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Posted By : Ganesh Sawant

Assigned To : (All Members)

D277

Date & Time : 17-05-2023 06:24:PM

(All Members) | RES Application issues on 15th,16th and 17th MAY 2023

Dear All

Please make note that Monday - 15th May 2023 onwards we are facing various issue in the RES applicaiton.

On 15th MAY 2023 - Somebody change the image folder name due to which it created issues and all the images disappear from the PDF report.

From 16th Onwards slowness issue start, though it was mid of the month wherein # number of cases and users was normal.

There was some scanning activity was going on server for which we suggested to Sanjay - YRhost team to stop the scanning however they informed that if pause then activity will have to start again from the beginning and it would be more time consuming

Same issue continue on the 17th May 2023, and we taken decision to deploy the new server however it has been brought to our noticed by the development team that all the users are first hitting to view user dashboard and then to the case details table.

Further we noticed that users are allow to do the multiple login with same credentials and allow to open the multiple tab to generate the various MIS.

The above all may be probable reason for the slowness , we request you to please investigate and help us to get the exact root cause and corrective action to avoid such slowness issue in future.

Posted By : Manas Dasgupta

Assigned To : Ganesh Sawant

D277

Date & Time : 18-05-2023 01:22:PM

Hello sir,

"however it has been brought to our noticed by the development team that all the users are first hitting to view user dashboard and then to the case details table. "

Reply: As discussed yesterday, below are the points regarding this view table: "**view_user_dashboard**"

1) After user login (anyone other than Superadmin) this view table is called, making the login process slow.

2) As i have checked the coding file, it was used to show the following after login related to case table:

Reference No

Applicant's Name

Case Received Time

Employee Name

Verification Type

Designation

3) On further checking it is also found that the view table "**view_user_dashboard**" must be used to show popup to user also at the footer for latest accepted cases. Which i think was an old logic and was removed due to its continue ajax call to server slowing down process.

Screenshots attached. Please let me know if we can remove this logic as we are not using it anymore. Do we remove the view table also ? It will be removed from both India and Dubai.

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Download

Posted By : Ganesh Sawant

Assigned To : Manas Dasgupta

D277

Date & Time : 18-05-2023 03:39:PM

Hi Manas

As discussed, okay to go ahead

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D277

Date & Time : 18-05-2023 03:45:PM

Hello mam,

Changes are updated in demo server, please check and confirm.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D277

Date & Time : 18-05-2023 04:03:PM

Hi Manas,

It's working proper, please upload the changes on live server

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D277

Date & Time : 18-05-2023 04:22:PM

Hello mam,

Changes are uploaded in live server also, please check and confirm.

Posted By : Prasad Gawade

Assigned To : (All Members)

D277

Date & Time : 18-05-2023 04:31:PM

Hello,

Seen performance increased during login, screenshots attached.

