



# MyProject

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## Bugs (PAMAC (Cloud Version))

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

**Posted By :** Navika Desai

B189

**Date & Time :** 11-10-2015 05:02:PM

Verification type removed from the case | Emergency

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Hi,

Value of verification type gets "null" after the case is submitted by the FE from the mobile application.

Few Case IDs below:

101811450  
101811446  
101811444  
101811443  
101811439  
101811438  
101811435  
101811434  
101811433  
101811432  
101811429  
101811428  
101811427  
101811426  
101811425

101811423  
101811422  
101811418  
101811417  
101811416  
101811415  
101811414  
101811413  
101811412  
101811410  
101811405  
101811403  
101811402  
101811401  
101811399  
101811398

Check and resolve this immediately.

**Posted By :** Navika Desai

B189

**Date & Time :** 12-10-2015 12:36:PM

Hi,

Another case IDs where the verification type got 'null'

101811129  
101811128  
101811760  
101811759  
101811758  
101811757  
101811756  
101811749  
101811748  
101811738  
101811737  
101811736  
101811731  
101811730  
101811729  
101811725  
101811724  
101811723  
101811722  
101811721  
101811710  
101811709  
101811707  
101811702

101811700

101811699

101811698

Please check on this urgently.

**Posted By :** Rakhi Gaud

B189

**Date & Time :** 12-10-2015 08:39:PM

Hi,

I have checked for above cases(in second reply) except top two cases, all are of client 'citi bank'.

Checked the verification type field in both templates assigned to 'citi bank'.

In RV template this field is not selected as editable field(form show also) to supervisor.

Because of this it showing template without verification type field and also saving data without it.

Now, we have given the validation at the time of add new case manually that user can not add new case without verification type.

Updated and tested above change on live site.

Please verify.

**Posted By :** Navika Desai

B189

**Date & Time :** 15-10-2015 05:33:PM

Hi,

For few cases that were imported through excel also have the issue of incorrect or null verification type after import.

Please highlight the reason for the issue.

**Posted By :** Rakhi Gaud

B189

**Date & Time :** 19-10-2015 10:35:AM

There are some possibilities when value of verification type gets null value.

- 1) If we are giving field type other than 'select'(dropdown) to field 'Verification Type' in template design.
- 2) At the time of 'Add New Case' if Verification type field is not editable to that user whoever adding new case manually, in this case also verification type gets blank(null value).

Now, to avoid this issue we have given validation on Verification type value that user can't add new case without verification type. Applied it on live site.

**Posted By :** Navika Desai

B189

**Date & Time :** 19-10-2015 10:55:AM

Bug is closed.

**Posted By :** Navika Desai

B189

**Date & Time :** 05-11-2015 10:46:AM

Another issue related to the above in software:

There is not client/template/employee assigned for ITR verification type and IR client for Dubai country.

However the below two cases, the verification type is ITR under the client ITR

101839568

101840631

Please check and resolve urgently.

**Posted By :** Rakhi Gaud

B189

**Date & Time :** 05-11-2015 06:25:PM

Hi,

This issue happened because in import sheet user has given value for field 'Office pincode' as 2.

And in system there was a dummy entry for pincode '000002'(Having region Dubai>UAE>Dubai) and put the region of found pincode to cases.

Now, Navika have been deleted that dummy pincode entry and I have rectified the values in case data and in code also(for matching ).

Requesting you to give proper pincode in case data while importing the cases.

Thanks,

Rakhi

**Posted By :** Navika Desai

B189

**Date & Time :** 06-11-2015 09:43:AM

Bug is closed.