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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai
B177
Date & Time : 08-06-2015 10:09:AM
Unable to re-open a case - ENBD | Emergency

Hi, team is facing error while reopening of an ENBD case

User id is : DS0043 ; Password : arshidha@123

The report details are as follows :

Product Type ;	**Credit card**
Customer Name	**HANEEFA PALLATH MOHAMED**
Company Name	**COOL PLUS LLC**
Application Id	**1109409**
FE NAME	**Abdullah Mahboob**
FE user ID (PMS)	**D00056**

Please resolve
Posted By : Rakhi Gaud
B177
Date & Time : 08-06-2015 10:15:AM
Can you please provide a clear error message screenshot which has been provided in email?
Posted By : Navika Desai
B177
Date & Time : 08-06-2015 10:21:AM
refer attached.

W Error.doc

⬇ Download

Posted By : Rakhi Gaud
B177
Date & Time : 08-06-2015 10:26:AM
Sorry, but I can not read that message. Please send a clear image of error message.
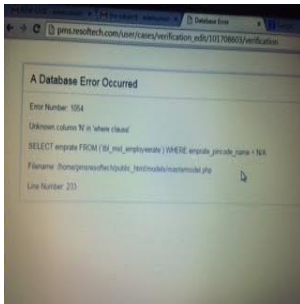**Posted By :** Navika Desai
B177
Date & Time : 08-06-2015 10:35:AM
Hi,

Hope this helps.
PFA

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Posted By : Bhavana Pachpande
B177
Date & Time : 08-06-2015 11:17:AM
Issue have been resolved but cant check.
Please verify and confirm.

Thanks,
Bhavana
Posted By : Navika Desai
B177
Date & Time : 08-06-2015 11:37:AM
Hi,
Please provide the reason for the error and the rectification action done.
Posted By : Bhavana Pachpande
B177
Date & Time : 08-06-2015 12:31:PM
It happened because to search employee rate we should have pincode but there is not avaiable proper pincode.
This case was not checked because we considered that client will always provide pincode.
Now, we have check this condition also.
Please verify and confirmed.

Thanks,
Bhavan

Posted By : Navika Desai
B177
Date & Time : 08-06-2015 06:26:PM
Bug is closed.

[Reply] [Move to Change] [Cancel]