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


Posted By : Ganesh Sawant
B269
Date & Time : 24-10-2016 11:33:AM
Require help for Deloitte activity | High

Please refer the below cases, which shows images link is available in the case edit option but images is not visible.

Site ID	Tech ID	Staus	Remarks
NEGT17019	DIM007	Backend	Piu specification picture missing (Technical Support)
NEGT18058	DIM100	Backend	Battery Bank Specification Picture missing (Technical Support)
NEGT10435	BHTCN1	Backend	Asset 13 specification picture missing (Technical Support)
NEGT10314	PSKHL1	Backend	AC asset image & speci pics req (Technical supp)
ASGT18127	JYGR11	Backend	LINK IS AVAILABLE BUT IMAGES NOT VISIBLE
ASGT17659	MDRT02	Backend	REOPENED BUT AMR BB2 SPEC NOT VISIBLR BUT LINK IS THERE
ASGT11122	NAPUK1	Backend	Technical support require
NEGT18377	BMNPK1	Backend	Piu specification picture missing (Technical Support)
NEGT18097	CDHPR1	Backend	bc tag pic is not visible but link is available
NEGT18000	UMNTR1	Backend & Tech	ppc spec pic is not visible but link not available
ASGT17177	UDL005	Backend & Tech	shelter spec is not visible but link is available
ASGT10486	FRKT01	Backend	bc spec pic is not visible but link is available
ASGT17517	JOR038	Backend	bb1 spec is not visible but link is available
ASGT11370	BNMKH1	Backend	bb1 and bb2 spec is not visible but link is available
NEGT10242	GKLN3	Backend	BB 2 Specific pics req
NEGT10476	LSMPR1	Backend	Need to upload the BB 2 speci image & rectify the child tag scan
ASGT11225	UTDMR1	Backend	Technical support require
ASGT11188	RMPST1	Backend	Technical support require

Posted By : Rakhi Gaud
B269
Date & Time : 24-10-2016 11:36:AM
Please share case ids.
Posted By : Ganesh Sawant
B269
Date & Time : 24-10-2016 02:39:PM

Hi Rakhi
Please find attached list of the case ID.
Request you to please resolve the issue at the earliest

 Deloitte Case ID details.xlsx

Download

Posted By : Rakhi Gaud
B269
Date & Time : 24-10-2016 06:50:PM
I have checked this issue.
only case id - 102311418 have an issue(one image is missing).
I need to investigate this.

I need to reproduce this issue.

Posted By : Ganesh Sawant
B269
Date & Time : 25-10-2016 01:27:PM
Please resolve the same on urgent basis as we have to share reports to client

Posted By : Rakhi Gaud
B269
Date & Time : 25-10-2016 04:51:PM
Working on it.

Posted By : Rakhi Gaud
B269
Date & Time : 27-10-2016 05:43:PM
I have checked this issue on demo site and local server too.
But not found any issue in saving images.

I will check it again with more cases.

Posted By : Sandeep Ghuge
B269
Date & Time : 03-11-2016 05:43:PM
When export the case data for Deloitte activity
Other case data exported clearly.
For example
case id 102249062's PDF and Excel data display properly.
but for case id 102249061 PDF data is fine but for Excel data not display properly .

Please check attached zip file.

 casesData(29).zip
Download

Posted By : Rakhi Gaud
B269
Date & Time : 04-11-2016 04:10:PM
I have checked above mentioned case.
Assigned export template is wrong for that case.
To check this issue I have added one new case, system captured right export template, there is no issue found.
Also checked one more case(existing case of same client and activity), after edit that case system captured right export template.

I think there is some change in export template assignment.
Please check with new cases or existing cases by editing them.

Posted By : Sandeep Ghuge
B269
Date & Time : 07-11-2016 12:56:PM
After editing case id 102249061 , the excel and PDF report exported successfully.
Thank you .
Posted By : Sandeep Ghuge
B269
Date & Time : 15-12-2016 06:18:PM
Please refer below App id for **Deloitte activity**.

