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

Posted By : Navika Desai
B229
Date & Time : 28-03-2016 06:14:PM
Case data got blank | High

For the case ID 101894219:

We would like to highlight a issue noticed in the ENBD RCB report wherein the report was generated yesterday from Re-softech with complete details, but when we tried to edit the case today details were blank.

We have attached report generated yesterday and screen shot which shows details are not available when we tried to edit the case.

If you refer the complete re-softech page all updated data is missing along with date and time of visit.

Please check and confirm at the earliest.

Posted By : Navika Desai
B229
Date & Time : 29-03-2016 02:21:PM
Please update
Posted By : Navika Desai
B229
Date & Time : 30-03-2016 10:44:AM
attachments.

📄 Error.zip
⬇ Download

Posted By : Rakhi Gaud
B229
Date & Time : 30-03-2016 11:06:AM
Hi,

I have checked both the files and XML(submitted from mobile app) for the given cases.
Please find attachment of it and compare the values.

📄 101894219_xmls.zip
⤓ Download

Posted By : Sandeep Ghuge
B229
Date & Time : 31-03-2016 04:08:PM
Hello Rakhi,

I have checked the XML files for Case ID 101894219.
In that observed that in first attempt the Case not get verified because of image file is not present in the file.

But in second and third attempt in xml data image file is present .
When I checked data in tbl_cases table , the value of "image1" column is blank and value is present in xml as "101894219_image1.jpg" for field_name "image1".

Image file also not present on server .

Please co-ordinate to solve this issue.

Thanks
Posted By : Super Admin
B229
Date & Time : 04-04-2016 11:49:AM
Rakhi add here date and time you need to resolve this issue
Posted By : Rakhi Gaud
B229
Date & Time : 05-04-2016 11:23:AM
We will look into matter after resolving B230.
Posted By : Rakhi Gaud
B229
Date & Time : 06-04-2016 02:30:PM
Tried to investigate the above issue by copying the case on demo site and submitting it using mobile app.
Installed the demo site app and assigned that case to test FE, but unable to view it in assigned case tray.
So, I need Sandeep's help and he is on leave today.
We will check it tomorrow.

Posted By : Navika Desai
B229
Date & Time : 06-04-2016 02:43:PM
Similar issue for another case today,101895341.
Dubai ase
Posted By : Rakhi Gaud
B229
Date & Time : 06-04-2016 03:28:PM
Hi Navika,

I think there is no issue in case 101895341(mentioned in your last reply).

Case has been submitted only once.
Attaching the xml data file of it.
Compared some values of xml data file with database values.
Please verify.

📄 12_101895341_2016_04_06 11_38_51.txt
[⤓ Download]

Posted By : Navika Desai
B229
Date & Time : 06-04-2016 03:44:PM
Okay thanks.

Regards to the earlier case, please check with Sandeep .
Posted By : Rakhi Gaud
B229
Date & Time : 07-04-2016 05:15:PM
We have checked the case 101894219 mentioned in first post on demo site.
And submitted successfully from mobile app.
There was no issue found of any data loss during this.

You can also check this case in verification list of supervisor's account on demo site.
Posted By : Navika Desai
B229
Date & Time : 09-04-2016 12:24:PM
Sandeep,

Please check where is the gap?
Posted By : Super Admin
B229
Date & Time : 11-04-2016 09:21:AM
Sandeep respond by today
Posted By : Sandeep Ghuge
B229
Date & Time : 11-04-2016 05:15:PM
Hello Rakhi,

As we testing ,On demo site for case id =101894219.
Case data completely saved in Database and also images in upload folder.
Rakhi Please confirm with Kailash sir what will be reason for particular's case data loss on online site.

Thanks
Sandeep

Posted By : Super Admin
B229
Date & Time : 13-04-2016 04:40:PM
Rakhi, what is update?
Posted By : Kailash Kumawat
B229
Date & Time : 13-04-2016 05:00:PM
We need to reproduce it on demo site to find the cause.
It is a rare case and it is not good to test on live site.

On log we see proper data but not saved on folder nor in database.
Please help us to reproduce this error on demo site.
Posted By : Navika Desai
B229
Date & Time : 13-04-2016 06:58:PM
Sandeep, Rakhi, Kailash,

Please discuss and resolve urgently, pending for over 15 days.

It is a critical error and we cannot say that it cannot be resolved if not reproduced.
Posted By : Kailash Kumawat
B229
Date & Time : 14-04-2016 05:21:PM
Case is already closed.
It is difficult to resolve without reproduce on demo site, because we don't know where is the issue, during
sending data from mobile app to server or during storing data from temporary storage to permanent storage.
after this issue I think 20000 cases are processed.
may be issue with input data or image or with web service or with transferring data from web-service to
database. Without reproduce it it is difficult to resolve.
We can create new case and input same information (case ID 101894219) to find the cause with various devices
on demo site.
Posted By : Navika Desai
B229
Date & Time : 14-04-2016 05:30:PM
If that is the case then we need to understand that the TAT for cases is 24 hours and we cannot keep the case
open or hold for pending investigation. Operations team cannot wait as they have a TAT to meet.

You suggest how do we resolved the 'random' errors in the software which is a major concern where we say that
we cannot resolve as we cannot reproduce the error.
Posted By : Super Admin
B229
Date & Time : 18-04-2016 06:40:AM
Sometime we face such situations, for time being what is required for operation just do that and close this issue,
if this error happen again, then possible in second incident we know clues... we have to wait.
Posted By : Navika Desai
B229
Date & Time : 18-04-2016 09:45:AM
It has happened twice already sir... cases - 101894219, 101895341
Posted By : Super Admin
B229
Date & Time : 23-04-2016 03:48:PM
Sure, but we need to reproduce it so any clue on process followed will help us
Kailash can we have log here for few days?
Posted By : Navika Desai
B229
Date & Time : 11-05-2016 11:54:AM
Please update.
Posted By : Navika Desai
B229
Date & Time : 28-05-2016 10:11:AM
Update please.
Posted By : Rakhi Gaud
B229
Date & Time : 08-06-2016 12:11:PM

Please provide the process which user had followed and faced this issue.
We can't resolve until we reproduce it and get the cause.
Posted By : Navika Desai
B229
Date & Time : 08-06-2016 03:43:PM
The process followed was the regular one, no deviations there. It cant be reproduced as mentioned in my earlier posts.

Please refer my post of 14-apr.
Losing case data in random bugs is very critical and not acceptable.

If we cant get the cause without reproducing then i dont have other option except closing the bug.

Hence closing.

Posted By : Navika Desai
B229
Date & Time : 08-06-2016 03:43:PM
Bug is closed.

Reply   Move to Change   Cancel