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

Posted By : Dipika Yedge

Assigned To : (All Members)

B448 High

Date & Time : 23-05-2022 01:36:PM

Dipika Yedge | RES issue on 20th May 2022 | High

Hi,

There was an issue with RES on 20th May from 12:30 pm to 13.30 pm.

We get below issue after server started working

108116724, 108116725 & 108116726 case ids were uploaded and was showing for Capfloat client. But after sever issue these case ids are showing against Hinduja Housing Finance.

Ops team has shared a mail in which they copy paste the listing page of case verification to send the cases to location before server issue.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

B448 High

Date & Time : 23-05-2022 03:54:PM

ok mam, we are checking it and will post update here regarding the issue.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

B448 High

Date & Time : 26-05-2022 02:31:PM

Hello mam,

As checked and compared with India and US server Database data, seems to be in sync now, for above mentioned case ids.

Also in case history it shows client_id as 247 (Hinduja Housing Finance) throughout the process for all the cases, even during import.

Posted By : Dipika Yedge

B448

Date & Time : 17-06-2022 05:32:PM

Bug is closed.

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