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

Posted By : Navika Desai

B225

Date & Time : 08-03-2016 06:31:PM

Client name not available | High

Hi,

The below cases have been added into the system on 6-Feb-16, however there is no client name.

101966285

101966286

101966289

Please resolve.

Posted By : Rakhi Gaud

B225

Date & Time : 11-03-2016 09:43:AM

We have checked the details of given cases, not found any details like ref_no, applicants_name so we can investigate more.

Also checked both the methods to add case into our system but not found any issue.

Checked this by using login details of employee id found in added employee id in given case details.

Now, we are putting a log for import module to save the sheet imported by user. So, we can investigate such type of issues.

Posted By : Navika Desai

B225

Date & Time : 11-03-2016 11:33:AM

Hi,

Below Dubai cases also do not have client name and product details:

101879624
101879766
101879773
101879932
101880043
101880601
101881137
101881141
101882087
101882090
101882091
101882271
101883925
101884941
101887279

Posted By : Super Admin

B225

Date & Time : 04-04-2016 11:51:AM

Is this bug or operational faults?

First determine this

I am waiting for comments

Posted By : Navika Desai

B225

Date & Time : 04-04-2016 12:04:PM

My views, this is a bug as it is not possible to import/upload/add a case without client name.

Posted By : Rakhi Gaud

B225

Date & Time : 04-04-2016 04:55:PM

we have already check all the ways to add new cases in system but not found any issue.

Now, we are observing it on live site for root cause.

Posted By : Kailash Kumawat

B225

Date & Time : 05-04-2016 11:07:AM

May you please reproduce this on demo site?

Posted By : Navika Desai

B225

Date & Time : 05-04-2016 11:17:AM

Kailash,

In case your post is addressed to me, i will not be able to reproduce it.

Posted By : Rakhi Gaud

B225

Date & Time : 06-04-2016 08:53:AM

We can not resolved it until we know what process user followed for this issue.

Posted By : Navika Desai

B225

Date & Time : 06-04-2016 09:38:AM

Unable to replicate hence closed.

Posted By : Navika Desai

B225

Date & Time : 06-04-2016 09:38:AM

Bug is closed.