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⚫ = Emergency, ⚫ = High, ⚫ = Medium, ⚫ = Low

Posted By : Navika Desai
B183
Date & Time : 19-08-2015 12:41:PM
Case not received in web system | Emergency

The below cases were submitted by FE, but not received in the system, please check and resolve:

Case ID: 101746047,101746055
Posted By : Rakhi Gaud
B183
Date & Time : 19-08-2015 04:32:PM
I have checked both cases(101746047, 101746055) into database for FE related data(FE location,submit date and verification status) and found that there is no field updated.
It means cases not submitted properly from FE.
To complete this verification of cases, FE have to submit case again.
Posted By : Navika Desai
B183
Date & Time : 20-08-2015 10:14:AM
Hi Rakhi, Rahul,

The case was submitted and the submit datetime is available in the mobile app log.

Please investigate the disconnect.
Posted By : Kailash Kumawat
B183
Date & Time : 20-08-2015 08:21:PM
we are preparing on log for fe-submit cases.
if there is any such issue occur in future we can get fe submited data.
Posted By : Super Admin

B183
Date & Time : 11-09-2015 06:49:AM
Can we close this?
Posted By : Navika Desai
B183
Date & Time : 11-09-2015 09:48:AM
Hi,

we still have cases missed, hence cannot close this.

The actual reason for case miss out is still unknown.
Posted By : Navika Desai
B183
Date & Time : 16-11-2015 09:49:AM
Bug is closed.

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