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Bugs (PAMAC (Cloud Version))

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

Posted By : Ganesh Sawant

B310

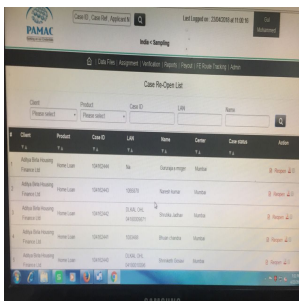
Date & Time : 24-04-2018 07:25:PM

RES issue | High

Hi Kailash

Please make note of the following issues in [ABFL Sampling Utility](#) application

- Received date is not shown in case verification as well as Reopen .
- We have closed Utility case but it is not visible in Re-open (Refer snapshot)
- Sampler Name is not shown.
- Case is closed but case status is showing blank.



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Posted By : Bhavana Pachpande

B310

Date & Time : 26-04-2018 11:54:AM

Hello sir,

We will conduct investigation for how the issue occurred for some cases moving from one tray to another so that it does not happen again.

After that we shall check on this issue.

Thanks

Posted By : Bhavana Pachpande

B310

Date & Time : 27-04-2018 09:47:AM

1) Received date is not shown in case verification as well as Reopen .

Reply : Received Date is not added in "**Activity Template**" menu for both list pages (case verification and reopen).

To manage any list please use "**Activity Template**" menu.

2) We have closed Utility case but it is not visible in Re-open (Refer snapshot)

Reply : Please provide us the case_id for which it is not showing. WE shall check the database for those cases.

3) Sampler Name is not shown.

Reply : Add Sampler Name in "**Activity Template**" to make it visible in the list page of any menu.

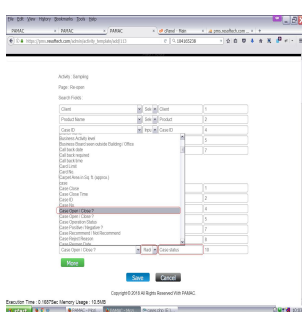
4) Case is closed but case status is showing blank.

Reply : Case Status added in activity template was wrong field for both the menus (case verification and reopen). Its type is radio and the 1st option to be selected "**Case Open / Close ?**"

Corrected **Screen shot** attached for "**Reopen List**". Case status is showing now for Re-Open List.

For Case Verification List, no case_status was found in actual "tbl_cases" for the case ids present in the list.

Please edit those cases and select from radio button "**Open,Close or Hold**" for those cases.



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Posted By : Bhavana Pachpande

B310

Date & Time : 27-04-2018 12:17:PM

Hello sir,

We have received your email regarding "**RES ISSUE _ 26.04.2018**"

As per the excel sheet attached in the email i have checked the case id using the following :

1) URL : <http://pms.resoftech.com/user/checkrate/setClientEmpRates/104154541>

Screen shot attached.

You can also check any case id for the right Employee Rate and Case Rate captured using this URL only change the case id at the end of the URL. Copy and paste the URL in browser another tab after logging in to system and proceeding to Country India (if Super Admin).

You must be logged in to the system in order to check this URL.

Here, for case id : 104154541 you can see that the "pincode" has no value captured, because the pincode for this case is added under "**Resi Pincode**" in the excel sheet, it should be entered under the "**Pincode**" column.

2) URL : <http://pms.resoftech.com/user/checkrate/setClientEmpRates/104163332>

Case id : **104163332** , has proper Employee rate captured in the system. I have also checked the tbl_cases and it is ok.

For Client Rate no such combination was found as such it was not captured.

Also if you compare both the URL , you will find that the "pincode" for this case is shown in the "**Rate param ids**" and "**Fe assign Pincode Field value as per Template Design**".

Screen shot attached. Please check the screen shots.

If any mis is showing blank pincode, please check the report creation if the "Fe Assign Pincode field" is used in the query to show the pincode in the mis list.



ScreenShot-Caseid.zip

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Posted By : Kailash Kumawat

B310

Date & Time : 18-06-2018 09:11:AM

Please close if it is resolved.

Posted By : Super Admin

B310

Date & Time : 12-11-2018 10:51:AM

Can we close?

Posted By : Ganesh Sawant

B310

Date & Time : 04-01-2019 02:02:PM

Bug is closed.

Reply

Move to Change

Cancel