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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai
B252
Date & Time : 16-07-2016 09:51:AM
Fields not visible on Web form | High

Refer the attached screen, where the fields are not visible sometimes.
Also another issue reported by the team is that the data that was available earlier gets vanished for selective few fields, template details below:
Template Name:
Deloitte - RCU - Telecom - SV
Client: Deloitte
Activity: RCU
Product: Telecom
VT: SV
Fields with issue: field351,field352,field353,field354,field355,field356,field357,field358, field359,field360,field361,field362,field363,field364,field365,field366,field367,field368, field369,field370,field371,field372,field373,field374
Sample case ID: 102269841

🗎 GUW125.doc
⬇ Download
Posted By : Sandeep Ghuge
B252
Date & Time : 16-07-2016 05:27:PM

Data for this case when submitted from mobile is correctly captured in the XML file but not received properly on the server. When i re-sent the request to server with same parameter then the value is updated on the server.
@Rakhi - please check saveData() function of api_live.php(webservice)

Posted By : Rakhi Gaud
B252
Date & Time : 21-07-2016 08:27:AM
Issue still exists?
Posted By : Navika Desai
B252
Date & Time : 21-07-2016 09:44:AM
The case mentioned in the bug was to be closed for TAT reasons.

Sandeep, please confirm if the issue still exists.
Posted By : Super Admin
B252
Date & Time : 25-07-2016 09:32:AM
what is update Sandeep?
Posted By : Navika Desai
B252
Date & Time : 27-07-2016 12:53:PM
The mentioned case was closed, we did not get any other such instance.

Hence we cannot reproduce the error.

This means we will have to close this bug again, assuming that the system auto resolved itself?

Posted By : Super Admin
B252
Date & Time : 28-07-2016 02:33:PM
if error appear please reopen the bug
Posted By : Super Admin
B252
Date & Time : 28-07-2016 02:34:PM
Bug is closed.
Posted By : Navika Desai
B252
Date & Time : 05-08-2016 12:48:PM
Another case - 102315920, latest xml attached.

Case data received in XML, images received as well.

But the case is blank in the system with FE assign status as verified.

Please resolve urgently as i cannot change the priority now.

📁 B252.zip
⤓ Download
Posted By : Rakhi Gaud
B252
Date & Time : 05-08-2016 06:41:PM
Hi Navika,

We(me and sandeep) checked this issue, there is issue in executing the query to update the data of that particular case, because there are lots of fields getting updated.

Below is the error which Mysql server showing -

#1118 - Row size too large (> 8126). Changing some columns to TEXT or BLOB or using
ROW_FORMAT=DYNAMIC or ROW_FORMAT=COMPRESSED may help. In current row format, BLOB
prefix of 768 bytes is stored inline.

We can change the parameters of Mysql server to resolve this issue, before that we need to study the impact of
these changes.

Posted By : Navika Desai
B252
Date & Time : 08-08-2016 10:52:AM
Please let me know once resolved or if anything is required from our end.
Posted By : Navika Desai
B252
Date & Time : 10-08-2016 11:10:AM
update?
Posted By : Sandeep Ghuge
B252
Date & Time : 11-08-2016 02:58:PM

I am closing this case 102315920 on live.

For change in webservice please refer api_live.php on demo site http://country-pamac.urdemo.net

Posted By : Sandeep Ghuge
B252
Date & Time : 11-08-2016 04:16:PM
I am trying to update case data of case id 102315920 manually.
I tried to update case using following query

UPDATE `tbl_cases`
SET
 `image6` = '2016/08/05/11_102315920_image6.jpg'
WHERE `case_id` = 102315920

UPDATE `tbl_cases`
SET
 `image4` = '2016/08/05/11_102315920_image4.jpg', `applicant_signature` =
'2016/08/05/11_102315920_applicant_signature.jpg', `image5` = '2016/08/05/11_102315920_image5.jpg',
`image6` = '2016/08/05/11_102315920_image6.jpg'
WHERE `case_id` = 102315920

For above both query get the following error.
#1118 - Row size too large (> 8126). Changing some columns to TEXT or BLOB or using
ROW_FORMAT=DYNAMIC or ROW_FORMAT=COMPRESSED may help. In current row format, BLOB
prefix of 768 bytes is stored inline.
Posted By : Navika Desai
B252
Date & Time : 11-08-2016 06:55:PM
High priority bug posted on 5Aug, not resolved yet.

We have closed the case102315920 as it cant be kept open further due to operational TAT constraints.

Please check the case 102333164. Once Sandeep updates the data in the case.
Posted By : Kailash Kumawat
B252
Date & Time : 12-08-2016 08:58:AM
not possible unless fields are not reduced, it is because table size is big and more than 600 fields.

Posted By : Navika Desai
B252
Date & Time : 13-08-2016 01:47:PM
The solution that Rakhi suggested on 5 Aug did not work? or we did not try?

Posted By : Rakhi Gaud
B252
Date & Time : 22-08-2016 09:28:AM
We have checked and compared some Mysql server parameters to resolve this issue but that are not feasible.
The only solutions to this is decrease no columns in cases table.
Posted By : Navika Desai
B252
Date & Time : 22-08-2016 10:44:AM
How many columns are acceptable to the system?
Posted By : Rakhi Gaud
B252
Date & Time : 22-08-2016 02:35:PM
System can accept maximum 500 fields, crossed this limit.
For better performance, our recommendation is to keep maximum 300 fields.
This is discussed with Siddharth sir and Kailash sir.

Please remove extra fields(reduce it upto 300) within 2 months.
Posted By : Navika Desai
B252
Date & Time : 22-08-2016 04:49:PM
System is now having 651 fields (as per field master), i had added fields 248 fields from field153 till field 400. If these newly added fields are removed, still the count of fields will be 403. How can it go below 300 then?
Posted By : Rakhi Gaud
B252
Date & Time : 25-08-2016 10:22:AM
Please remove extra fields(more than 248),it should be less than 300.
Posted By : Navika Desai
B252
Date & Time : 25-08-2016 10:46:AM
I was told that system has a limit of 1000 fields including hidden.. was incorrect information given to me?

fields cannot go less than 300. 403 fields were there before i added the lot, and all these fields are being used in templates. Manually changing fields for all templates (average 70 fields each for ~500 templates) is not possible.

Posted By : Kailash Kumawat
B252
Date & Time : 16-09-2016 12:40:PM
We are not talking about post form fields.
post form limitation is 1000 but it is not necessary that all hidden field will save in database.
form fields and database fields both are different.

You have to reuse existing fields instead of adding new, Please let me know any form which have more than 500 fields. if you have more than 500 fields then we need to develop new method for submitting forms instead of existing one.

for good system performance you need to reduce fields.

Posted By : Navika Desai
B252
Date & Time : 16-09-2016 12:43:PM
Template Deloitte - RCU - Telecom - SV has aroud 501 fields. Other than that the average is not more than 150.

Posted By : Kailash Kumawat
B252
Date & Time : 22-09-2016 09:52:AM
need to break template or do it any alternative way which we can discuss.

Posted By : Navika Desai
B252
Date & Time : 22-09-2016 10:52:AM
Can you suggest any other way?
ow can we break template?

Posted By : Navika Desai
B252
Date & Time : 03-01-2017 09:56:AM
reply please.

Posted By : Navika Desai
B252
Date & Time : 05-06-2017 06:11:PM
Bug is closed.

Reply | Move to Change | Cancel