



MyProject

- [Dashboard](#)
- [My Projects](#)
- [Holiday List](#)
- [More Help](#)
- [R](#)
- [Ramakrishnan V](#)  
[Manage Profile](#) [Preference](#) [Change Password](#)  
[Logout](#)

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## Bugs (PAMAC (Cloud Version))

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[Home](#) [Requirements](#) [Discussions](#) [Documents](#) [Daily Updates](#) [Changes](#) [Bugs](#)

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

**Posted By :** Navika Desai

B219

**Date & Time :** 05-02-2016 10:55:AM

101951496 - FE Name not visible in report | High

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Hi,

Attached is the pdf report where in name of the FE is not visible.

Case ID - 101951496

Client - First Advantage

Activity - EBC



101951496\_F291-3346835-WEST-2016\_Tony Mathew.pdf

Download

**Posted By :** Rakhi Gaud

B219

**Date & Time :** 05-02-2016 04:58:PM

Hi,

I have checked this issue and found the reason that there is an attribute(cellpadding='5') is given in pdf template to the html table where fe\_id field is placed.

I have checked its html view with replaced values of given case, there was no issue in html view but because of string length of FE name is large in pdf file it is unable to view.

Checked it by removing the given attribute(cellpadding) of that html table, it is showing FE name.

Please verify.

**Posted By :** Navika Desai

B219

**Date & Time :** 06-02-2016 11:02:AM

Bug is closed.

**Posted By :** Navika Desai

B219

**Date & Time :** 06-02-2016 04:03:PM

We have started facing similar issue for other cases where field value is wider than the cell width.

What is the solution to this?

**Posted By :** Kailash Kumawat

B219

**Date & Time :** 08-02-2016 11:15:AM

please provide case id where you are finding issues.

We need to check respective PDF templates and check solution.

**Posted By :** Navika Desai

B219

**Date & Time :** 08-02-2016 11:54:AM

Please refer to case ID 101966103, wherein I have made changes to export pdf design (changed font size for one row) for getting proper pdf

PDF template design name: SCB SME Physical Site visit

Also other cases pdf design and summary pdf design, where i had to change width of the columns, cell padding, font size etc where one word in the field value is longer than the width of the cell.

**Posted By :** Navika Desai

B219

**Date & Time :** 26-02-2016 10:45:AM

Did we resolve this?

**Posted By :** Rakhi Gaud

B219

**Date & Time :** 26-02-2016 11:42:AM

No, issue not resolved yet.

We have tried to resolve it but not found any concrete solution.

Now we have busy in another tasks, so we will check it later.

**Posted By :** Super Admin

B219

**Date & Time :** 04-04-2016 11:53:AM

Rakhi let me know time line to close this issue ...

**Posted By :** Rakhi Gaud

B219

**Date & Time :** 06-04-2016 06:03:PM

Hi,

Issue have been resolved.

There was issue(bug) in plugin(TCPDF old version 5.9.134) itself.

Now, I have uploaded the latest version copy(version : 6.2.12).

I found the solution from below url:

<https://sourceforge.net/p/tcpdf/discussion/435311/thread/1aead1f2/>

Please verify.

Attaching pdf report of above mentioned case id 101951496, exported from export menu.

 casesData-7.zip[↓ Download](#)**Posted By :** Rakhi Gaud

B219

**Date & Time :** 07-04-2016 09:05:AM

Hi Navika,

Country-Dubai

As per our telephonic discussion, I have checked 2 pdf export templates(in export pdf template design).

1. EmirateNBD CPV - SME Fresh

```
<style type="text/css">table {
  width:100%;
}
table, tr, td {

  border-collapse: collapse;
  font-family:Arial, Helvetica, sans-serif;
  font-size:33px;
  padding:3px;
}
tr, td {
  padding: 15px;
  text-align: left;
}
</style>
```

2. EmirateNBD CPV - SME Stock

```
<style type="text/css">table {
  width:100%;
}
table, tr, td {

  border-collapse: collapse;
  font-family:Arial, Helvetica, sans-serif;
  font-size:33px;
  padding:3px;
}
tr, td {
  padding: 15px;
  text-align: left;
}
</style>
```

In both of the above css there is **font-size:33px**; which is very big.  
You can check it by decreasing it.

Please check and make required changes in other templates also.  
If you need any help you can inform us.

**Posted By :** Rakhi Gaud

B219

**Date & Time :** 07-04-2016 09:33:AM

Hi Navika,

I have downloaded 2 sample pdfs after doing change in pdf template design.  
Only removed the font size of text in table cell, kept font size of headings as it is.  
Please find attachment and verify.

1. SME - Fresh

2968464\_MARIUS\_HENDRIKUS\_MULDER.pdf

2. SME - Stock

101895554.pdf



EmiratesNBD - SME Account.zip

↓ Download

**Posted By :** Navika Desai

B219

**Date & Time :** 07-04-2016 10:07:AM

Thanks for the help. I have made the changes to the HTML design and the issue has been resolved.

**Posted By :** Navika Desai

B219

**Date & Time :** 07-04-2016 10:13:AM

Bug is closed.

Reply

Move to Change

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