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

Posted By : Sandeep Ghuge
B235
Date & Time : 25-04-2016 03:47:PM
Images not displayed on Web Application | Emergency

Hello,

In Dubai on date 24-04-2016 , FE submitted cases with Images for case id 101897419 and 101897357.

Case get verified successfully but updated Images not displayed on Web Page.
I checked XML data for both cases, Data is available with Images properly .

Please check attached Images , which taken in afternoon time on date 24-04-2016.

Please investigate the reason and resolve.

Thanks

📄 ScreenShot.zip
[↓ Download]

Posted By : Rakhi Gaud
B235
Date & Time : 26-04-2016 03:59:PM
I have just checked both of cases.
Only 101897419 have a problem that one image is missing while it is available in xml data file.
Please find attachment of it.

I think there is issue with images only.

For this we need to create a log of data which is getting saved in database from mobile app.

@Sandeep I need your help in this.

Posted By : Sandeep Ghuge
B235
Date & Time : 27-04-2016 03:25:PM
Ok Rakhi

First we will create log on Demo site .
Posted By : Navika Desai
B235
Date & Time : 02-05-2016 10:24:AM
Sandeep,

Where are we on this?
Posted By : Navika Desai
B235
Date & Time : 11-05-2016 11:53:AM
No updates?
Posted By : Sandeep Ghuge
B235
Date & Time : 20-05-2016 02:32:PM
Hello Navika Madam,

Rakhi is doing testing on demo site.
Posted By : Navika Desai
B235
Date & Time : 23-05-2016 12:24:PM
Sandeep,Rakhi,

Did we identify the reason for the error?

How can we test without knowing the reason for the error and how are we planning to resolve it.

What are we testing here then? the log?

What about the earlier cases with error?
Posted By : Rakhi Gaud
B235
Date & Time : 23-05-2016 05:19:PM
Hi Navika,

We already keeping XML data as log.
Now to investigate this issue we are keeping log of the array of data which is getting saved in database.
I have added the code for this log.
Now testing it on demo. site.

Posted By : Rakhi Gaud
B235
Date & Time : 25-05-2016 05:50:PM
Done with the testing of logs on demo site.
Tomorrow I will upload it on live site.
Sandeep, I need your help in testing.

Posted By : Navika Desai
B235
Date & Time : 28-05-2016 10:11:AM
Updates please.
Posted By : Rakhi Gaud
B235
Date & Time : 08-06-2016 12:13:PM
Today I will update it on live and let you know.
Posted By : Rakhi Gaud
B235
Date & Time : 09-06-2016 10:48:AM
Yesterday, uploaded the changes of new log in live site webservice.
Observed that multiple files getting created for same case on every request of resend case which was not good.
Now I have did some changes that instead of creating new log file, append the data to existing file.
naming convention for file creation is :
country id_case id.txt

Posted By : Super Admin
B235
Date & Time : 09-06-2016 02:02:PM
we are observing ... report us it it reoccured.
Posted By : Super Admin
B235
Date & Time : 15-06-2016 07:03:PM
Closing this bug if it reappeared reopen it
Posted By : Super Admin
B235
Date & Time : 15-06-2016 07:03:PM
Bug is closed.

[Reply] [Move to Change] [Cancel]