

- Dashboard
- My Projects
- Holiday List
- More Help
- <u>R</u>
- Ramakrishnan V

 Manage Profile Preference Change Password

 Logout

Bugs (PAMAC (Cloud Version))

Home Requirements Discussions Documents Daily Updates Changes Bugs

 \bullet = Emergency, \bullet = High, \bullet = Medium, \bullet = Low

Posted By: Navika Desai

B256

Date & Time: 18-07-2016 11:42:AM

Unable to 'Save' a field edit value in template designing in few system | Medium

Few systems, the Save function for saving a field is not working in template designing.

Please check and resolve. **Posted By:** Rakhi Gaud

B256

Date & Time: 21-07-2016 08:25:AM

If this is only for some systems, please check it again that issue still exists or not. And if possible please show me the error from that particular system using ammy.

Because I am unable to see this issue in my system.

Posted By: Navika Desai

B256

Date & Time : 22-07-2016 12:27:PM

Issue is still there. let me know the time to show you this error.

Posted By: Super Admin

B256

Date & Time: 25-07-2016 09:34:AM

How to solve error? when you are facing issue on few system we need more information such as browser used, procedure followed. Best way is use remote desktop to show when system is facing such system specific errors.

We can solve error only if we can reproduce it here.

Posted By: Navika Desai

B256

Date & Time: 27-07-2016 12:57:PM

I already told i can show the error, awaiting to hear from the development team on the appointment date and time they can grant to show them.

Posted By: Super Admin

B256

Date & Time: 28-07-2016 02:33:PM Rakhi, get this done... before this weekend

Posted By: Kailash Kumawat

B256

Date & Time: 28-07-2016 03:49:PM

Rakhi will check through ammy tomorrow at 11:30 AM with Navika, is it OK?

Posted By: Navika Desai

B256

Date & Time: 28-07-2016 03:53:PM

yes, that is fine

Posted By: Navika Desai

B256

Date & Time : 29-07-2016 12:55:PM

Rakhi, the error was shown on ammyy, attached is the screen shot and the mozilla firefox browser version is 43

Document 1-error.doc

Download

Posted By: Rakhi Gaud

B256

Date & Time : 29-07-2016 03:38:PM

Checked the screenshot and tried to reproduce it.

Checked it on different machines, firefox browser version 43.0.5 and 39.0.1.

Also checked on OS Unix but not found any issue.

As per discussed with Navika(on skype), need to check it again on machine where issue found (using Ammy).

Posted By: Navika Desai

B256

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

Please grant your appointment between 1030 to 730 tomorrow.

Posted By: Kailash Kumawat

B256

Date & Time : 02-08-2016 12:20:PM

If browser version is old or operating system is old then difficult to support.

As this issue is on very few machines.

Please download latest version of firefox and chrome and test it.

Please provide OS version also if issue still exist.

Posted By: Navika Desai

B256

Date & Time: 02-08-2016 12:37:PM

Rest functions are working, just 'Save' is not.

Browser restriction as informed earlier was to use Mozilla & Chrome without any version details.

The issue is seen on very few machines as template designing is done by few users only. I have not checked for all machines across india, not feasible.

OS detail was provided to Rakhi on Skype - it is windows XP. Issue still exists.

Posted By: Super Admin

B256

Date & Time: 02-08-2016 04:03: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?

Sorry but modern technologies will not work on XP

Posted By: Navika Desai

B256

Date & Time: 02-08-2016 07:56: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 and we have shared the necessary information as well.

Please suggest.

It was working earlier and has stopped working now.

Posted By: Navika Desai

B256

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

How do we resolve the gap? **Posted By:** Rakhi Gaud

B256

Date & Time: 12-08-2016 09:11:AM

Requesting you to update your browsers version and check.

I have discussed this issue with Siddharth sir and concluded that we are unable to resolve this issue on old versions.

Posted By: Navika Desai

B256

Date & Time: 13-08-2016 01:49:PM

Give me ther browser version details that are required for resoftech.

And any other requirements for running the software smoothly.

Posted By: Rakhi Gaud

B256

Date & Time: 22-08-2016 11:10:AM

Browsers should be updated to its latest version.

Posted By: Navika Desai

B256

Date & Time: 22-08-2016 11:14:AM

That may be the best solution.

I am asking for the **Minimum** requirement as it is not feasible for us to have the latest browsers.

Posted By: Kailash Kumawat

B256

Date & Time: 16-09-2016 12:31:PM

All popular browsers versions are free to update., only IE have issue.

So I think no issue with latest browser.

Posted By: Navika Desai

B256

Date & Time: 16-09-2016 12:33:PM

We have XP OS and hence all updates may not run properly.

Posted By: Rakhi Gaud

B256

Date & Time: 21-09-2016 01:47:PM

As per our yesterday's(21/09/2016) discussion, we need to check this issue on machine where issue occurs with using Ammy(desktop sharing s/w).

Please let us know whenever that machine will get available.

Posted By: Navika Desai

B256

Date & Time : 21-09-2016 02:56:PM will try and arrange for this at the earliest.

Posted By: Kailash Kumawat

B256

Date & Time: 22-09-2016 09:49:AM

We can not give you any assurance to solve problem related with XP OS issues.

It is sure, we shall not change anything in coding for XP OS.

every thing will be counted in timeline and excelsheet task will extended to solve these issue.

We just check network settings and may suggest some settings changes excelsheet task timeline will extend.

Posted By: Navika Desai

B256

Date & Time: 27-09-2016 01:59:PM

Bug is closed.

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