

MyProject 

- [Dashboard](#)
 - [My Projects](#)
 - [Holiday List](#)
 - [More](#)
 - [Help](#)
-
- [R](#)
 - [Ramakrishnan V](#)
[Manage Profile](#) [Preference](#) [Change Password](#)
[Logout](#)

Bugs (PAMAC (Cloud Version))

[Home](#) [Requirements](#) [Discussions](#) [Documents](#) [Daily Updates](#) [Changes](#) [Bugs](#)

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

Posted By : Navika Desai

B184

Date & Time : 19-08-2015 04:43:PM

Case data lost on re-open | High

Hi,

FE submitted the case 101745826..

Supervisor rated and exported the report from send to client.

The case was then re-opened. After re-opening the new case as well as the earlier case details got deleted. New case IDs - 101746586, 101746617.



1160304_YOUTRAVELCOM_EmiratesNBD.pdf

[Download](#)

Posted By : Navika Desai

B184

Date & Time : 20-08-2015 07:19:PM

Similar issue for another case today..

Old case ID - 101745151 had images, i confirm that.

New case ID on re-open - 101748320

After re-open, images are lost from both the cases.

Posted By : Kailash Kumawat

B184

Date & Time : 20-08-2015 07:39:PM

we check today but unable to find reason, tomorrow we both create one case on demo site and do same process, reopen the case and check all conditions.

Posted By : Super Admin

B184

Date & Time : 11-09-2015 06:50:AM

Can we close this?

Posted By : Navika Desai

B184

Date & Time : 11-09-2015 09:56:AM

Hi,

The reason of the occurrence is not yet known.

Hence cant close.

Posted By : Kailash Kumawat

B184

Date & Time : 26-10-2015 07:51:PM

we tried it but unable to reproduce issue.

please close this.

Posted By : Navika Desai

B184

Date & Time : 27-10-2015 10:02:AM

Bug is closed.