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## Changes (PAMAC (Cloud Version))

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

**Posted By :** Dipika Yedge  
**Assigned To :** (All Members)  
C122 High  
**Date & Time :** 28-01-2021 01:26:PM  
Bhavana Pachpande | PDF issue | Low

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Hi Manas,

We are not able to view the pdf of verified case id, error showing as

<strong>TCPDF ERROR: </strong>[Image] Unable to get the size of the image: [http://pmsdubai.resoftech.com/thumbs/102058280\\_googlemap.jpg](http://pmsdubai.resoftech.com/thumbs/102058280_googlemap.jpg)

Case ID

102058280  
102062728  
102062732

Login- Dubaiopsadmin  
password- pamac@jan  
pdf password- FPU18

**Posted By :** Bhavana Pachpande  
**Assigned To :** Dipika Yedge  
C122 High  
**Date & Time :** 28-01-2021 01:35:PM  
ok mam, we are checking this issue and will update here once done.

**Posted By :** Bhavana Pachpande  
**Assigned To :** Dipika Yedge  
C122 High  
**Date & Time :** 28-01-2021 05:08:PM  
Hello mam,

As discussed the issue is forwarded to yrhost for any solution.

Currently we have added server path for pdf to generate for Dubai domain only, this will resolve the pdf generate issue but on click any image it won't open in the browser as the url will contain the server path.

**Posted By :** Bhavana Pachpande  
**Assigned To :** Dipika Yedge  
C122 High  
**Date & Time :** 29-01-2021 08:34:AM  
Issue has been resolved, please check and close.

**Posted By :** Dipika Yedge  
**Assigned To :** Bhavana Pachpande  
C122 High  
**Date & Time :** 29-01-2021 04:41:PM  
Hi Manas,

As discussed we are not able to open ( Maximize) the images from pdf.

**Posted By :** Super Admin  
**Assigned To :** Manas Dasgupta  
C122 High  
**Date & Time :** 01-02-2021 06:18:AM  
get this issue resolved soon

**Posted By :** Bhavana Pachpande  
**Assigned To :** Dipika Yedge  
C122 High  
**Date & Time :** 01-02-2021 09:10:AM  
We are on it and checking the issue.

**Posted By :** Bhavana Pachpande  
**Assigned To :** Dipika Yedge  
C122 High  
**Date & Time :** 01-02-2021 05:39:PM  
Hello mam,

As discussed with Sir Kailash and we checked the issue. The issue occurred only when there is password protection in pdf and in Firefox browser only. In chrome it is working ok.

We are testing it with latest tcpdf package now in Dubai server for Case ID 102058280 . Please do not send to client or remove this case id.

Will update here once are done.  
**Posted By :** Bhavana Pachpande  
**Assigned To :** Kailash Kumawat  
C122 High  
**Date & Time :** 02-02-2021 05:05:PM  
Respected Sir,

As discussed please update if reached to any conclusion.

**Posted By :** Kailash Kumawat  
**Assigned To :** Ganesh Sawant  
C122 High  
**Date & Time :** 02-02-2021 05:16:PM  
Please Update as per discussion.  
**Posted By :** Super Admin  
**Assigned To :** Dipika Yedge  
C122 High  
**Date & Time :** 05-02-2021 06:18:AM  
Awaiting response  
**Posted By :** Ganesh Sawant  
**Assigned To :** Super Admin  
C122 High  
**Date & Time :** 05-02-2021 01:19:PM

there was no discussion with me on 2nd Feb 2020 or before t, please let we know what exactly required from my side.

Bhavana's post on 1st shows that she was supposed to check and update but there is no feedback

Kindly check email dated 29th Jan 2021, according to which Shimbi team was supposed to ask YR Host to check.

If you let us know what is the issue, root cause and expected action from our end then it will help

**Posted By :** Bhavana Pachpande  
**Assigned To :** Kailash Kumawat  
C122 High  
**Date & Time :** 05-02-2021 02:29:PM  
Hello sir,

Please update here as per our last discussion, for issue with pdf encryption causing images not to open in new tab for Mozilla firefox browser but working in Chrome both in India and Dubai server.

As i have checked from my end and showed you the entire process with latest tcpdf library also, the issue remains same.

My conclusion is that this might be an update from the browser itself that is preventing the image to open in new tab as it was happening before. And suddenly this issue came up. Also there were no any changes in coding regarding these modules also.

**Posted By :** Kailash Kumawat

**Assigned To :** Ganesh Sawant

C122 High

**Date & Time :** 05-02-2021 02:40:PM

Issue is when tcpdf(It is a library for creating PDF) is password protected, it will creating issue with external links.

This issue happen in some browser(latest version)

To solve this issue we need to write own function, This will take some time.

If you download PDF and open it then no issue.

Issue is when pdf open in browser only.

**Posted By :** Super Admin

**Assigned To :** (All Members)

C122 High

**Date & Time :** 08-02-2021 07:24:AM

Schedule after discussing priority with PAMAC team

**Posted By :** Bhavana Pachpande

**Assigned To :** Dipika Yedge

C122 High

**Date & Time :** 08-02-2021 08:33:AM

Hello mam,

As discussed with Sir Kailash, please discuss with sir Ganesh and set priority also please move this point to change as it is not a bug, current coding didn't cause this issue since it was working for a long time and suddenly after firefox update the browser started to prevent open images on click in pdf.

**Posted By :** Dipika Yedge

**Assigned To :** Bhavana Pachpande

C122 Low

**Date & Time :** 10-02-2021 05:11:PM

Hi ,

Priority list has been updated, please check, accordingly we'll work on it.

**Posted By :** Super Admin

C122

**Date & Time :** 11-02-2021 06:30:AM

Change Requirement is closed.

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