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## Bugs (PAMAC (Cloud Version))

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

**Posted By :** Navika Desai

B302

**Date & Time :** 18-12-2017 12:53:PM

Incorrect pending count | Emergency

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Refer attached case details MIS & pending Daily TAT MIS with the below search criteria.

Activity: CPV

Client: SVC Bank

Product: All (not selected)

Zone: West

Center: Mumbai

Sub center: Wadala

Added date range: 1 Nov 17 to 30 Nov 17

Login:

Myopsadmintest

admin@123

No cases are pending, still pending count is shown in daily TAT MIS.

Check urgently.



Pending count error.zip

↓ Download

**Posted By :** Bhavana Pachpande

B302

**Date & Time :** 18-12-2017 04:49:PM

checking the database on live site.

**Posted By :** Bhavana Pachpande

B302

**Date & Time :** 20-12-2017 04:52:PM

Resolved the bug with the Daily TAT MIS query,

attached updated query, please replace the query at following template :

<https://pms.resoftech.com/admin/reports/edit/48>



Daily TAT MIS.zip

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**Posted By :** Navika Desai

B302

**Date & Time :** 21-12-2017 11:01:AM

I am unable to open sql file

please send as a txt file.

Also what was the issue?

**Posted By :** Bhavana Pachpande

B302

**Date & Time :** 21-12-2017 11:14:AM

"Also what was the issue?"

The issue was with the field in query used to find if there are any pending cases.

Pending MIS using 'send\_to\_client\_time' field.

But the Daily TAT MIS query was using 'case\_tat' for the same thing.

So replacing the field resolves the conflict.

Uploaded query in .txt format please find the attachment.



Daily TAT MIS.txt

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Daily TAT MIS - Query File

**Posted By :** Navika Desai

B302

**Date & Time :** 21-12-2017 11:24:AM

Bug is closed.

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