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⬤ = Emergency,   ⬤ = High,   ⬤ = Medium,   ⬤ = Low

Posted By : Navika Desai
B195
Date & Time : 31-10-2015 11:46:AM
Image error | Emergency

Hi,

Please refer the screen shots in the attached excel, wherein the images are not visible, only the name were seen.

And later, even the names of the images were not seen.

2 cases in the attachment.

Ⓧ Image error.xlsx
[↓ Download]

Posted By : Rakhi Gaud
B195
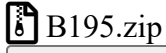**Date & Time :** 02-11-2015 10:53:AM
Hi,

I have checked all requests in XML files(data sent from mobile app to web app in xml format) for the given 2 cases. Please find the attachment.
In given attachment you can check the files datewise requests, in first request of each case some images received but not all and in latest request received all images.

Now, cases data showing all images in web app.

Please verify.

📄 B195.zip
⤓ Download

Posted By : Navika Desai
B195
Date & Time : 02-11-2015 11:10:AM
Hi Rakhi,

The issue here is that -
1. You can see the file name of the images but not the image thumbnail
2. Without resending, after a few minutes even the file name of the images are not seen

that is.. data is lost after receiving on the server. As you are aware, this has happened earlier as well, however it was not recorded at that time.

Please clarify the reason for this.
Posted By : Rakhi Gaud
B195
Date & Time : 02-11-2015 12:51:PM
Hi Navika,

As you said 'You can see the file name of the images but not the image thumbnail'
It means file names updated but not received and saved physically.
The request format from mobile is -
1) You can see in first index, name are given separated by comma.
Ex. [image_tag] => image1,image3,image4,image5,image6,image7,image8,image_2
It means above images coming from mobile app.

At the time of saving data into database it saves name of images only by getting name of images from the above index value.

If there is any interrupt occurres(while sending data) or if there is slow internet connection then it can cause the loss of data. In this case receive data partially.

Posted By : Navika Desai
B195
Date & Time : 02-11-2015 01:01:PM
Then what is the reason for the file names disappearing after some time?
Posted By : Rakhi Gaud
B195
Date & Time : 03-11-2015 10:42:AM
Name of image shows when image name is saved in database but physically image not exist
And when image exists physically it shows the thumbnail of image.
As per response XML times you can see after some time images saved properly in database as well as physically, thats why it showing image thumbnail instead of name.

Posted By : Navika Desai
B195
Date & Time : 16-11-2015 09:48:AM
Rakhi,

My query here is... For Eg: Images thumbnail was seen at 9.30am, at 9.40 am the name of the images were seen and the file names and images were not seen at 9.50am.

The FE has not resent the case, then what is the reason for data/images disappearing.
Posted By : Rakhi Gaud
B195
Date & Time : 16-11-2015 12:35:PM
Did you face this issue again or you are talking about same?
If you are facing this issue in another case then please provide a case id.
Posted By : Navika Desai
B195
Date & Time : 16-11-2015 01:07:PM
I have not faced the issue again, I am talking about the same case.
Posted By : Rakhi Gaud
B195
Date & Time : 18-11-2015 12:32:PM
Hi Navika,

I have created an excel sheet as per request received from mobile app for both the cases.Please find attachment of it.
In excelsheet you case see the time of request sent in column 'Case Submit Date' and time to stored it into file as a log column 'XML File Created Time', which we can also consider as request received time to serevr.

For case id 101833789 there is no issue.
But in case id 101830592 ,for request of case submit date 11/1/2015 9:38:43

AM received after case submit date 11/1/2015 9:39:57 AM and also check the images received in particular request in excelsheet.
Because of this it showing images previously and after that removed by second

request which has been sent before first but received after second request.

all above observations are from XML files created by server according to

mobile app data received by server.
you can see some columns have only imagename and no image data, it means only

image name save without physical image save in folder.
some column don't have image name and data it means no image send with that request.
I think we need to check mobile app(Exceptions) for this.

🗎 B195.xls
⬇ Download
Posted By : Navika Desai
B195
Date & Time : 19-11-2015 11:04:AM

The number of XMLs created means that the case has been submitted from mobile that many number of times. That is to say that 101833789 was submitted from mobile 6 times and 101830592 was submitted 3 times?

Further, for the instances where image name is available but there is no image, does that mean that the mobile application has sent only file names to the server and not the actual images?
101833789 - 10/31/2015 9:43:09 AM - Image 1
101830592 - 11/1/2015 9:49:27 AM - image3
Posted By : Rakhi Gaud
B195
Date & Time : 19-11-2015 12:59:PM
The number of XMLs created means that the case has been submitted from mobile that many number of times. That is to say that 101833789 was submitted from mobile 6 times and 101830592 was submitted 3 times?
- Yes, 101833789 was submitted from mobile 6 times and 101830592 was submitted 3 times.

Further, for the instances where image name is available but there is no image, does that mean that the mobile application has sent only file names to the server and not the actual images?
- Yes, it happened.
Posted By : Sandeep Ghuge
B195
Date & Time : 20-11-2015 12:34:PM
Hello Rakhi ,

So can you checked list of image name and all that images get or not. If all images are not get then it should be return -1 in the form of response or If received all images on server then only return case id.

Posted By : Rakhi Gaud
B195
Date & Time : 20-11-2015 03:15:PM
Yes Sandeep, we can do this change but we need time to do this.
Posted By : Navika Desai
B195
Date & Time : 23-11-2015 06:54:PM
how much time will it take?
Posted By : Navika Desai
B195
Date & Time : 12-12-2015 11:05:AM
Awaited
Posted By : Rakhi Gaud
B195
Date & Time : 21-12-2015 10:19:AM
Me and Sandeep working on it.
Posted By : Navika Desai
B195
Date & Time : 21-12-2015 11:28:AM
what were we doing till today??
this is a critical requirement and why still we have a response after a month?
Posted By : Kailash Kumawat
B195
Date & Time : 21-12-2015 01:03:PM
We are doing other things.
after country split i think we need to do it but it was skipped.

it was changes on web-service. Now sandip is testing on it.
I think we finish it today on demo site.
Posted By : Rakhi Gaud
B195
Date & Time : 23-12-2015 06:17:PM
Hi Navika,

As per discussion(on skype), we(me and Sandeep) have completed the changes related to this on demo site and also tested it.
Please let us know when we can upload it on live.
Waiting for your confirmation.
Posted By : Navika Desai
B195
Date & Time : 24-12-2015 12:05:PM
Hi,

Please upload the changes on live today.

Hope it will not affect live operations and existing case data.
Posted By : Rakhi Gaud
B195
Date & Time : 24-12-2015 06:09:PM
Hi,

I have uploaded it on live site.
Sandeep tested it, all is working fine.
Posted By : Navika Desai
B195
Date & Time : 26-12-2015 10:45:AM
Bug is closed.

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