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## Bugs (PAMAC (Cloud Version))

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

**Posted By :** Navika Desai

B224

**Date & Time :** 25-02-2016 05:28:PM

SVC Bank - Export pdf not shown | Emergency

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Hi,

Please refer the attached screenshots, the option for pdf export is not shown for SVC bank CPV

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Error.doc

↓ Download

**Posted By :** Rakhi Gaud

B224

**Date & Time :** 26-02-2016 10:27:AM

Hi,

This issue is same as B220.

User closed the cases at the time import/add new cases.

There is another reason in other some cases of same client i.e. there was no assigned pdf template for client SVC Bank with verification type ITR , without product.

After discussing it with Navika, I have added assigned pdf and export template ids into the database manually(23 cases).

So issue has been resolved now.

Note : System save the assigned pdf and export template ids into the database at the time of edit case only and the entry goes only once.

If you have changed the pdf/export template assignment then it will not be applicable for those cases(cases edited) which have entry in assigned template ids table.

**Posted By :** Navika Desai

B224

**Date & Time :** 26-02-2016 10:38:AM

Bug is closed.