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● = Emergency, ● = High, ● = Medium, ● = Low

Posted By : Dipika Yedge

B363

Date & Time : 31-01-2019 12:02:PM

Case status open still case showing in STC tray | Emergency

Hi,

Below case id

closed on- 05/01/2019

then

open- 07/01/2019

STC- 12/01/2019

If the case status is OPEN then how the case showing in STC tray

Case ID- 105116100

Posted By : Khamroddin Shaikh

B363

Date & Time : 31-01-2019 02:36:PM

Hi,

As tested on live and test server i found that the case is not visible in send to client tray. Please check attachment for reference.

Send To Client

Case	Status	IF	Case ID	Make	Resolution
Completed	Completed	Completed	10530821	Open	Yes

Name: Send To: Resolution: Case:

Case	Status	IF	Case ID	Make	Resolution	Name	Send To	Case ID	IF	Case ID
10	10	10	10	10	10	10	10	10	10	10

↓ Download

Posted By : Dipika Yedge

B363

Date & Time : 31-01-2019 04:14:PM

Hi,

STC done on 12th Jan, it will not show in STC now.

My concern is how can OPEN status case was showing in STC.

Posted By : Khamroddin Shaikh

B363

Date & Time : 11-02-2019 05:38:PM

In coding i checked , there is only condition that if case is close then only case will be visible in send to client tray.

It needs deep analysis to find how this happened in the system.

Posted By : Dipika Yedge

B363

Date & Time : 11-02-2019 05:50:PM

Hi,

Please check this issue as cases are getting send to client on HOLD & OPEN status, only if the 1st case status is CLOSE.

Posted By : Khamroddin Shaikh

B363

Date & Time : 12-02-2019 09:50:AM

Hi,

1) please explain in detail, only if the 1st case status is Close

2)Can you provide the case ids with which this process is going on means case status is Open/Hold but showing in STC tray.

Posted By : Dipika Yedge

B363

Date & Time : 12-02-2019 11:20:AM

Test case ID- 105308821

Posted By : Khamroddin Shaikh

B363

Date & Time : 12-02-2019 03:48:PM

-As found that on test server, condition to view cases in send to client tray is

1) if flag show_only_close_cases is 1 then

display cases whose send to client is done and all_case_close_by_sup flag is 1

2)else

display cases whose send to client is done and case status is close

so as checked in cases history table it is found that for given two cases the all_case_close_by_sup flag is present as 1 hence the cases was visible in send to client tray.

As we are working on it, currently we can't make any changes in current flow. Hence to fix this we need

1) template details for which you are importing the cases

2) sample cases with values

Posted By : Dipika Yedge

B363

Date & Time : 12-02-2019 05:45:PM

Case ID- 105311468, 105311469, 105311470

Activity => CPV

Product => Auto Loan

VT => RV

Client Name => Bank of Baroda

Template Name => Bank of Baroda - CPV - AL- RV

Posted By : Khamroddin Shaikh

B363

Date & Time : 13-02-2019 10:06:AM

Hi,

As checked import case process is proper, please provide FE (test user) login to test further case processing.

Posted By : Dipika Yedge

B363

Date & Time : 13-02-2019 11:34:AM

FE Login- Rakhi

Password- pamac@1234

Posted By : Khamroddin Shaikh

B363

Date & Time : 13-02-2019 12:46:PM

B363 Cases status open still case showing in STC tray

test case processed 105308821

Case processed in following manner:

-----Normal flow-----

import

assign fe

fe submit

case close

-----Normal flow end-----

case open/hold // case status put on open/hold

send to client // case visible in STC tray even if case status is open/hold

-----References-----

send to client tray condition to display cases:

1) if flag show_only_close_cases is 1 then

display cases whose send to client is done and all_case_close_by_sup flag is 1

2)else

display cases whose send to client is done and case status is close

----- condition saving unclosed/close case status

```
controller:cases  
function:verification_edit  
line:951  
if case status != close then all_case_close_by_sup flag is 1  
else all_case_close_by_sup flag is NULL
```

-----When open/hold case-----

```
controller:cases  
function:verification_edit  
line : 583  
1) case status open save  
case_hold_time = NULL  
  
line:586  
2) case status hold save  
case_hold_time = current date
```

New changes
controller:home
function:export()
line:904
commented else condition and added case status close as mandatory condition, out from if else condition

New changes uploaded on live test server please check.

Posted By : Dipika Yedge

B363

Date & Time : 13-02-2019 01:14:PM

Hi,

Testing review-

After sent to client if we reopen the case,
case is showing in case verification with status as close
even the case is showing in STC tray.

Required

If we reopen the case, case status should be OPEN and the same case should not be seen in STC tray.

Posted By : Khamroddin Shaikh

B363

Date & Time : 13-02-2019 01:40:PM

hi,

please provide processed case id.

Posted By : Dipika Yedge

B363

Date & Time : 13-02-2019 01:41:PM

105314722

Posted By : Khamroddin Shaikh

B363

Date & Time : 13-02-2019 02:41:PM

As suggested by Deepika mam, case status will be set to Open when reopen case.

Changes

```
controller:cases  
function: reopenCase()  
added case_status = open to resetvalArr
```

Changes uploaded on live test server please check

Posted By : Dipika Yedge

B363

Date & Time : 13-02-2019 06:22:PM

HI,

I have checked, its working proper please upload the changes on live server.

Posted By : Bhavana Pachpande

B363

Date & Time : 14-02-2019 12:04:PM

Hello,

Khamroddin Shaikh changes are updated in live server. Please check and confirm.

Posted By : Dipika Yedge

B363

Date & Time : 14-02-2019 01:02:PM

Bug is closed.