Site	Tech
ASGT11043	RUPSH1
ASGT11871	FHLGN1
ASGT17655	GUW293
NEGT10372	DIM032
ASGT10145	JHJGN1
ASGT10256	DHEM02
ASGT10275	TEZ008
ASGT10408	ORN001
ASGT10731	JMNMK2
ASGT11070	KKTBR1
ASGT11071	BHUBR1
ASGT11254	KTHNI1
ASGT11352	JTBNG1
ASGT11370	BNMKH1
ASGT11509	BRAKD1
ASGT11679	AVS001
ASGT17330	NAG014
ASGT17720	NONC01
ASGT17927	ASDRG054
ASGT18112	KANIHI
NEGT18173	BRKHA1

Please Tech refer as App ID.
I investigate for 1st app ID RUPSH1 i.e. case id is 102324262 and detail is below

Client Name	Activity	Product	Verification Type	Zone	Center	Sub Center	Case ID	Ref No	Applicants Name	Received Date Time	Added Date Time	Added ID	Modified Date Time	Modified ID	Tele ID	Tele Assign Status	Tele Assign DateTime	Tele Submit Date	FE ID	FE Assign Status	FE assign DateTime	FE Accept Date Time	FE Submit DateTime	Sup Close DateTime	Send to Client DateTime	Case Result	Case Status	Case Reope DateT
Deloitte	RCU	Telecom	SV	East	Guwahati		102324262	RUPSH1			07-Aug-2016 23:05:48	Abhijit Mitra	30-Nov-2016 16:30:51	Sourav Saha		Verified		10-Aug-2016 10:55:01	Kanta Prasad	Verified	07-Aug-2016 23:07:57	08-Aug-2016 06:17:25	08-Aug-2016 16:36:02	30-Nov-2016 16:30:51	02-Dec-2016 17:20:13		Close	30-Nov-2016 16:29:

If We look in above detail that case is verified date on 8-Aug-2016.
After the complete operation means Send to client that case is reopen on date 29-09-2016 14:55:35
edited/close on 29-09-2016 14:59:11
send to client 30-09-2016 17:29:04

After that case is again reopen on following dates
reopen 30-11-2016 16:29:59
edited/close on 30-11-2016 16:30:51
At that time some images uploaded manually . While editing they say that the images display properly .

Error:
On date 13-12-2016 they want to send report to client , For that they export the pdf of respective cases .
PDF exported successfully but when pdf opens Some images not display in PDF.
Instead of Images displayed image path in pdf .

Please check above problem.
You can call me if you have any query.

Posted By : Rakhi Gaud
B269
Date & Time : 16-12-2016 08:49:AM
As per discussed yesterday(on call), we checked case 102324262.
Images of above mentioned case which uploaded on 29-09-2016 are saved on server but of size 0KB, It means there was some problem in saving images properly.

We need to do change in web application that while saving images system should check file size.
Posted By : Rakhi Gaud
B269
Date & Time : 20-12-2016 04:30:PM
@Sandeep :
Done with below change on demo site.
- Validation for images that it is corrupted or not(used downloaded images of above mentioned case for testing purpose only).

Please verify and confirm,so I can upload it on live ASAP.
Posted By : Sandeep Ghuge
B269
Date & Time : 21-12-2016 06:19:PM
@Rakhi:
I tested on demo site ,
For testing we used corrupted images and its showing error that "**Image is corrupted**". Its working fine.

Additional point
Can we store backup file of image while uploading image on web application.
Posted By : Rakhi Gaud
B269
Date & Time : 22-12-2016 10:25:AM
Where you want to save backup image?
On same server or on different server?
We can't keep it on same server because we already removing images older than 6 months for space issue.

If you are talking about different server then we can do.

Can we upload above changes on live site?
Posted By : Sandeep Ghuge
B269
Date & Time : 22-12-2016 11:54:AM
Ohk will revert you on backup images file.
As of now please make above changes on live site.
Posted By : Rakhi Gaud
B269
Date & Time : 22-12-2016 03:30:PM
Uploaded changes on live site.
Please verify once and confirm.
Posted By : Sandeep Ghuge
B269
Date & Time : 23-12-2016 12:53:PM
Tested on live site with attached image which are corrupted image.
About additional point will let you know later .



Posted By : Navika Desai
B269
Date & Time : 02-01-2017 04:01:PM
@Shimbi team - Why and how did the image get corrupt?

We need to first know the actual root cause for the error and then decide on further course of action.
Posted By : Navika Desai
B269
Date & Time : 14-02-2017 05:54:PM
update
Posted By : Super Admin
B269
Date & Time : 14-12-2017 03:16:PM
Bug is closed.

Reply

Move to Change

Cancel