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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai

B199

Date & Time : 16-11-2015 09:35:AM

TCPDF Error - 101847700 | Emergency

Hi

TCPDF error in the mentioned case, please resolve.

Screen shot attached



Error.doc

↓ Download

Posted By : Rakhi Gaud

B199

Date & Time : 16-11-2015 12:37:PM

Hi,

Issue is resolved.

This issue happened because of google map image in pdf.

In given screenshot for given case, using the latitude and longitude of that case not creating proper google map image.

Because of this tcpdf plugin not getting the google map image and showing image error.

We did some changes for this.

Please let us know if you face this issue again.

Posted By : Navika Desai

B199

Date & Time : 16-11-2015 01:08:PM

Hi Rakhi,

What is the reason for google map image not created properly?

Posted By : Rakhi Gaud

B199

Date & Time : 16-11-2015 01:14:PM

Hi Navika,

There is a case if google map image size is less than 10 KB then recreate it.

And in this for the given latitude and longitude it was not recreating it properly.

Now, we have removed that condition of recreating the image.

Posted By : Navika Desai

B199

Date & Time : 16-11-2015 01:33:PM

Bug is closed.

Posted By : Navika Desai

B199

Date & Time : 26-12-2015 05:36:PM

Hi,

TCPDF error in another case - 101897318.

Please check and resolve urgently.

Posted By : Rakhi Gaud

B199

Date & Time : 28-12-2015 10:19:AM

Issue have been resolved.

Please verify.

Error occurred because google map image was not saved properly. It was an empty image.

Now, for this case I have recreated it and doing changes in code for the same.

Posted By : Rakhi Gaud

B199

Date & Time : 28-12-2015 11:07:AM

Hi,

I have changed some lines of code to recreate google map image if existing image is empty(0 size).

Please note that in future,if you face this issue again then please refresh the page once and check.If no change then inform us.

Posted By : Navika Desai

B199

Date & Time : 28-12-2015 11:12:AM

Bug is closed.

Posted By : Navika Desai

B199

Date & Time : 05-02-2016 01:41:PM

TC PDF error for case [101943775](#)

[Error screen shot attached.](#)

 TCPDF.doc[↓ Download](#)**Posted By :** Rakhi Gaud

B199

Date & Time : 08-02-2016 10:16:AM

Please share the case id in which you found this issue recently.

Posted By : Navika Desai

B199

Date & Time : 08-02-2016 10:22:AM

It was for the case mentioned above, however there is no error today.

Closing the bug

Posted By : Navika Desai

B199

Date & Time : 08-02-2016 10:22:AM

Bug is closed.

Posted By : Navika Desai

B199

Date & Time : 17-05-2016 07:15:PM

TCPDF Error - 102131070, refer attached screen shot.


CPV

Make My Trip

KYC

BV

Please check and resolve.

 TCPDF error - 102131070.docx[↓ Download](#)**Posted By :** Rakhi Gaud

B199

Date & Time : 18-05-2016 05:52:PM

Issue resolved.

There was an error in creating google map from google API.

Now I have recreated it and it showing google map in export pdf report.

Find attached google map image created previously.

 Loading...[↓ Download](#)**Posted By :** Navika Desai

B199

Date & Time : 18-05-2016 06:07:PM

Reason for facing this issue over and over again???

Posted By : Navika Desai

B199

Date & Time : 23-05-2016 04:50:PM

One more case with TCPDF Error - Case ID - 102133084

 Error.docx[↓ Download](#)**Posted By :** Navika Desai

B199

Date & Time : 23-05-2016 05:31:PM

Another list of cases with TCPDF error:

India -

102161010

102161009

102161008

102161007

102161006

102164030

102166111

102167503

102167504

102167505

Dubai

101903142

101903146

101903142

Posted By : Navika Desai

B199

Date & Time : 24-05-2016 05:06:PM

Error faced again today.

TCPDF for all cases and improper image file view for several cases.

please resolve.

Posted By : Rakhi Gaud

B199

Date & Time : 25-05-2016 04:05:PM

Hi,

This issue occurred because of server space.

There was not sufficient space available on server to save images properly, even to execute and save any coding file.

To resolve server space issue done following changes.

1. Yesterday we deleted xml data files older than 5 days. Today changed the cron(used to delete old xml data files.) to delete files older than 15 days it was 30 days previously. This cron executes every night at 2:00 AM
2. Created new cron to send the alert via mail when server usage rich to 80% of its total disk space or more than this(above 90%).

3. Also added one new option in system.

Find attachment of it.

Using this option you can check the current space usage in percentile of domain pms.resoftech.com.

This option is visible to Super Admin only.



Download

Posted By : Navika Desai
B199

Date & Time : 25-05-2016 06:44:PM
This looks resolved as of now, but will keep it open for observation.

Posted By : Navika Desai
B199

Date & Time : 28-05-2016 10:11:AM
Bug is closed.

Reply Move to Change Cancel