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

Posted By : Navika Desai
B176
Date & Time : 08-06-2015 10:06:AM
Special character issue | Emergency

Hi,

the operations team is unable to save the below case, error they are getting is 'Special characters are not allowed"

I have checked it and could not find any special character, please resolve.

Monica's user id is : DS0047 ; Password : monica@123

Product Type ;   SME STOCK

Customer Name   LEO Joseph

Company Name   Mile Studios

Application Id/cif no   44103026

FE NAME   Jaseel Moorkath

FE user ID (PMS)   D00070

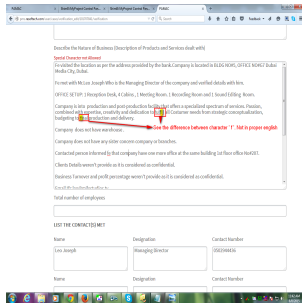**Posted By :** Bhavana Pachpande
B176
Date & Time : 08-06-2015 11:51:AM

I have check the case of id- '101707841'.
In value of field 'Describe the Nature of Business (Description of Products and Services dealt with)' there is different language character used.
Please refer a screenshot of it and replace that characters with proper characters.

Thanks,
Bhavana.

↓ Download

Posted By : Navika Desai
B176
Date & Time : 08-06-2015 12:27:PM
Dear Bhavana,

These characters were used earlier also, then why is the error coming recently only.

We need to allow all special characters in fields other than the name, ref no, case ID, verification type, etc.
Posted By : Bhavana Pachpande
B176
Date & Time : 08-06-2015 12:38:PM
Dear Navika,

Previously this validation was not given.
Recently we have added this to all fields.
Can you please tell me when this case has been created/edit with these type of special characters.

Posted By : Navika Desai
B176
Date & Time : 08-06-2015 01:17:PM
The case was done on Saturday.
Posted By : Navika Desai
B176
Date & Time : 21-07-2015 10:30:AM
Bug is closed.

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