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Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D289
Date & Time : 31-10-2023 06:21:PM
Ramakrishnan V | Support Task

Point No 1

Proper rate not getting captured by system for Zaggle client

Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D289
Date & Time : 01-11-2023 12:16:PM
Hello mam,

As discussed yesterday Point 1, support task is done. Changing BOCL rate from greater than 0 value captured the emp rate.

Please confirm close if done.
Posted By : Ramakrishnan V
Assigned To : Manas Dasgupta
D289
Date & Time : 03-11-2023 11:59:AM
Hi manas

Please assist Dharmendra in resolving the issues of the inhouse server. For this purpose, I approve stopping of other activities if any.

This is urgent for my requirement of testing.

Posted By : Ramakrishnan V
Assigned To : Manas Dasgupta

D289

Date & Time : 03-11-2023 12:04:PM

Hi

Please call me on 9845326973 if need be.

Posted By : Manas Dasgupta

Assigned To : Ramakrishnan V

D289

Date & Time : 03-11-2023 12:48:PM

Hello sir,

As checked via any desk when saving case from case verification edit and uploading image - the error was showing as

**"Call to undefined function ImageCreateFromString() in
/var/www/html/pamac_live/application/controllers/user/Cases.php on line 452
A PHP Error was encountered"**

Please check if php server setting and installation is proper as this method is a core php function.

Ref: <https://www.php.net/manual/en/function.imagecreatefromstring.php>

Posted By : Ramakrishnan V

Assigned To : Manas Dasgupta

D289

Date & Time : 04-11-2023 11:03:AM

Thanks Manas

The relative PHP config have now been reset and all the issues have been resolved except a few.

Items which are not working are : a few like - google map; Archieve and pdf not accepting image. Dharmendra is looking into the same. Request you to guide him, if required, on these so that once these are resolved, i can start my investigation and testing.

Posted By : Manas Dasgupta

Assigned To : Ramakrishnan V

D289

Date & Time : 06-11-2023 04:39:PM

Hello sir,

As checked today via anydesk following issue was noticed,

1) Tat report blank - php settings are still different , script execution time in live server is more than that of internal server. Request server admin to please compare and set same variables for php.

2) Image in pdf not showing :

There was no thumbs folder in internal server, request server admin to please check if all folders and files are proper synced and compare once.

Also the **thumbs** folder after creation manually in server, has issue with user rights not able to save any image file inside the folder. I have KT Dharmendra to check coding files again once the rights are given if image is still not showing.

Posted By : Manas Dasgupta

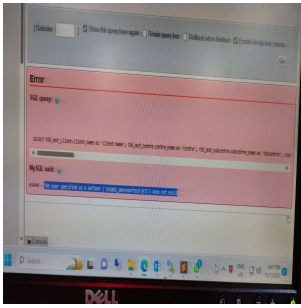
Assigned To : Ramakrishnan V

D289

Date & Time : 07-11-2023 04:24:PM

Hello sir,

1) Tat report blank - As discussed today further with Dharmendra for the issue, db user related error was throwing when executing query, please check with server admin to change user to root as the tables were copied from live server, it may be taking live user.
Screenshot attached.



Download

Posted By : Ramakrishnan V

Assigned To : Manas Dasgupta

D289

Date & Time : 07-11-2023 05:47:PM

Hi manas

I have checked the same and found that in the view - definer was given as root= " ";
I had a copy of the view with me in my local - i created a new view without definer in the internal server database and the same is working.

So the issue is resolved.

Posted By : Manas Dasgupta

Assigned To : Ramakrishnan V

D289

Date & Time : 08-11-2023 05:08:PM

Hello sir,

As checked today via anydesk for issue with report menu (IVL CPA CAM Upload) redirecting to live server, it was found that the **submenu master** had fixed url as <https://pms.resoftech.com>. After removing the domain url it is redirecting proper now.

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