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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai

B259

Date & Time : 22-07-2016 12:25:PM

Cases data not saved | Emergency

Discussed with Rakhi on skype and showed as well, cases data is not getting saved (image & text) for few cases.

Sample case ID as below:

102284850

102278685

Please solve this technically before it gets auto resolved and we will not have an option to reproduce the error.

Posted By : Navika Desai

B259

Date & Time : 22-07-2016 03:32:PM

This has to be resolved today, pls.

Posted By : Super Admin

B259

Date & Time : 25-07-2016 09:26:AM

we will try to resolve soon keeping balance of work. Is it emergency?

Posted By : Navika Desai

B259

Date & Time : 27-07-2016 12:48:PM

It was to be resolved on 22 Jul , isnt it clear enough to say that it is emergency?

Bugs cant be kept pending for long.

I am still waiting for a straight answer to the timeline of bug resolution.

Posted By : Super Admin

B259

Date & Time : 28-07-2016 02:39:PM

yes, its clear enough, but can you look at what we done on 22nd till date, was that not important?
Should I classify this as TOP urgent? Please confirm, I get done by tomorrow

ShimBi team why emerge is kept open for long? Any technical reason?

Posted By : Navika Desai

B259

Date & Time : 28-07-2016 03:59:PM

Myproject has priority setting for each bug also. You can refer to that for prioritization.
and for this bug it was 'Emergency'

Hope there is a reason we have priorities of bugs.

Posted By : Rakhi Gaud

B259

Date & Time : 01-08-2016 01:58:PM

Checked both the cases mentioned above.

Edit case and saved images only, not found any issue in this.

Also checked the same thing on different systems, but unable to reproduce this issue at our end.

Please share the OS and browser where you found this issue.

Posted By : Navika Desai

B259

Date & Time : 01-08-2016 04:02:PM

I had shown you on skype, hence the error did exist earlier.

Now we are not able to reproduce this, does that mean the system auto resolved the error by itself again??

Updated data not saved in database table was earlier discussed with Kailash as well. When it came again it was shown on ammy. Should the error be consistent for resolution?

Since we were unable to resolve, we can expect the error again?

bug posted on 22Jul and team tried to reproduce on 1 aug. How do we answer the operations team and internal management?

Posted By : Super Admin

B259

Date & Time : 02-08-2016 02:55:AM

System do not auto resolve any thing ... but it is possible that few things are local OS issue or browser issue.
Such things take time to track please hold your breath.
Some how it will be figured out what is causing.

Give time to us, yourself and system.

Posted By : Navika Desai

B259

Date & Time : 02-08-2016 10:47:AM

How much time sir?

This issue has happened multiple times, have been highlighted verbally, through screen shots and now practically shown

How many more instances do we need to get to the root cause?

Local OS or browsers have not changed, they are the same as they were earlier. The same issue was across 3 OS and 2 browsers.

Posted By : Super Admin

B259

Date & Time : 02-08-2016 03:48:PM

Can not give you time, its not common bug, its specific to OS/Browser or local variables

Only way to resolve it to share information when such bog come such as OS/Browser versions and any other information.

Special if you are using XP or IE old version its waste of time on both side.

Microsoft stop support how can we support?

Posted By : Navika Desai

B259

Date & Time : 02-08-2016 07:51:PM

We have XP across all systems and all users, almost 90% and we cannot upgrade the OS.

We do not use IE, its just Firefox and Chrome

Please suggest

Posted By : Navika Desai

B259

Date & Time : 11-08-2016 06:35:PM

Awaiting your inputs.

Posted By : Kailash Kumawat

B259

Date & Time : 16-09-2016 12:43:PM

There is no support for XP.

Posted By : Navika Desai

B259

Date & Time : 16-09-2016 12:47:PM

So you suggest we change OS in all systems?

We were never informed that the software will not support on XP.

Posted By : Navika Desai

B259

Date & Time : 03-01-2017 09:55:AM

Can we have a reply here please?

Posted By : Super Admin

B259

Date & Time : 14-12-2017 03:16:PM

Bug is closed.