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**Bugs (PAMAC (Cloud Version))**

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

**Posted By :** Navika Desai
B220
**Date & Time :** 13-02-2016 07:10:PM
Export pdf not shown | High

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Export pdf in send to client menu is shown for few cases and not shown for few cases for the client:

Client: EmiratesNBD - SME Account
Activity: CPV
Product: Dubai Verification
VT: BV

Login: Dubaitestsup
pass: pamcal@123
**Posted By :** Rakhi Gaud
B220
**Date & Time :** 15-02-2016 11:35:AM
Hi,

The checkbox for pdf template not shown because there is no record available in  table(where we are saving assigned pdf and excel template ids with case id) for some cases.
The record was not available because some cases have been directly closed from add new case / import module and system does not save assigned template ids at the time of add new case into the system.
For this user should have to edit case atleast once.

Now, I have resolved this by executing the script which we have created to add the assigned template ids for existing cases.
Please verify.
**Posted By :** Kailash Kumawat

B220
**Date & Time :** 22-02-2016 03:13:PM
Email to Pravin sir about process.
Please confirm,
Should we change the system or you will tell operational team to follow the process?
**Posted By :** Navika Desai
B220
**Date & Time :** 25-02-2016 01:32:PM

Hi Kailash,

The operations team will be trained and educated on skipping of steps.

Further to my discussion with Pravin Sir, the system should identify the relevant templates on creating a case and not on editing the case after import.

**Posted By :** Navika Desai
B220
**Date & Time :** 23-03-2016 10:39:AM
Hi,

The operations team have started implementing the standard process for all clients.

please run a query as done earlier for the attached cases to enable the option of pdf in send to client menu.

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X Dubai - send to client.xlsx
[ ⬇ Download ]
**Posted By :** Navika Desai
B220
**Date & Time :** 30-03-2016 12:56:PM
Please update
**Posted By :** Rakhi Gaud
B220
**Date & Time :** 31-03-2016 12:25:PM
Hi Navika,

Did the changes in script and executed it to add assigned template ids in database manually for given cases(in excelsheet).
Please verify it.
Now, working on add new case module to add template ids at the time of adding new case.

**Posted By :** Rakhi Gaud
B220
**Date & Time :** 31-03-2016 04:15:PM
Hi Navika,

Completed the changes in add case and import module to save the assigned template ids.
Now, record gets updated at the time of edit case.
Uploaded and tested it on live site.
Please verify.
**Posted By :** Navika Desai
B220
**Date & Time :** 01-04-2016 10:43:AM

I created 2 new cases in India, case ID: 102077467, 102077466 from new case module and closed them.

The cases are not reflected in send to client.
**Posted By :** Super Admin
B220
**Date & Time :** 04-04-2016 11:52:AM
Is this bug or operational Gap?
**Posted By :** Navika Desai
B220
**Date & Time :** 04-04-2016 12:06:PM
It is both.

Operations skipped a couple of steps which is now rectified and the template id was not getting captured without 'Edit case' from rater /case verification menu.
**Posted By :** Rakhi Gaud
B220
**Date & Time :** 04-04-2016 05:27:PM
Hi Navika,

You were unable to see case ID: 102077467, 102077466 in send to client module because case got closed but the relevant parameters not set.
Now I have did the changes in add new case and import module for this.
Uploaded and tested it on demo site.
Please verify it.

Tomorrow I will upload it on live site.


**Posted By :** Navika Desai
B220
**Date & Time :** 04-04-2016 05:55:PM
which relevant parameters were not set?
**Posted By :** Rakhi Gaud
B220
**Date & Time :** 05-04-2016 09:42:AM
Relevant parameters are all_case_close_sup, sup_close_time. Set this parameter's(all_case_close_sup only)
value as '1' when all cases of same parent gets closed(by supervisor).
we need this flag to check and show  all close cases of same parent in send to client tray.

Now I have uploaded changes in import case and add new case module for this on live site .
And added 2 new 'Test cases'(using add new case module) for testing purpose on live site.
Please verify it in import module.
**Posted By :** Navika Desai
B220
**Date & Time :** 05-04-2016 10:59:AM
The issue has been resolved, tested ok on live.
**Posted By :** Navika Desai
B220
**Date & Time :** 05-04-2016 11:00:AM
Bug is closed.

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