



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

B230

**Date & Time :** 04-04-2016 11:25:AM

Unable to do send to client | Emergency

---

For the attached excel, users are unable to do send to client.

When selected from Send to client Menu, the software processes and then after sometime, the page goes blank and there is no report exported.

Also, the cases also remain in send to client.

Please resolve.



Send to client error.zip

↓ Download

**Posted By :** Super Admin

B230

**Date & Time :** 04-04-2016 11:48:AM

Rakhi check this and resolve in 48 hours or less

**Posted By :** Rakhi Gaud

B230

**Date & Time :** 04-04-2016 02:50:PM

I have checked this (discussed it with Navika) for Applicant name 'Neelkanth',

There are 62 cases of this applicant, it means all reports will be merged in a single pdf file and excel file also.

Need to check this issue on local server by copying same data from live site to local sever and it will take time.

I will try to solve it by tomorrow.

**Posted By :** Rakhi Gaud

B230

**Date & Time :** 05-04-2016 02:41:PM

Hi Navika,

The above cases moved from send to client tray export tray.

While checking this issue, selected option for excel export only and file get downloaded from send to client client menu.

Attaching the downloaded zip file.

Now, checking it by selecting both the options from Export menu.

If you want these cases back into send to client tray then we can do this manually.



casesData-7.zip

↓ Download

**Posted By :** Navika Desai

B230

**Date & Time :** 05-04-2016 03:48:PM

Unable to export pdf for the cases, the same issue still exists.

Please resolve urgently.

**Posted By :** Rakhi Gaud

B230

**Date & Time :** 05-04-2016 05:50:PM

Issue have been resolved.

There was an issue of max execution time exceeded in TCPDF.

By default it is 300 seconds, now I have set it as '0'(unlimited).

Please find attached zip of pdf report of 63 cases for above mentioned applicant, downloaded from export menu.

It is taking too much time to download because there are no of cases of same applicant.

Please verify.



casesData-5.zip

↓ Download

**Posted By :** Navika Desai

B230

**Date & Time :** 05-04-2016 06:51:PM

Bug is closed.

Reply

Move to Change

Cancel