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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai
B187
Date & Time : 28-09-2015 04:48:PM
TC PDF error on PDF export - Axis Bank - Dubai | High

HI,

For the mentioned client, the user s unable to export or preview pdf for any of the cases. Error shown is:

TCPDF ERROR: [Image] Unable to get image: https://maps.googleapis.com/maps/api/staticmap?zoom=14&size=800x300&maptype=roadmap&markers=color:red|label:|25.214321666666667,55.281470000000006

Please resolve.
Posted By : Navika Desai
B187
Date & Time : 28-09-2015 06:11:PM
the error is displayed for various other clients as well, India as well as UAE.
Posted By : Rakhi Gaud
B187
Date & Time : 28-09-2015 07:00:PM
Issue is resolved.
Please verify.
Posted By : Navika Desai
B187
Date & Time : 29-09-2015 09:32:AM
Rakhi,

Please mention the reason for the error and the rectification action done.
Posted By : Navika Desai
B187

Date & Time : 29-09-2015 03:55:PM
Facing the issue again, please resolve urgently.
Posted By : Rakhi Gaud
B187
Date & Time : 29-09-2015 06:14:PM
I investigated for this issue but not found any exact reason of this.
I think it happens when load increases on cache folder of tcpdf (it is a temporary folder where all images get saved at the time of pdf creation).

Posted By : Navika Desai
B187
Date & Time : 29-09-2015 06:22:PM
What can be done if we face this issue again tomorrow?

Posted By : Kailash Kumawat
B187
Date & Time : 06-10-2015 10:47:AM
I think it will happen when server is too busy.
We need to wait to free resources
Posted By : Navika Desai
B187
Date & Time : 07-10-2015 02:50:PM
Facing the issue again.

Server speed is normal though.
Posted By : Rakhi Gaud
B187
Date & Time : 07-10-2015 07:05:PM
Issue have been resolved.
Please verify.
Posted By : Navika Desai
B187
Date & Time : 13-10-2015 06:35:PM
Bug is closed.

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