTING

## *LIST OBJECT*

| No | Old/New | File/Object Name | Type | Copy Form | Deployment Path | Notes |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Old |  | ASPX | - |  | - |
| 2 | Old |  | CS | - |  | - |

## CAPTURE SCRIPT CHANGES IN DATABASE/UI



### *BEFORE*

### *AFTER*

# IMPLEMENTATION Instruction

## *IMPLEMENTASI UAT\**

Server UAT :

|  |  |  |  |
| --- | --- | --- | --- |
| No | *Task* | Notes | PIC |
|  |  |  | IT |
|  |  |  | IT |
|  |  |  | IT |
|  |  |  |  |

## *IMPLEMENTASI PRODUCTION\**

Server PRD :

|  |  |  |  |
| --- | --- | --- | --- |
| No | *Task* | Notes | PIC |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## *ROLLBACK\**

### *ROLLBACK UAT*

| No | *Task* | *Notes* | PIC |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### 

### 

### *ROLLBACK PRODUCTION*

| No. | *Task* | *Notes* | PIC |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

# TESTING RESULT

## *SKENARIO* TESTING *(EQUIPPED BY* STAFF SUPPORT*)*

| No | *Menu* | *Activity* | *Capture* |
| --- | --- | --- | --- |
|  |  | User knowledge |  |
| 2 |  |  |  |
| 3 |  |  |  |
|  |  |  |  |

## *SKENARIO* TESTING *(TO BE FIELD BY* QA*)*

| No | *Menu* | *Activity* | *Capture* |
| --- | --- | --- | --- |
| 1 |  |  |  |
| 2 |  |  |  |