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
B258
Date & Time : 22-07-2016 12:07:PM
TCPDF Error again | Emergency

Refer attached screen shot.

Why are we facing this again? we had resolved this error right?

📄 SEND TO CLIENT ERROR.doc
⬇ Download
Posted By : Rakhi Gaud
B258
Date & Time : 22-07-2016 12:17:PM
Unable to see error message.
Please share the message as text or in clear image.
Posted By : Navika Desai
B258
Date & Time : 22-07-2016 12:37:PM
I typed from the same file.

PFB the text:
TCPDF ERROR: Unable to create output file: /home/pmsresoftech/public_html/zip_files/caseData105/102284535_2558243_NOBLE MEDICHEM PVT LTD_102284534_102284533_102284532_102284531_102284530_102284529_102284528_102284527_102284526_102284525_102284524_102284523_102284522_102
Posted By : Rakhi Gaud
B258
Date & Time : 22-07-2016 03:07:PM
Character length in pdf file name is beyond the limit, you can also see this in given file name which is not complete(truncated).
Discussed this with Kailash sir and concluded to set the limit of characters length of 100 in pdf file name.

Discussed same with Navika(on skype).
She will ask and discuss this internally.

We will do this change after confirmation.

Posted By : Navika Desai
B258
Date & Time : 22-07-2016 03:17:PM
We did not consider / anticipated this earlier?
Posted By : Rakhi Gaud
B258
Date & Time : 22-07-2016 03:47:PM
No,because previously pdf files were getting merge only of same parent case id.
Now system merge the pdf files of cases having same applicant's name , client and ref no.

Posted By : Navika Desai
B258
Date & Time : 22-07-2016 03:59:PM
How much time will the change take?
Posted By : Super Admin
B258
Date & Time : 25-07-2016 09:28:AM
Rakhi - pls provide particle time estimation
Navika - every time we provide time we do our full efforts to complete it but it dose not mean ever time all we go as anticipated.
Posted By : Rakhi Gaud

B258
Date & Time : 25-07-2016 10:26:AM
@Navika : It will take one day.
Posted By : Navika Desai
B258
Date & Time : 27-07-2016 12:50:PM
Sid Sir, you guys know the software fully, when we make any change anywhere else, dont we think of the possibilities, errors, issues that we may face in some other module?

Then what is the point of new changes if rectifying one thing will get an issue in other?

Rakhi, this is required, please get this done. Will have to take the pinch of another day.
Mention one more day acceptable delay in task list.
Posted By : Super Admin
B258
Date & Time : 28-07-2016 02:37:PM
We think, but in this small of project some time it sleeps out. After all we are also human.
Rakhi, please provide date when you can clear it, don't keep thread open for long.

Posted By : Kailash Kumawat
B258
Date & Time : 28-07-2016 03:46:PM
This is not an issue of software , this related with operational feasibility.
We didn't assume at any point of time that one reference number will have more then 5 cases.
in your given issue one client, one reference number and one applicant name have more than 10 cases.
Can you tell me what is the maximum possibility of such cases?
This restriction is not related with software, it is operating system restriction which is not accepting file name more than 200 characters.
Posted By : Navika Desai
B258
Date & Time : 28-07-2016 03:55:PM
Maximum possibility can got upto more than 50. Software works on operating system only right? We cannot separate one from other? can we have a custom OS for this?
No right, then we need to think about the limitations of existing OS.

You can call it operational feasibility, but when we design/develop a module, we need to think globally considering all points.
Posted By : Super Admin
B258
Date & Time : 02-08-2016 03:02:AM
Hold on Navika, stop blaming every time software.
I will discuss this with kailash and get back to you.
What is talking and what you are talking is clearly differece
Posted By : Super Admin
B258
Date & Time : 02-08-2016 03:03:AM
Hold on Navika, stop blaming every time software.
I will discuss this with kailash and get back to you.
What is talking and what you are talking is clearly differece
Posted By : Navika Desai
B258
Date & Time : 02-08-2016 10:44:AM
I am not blaming anyone, it is not me who does that.

Please help fill the gap if any between what he is saying and my understanding.
Posted By : Super Admin
B258
Date & Time : 02-08-2016 03:59:PM
File name support only 196 char.
We we can keep file name max 100 char.
There is no option

Sorry our imagination capacity was limited to 4 cases only.
No that we informed you linux OS capacity tell us what should we do?

We will test complete 100% testing for file name and get back to you what is supported and what is not. And you will have to work in only that limitations.

By day after tomorrow we will get back to you.
Posted By : Navika Desai
B258
Date & Time : 02-08-2016 07:53:PM
We are ok with limiting file name to 100 characters. My only point is, if we work on it now, it will take us off track. Which i do not want.

Let me know the details, i shall confirm then
Posted By : Rakhi Gaud
B258
Date & Time : 03-08-2016 02:31:PM
Hi Navika,

We have decided to do it tomorrow.
Will let you know once we complete this change on live site.
Posted By : Navika Desai
B258

Date & Time : 03-08-2016 02:40:PM
okay
Posted By : Rakhi Gaud
B258
Date & Time : 04-08-2016 11:59:AM
Done with the change of limiting file name to 100 characters(if character length of pdf file name is greater than 100 then system will truncate the name).
Changes in export, send to client and download report(from list pages) modules.
Uploaded on demo site as well as on live site.
Tested it on demo site only and tested create and download of pdf file on live site.
Please verify and confirm on live site.
Posted By : Navika Desai
B258
Date & Time : 04-08-2016 02:48:PM
The above mentioned has been tested ok for case verification page, send to client & export.
Posted By : Navika Desai
B258
Date & Time : 04-08-2016 02:48:PM
Bug is closed.

| Reply | Move to Change | Cancel |