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

Posted By : Navika Desai

B236

Date & Time : 28-04-2016 03:43:PM

Export pdf blank - 101707597 | Emergency

Export pdf is blank for case
101707597

login id:

Dubaitestsup

pamcal@123

pdf password: SME16

resolve urgently



101707597.pdf

↓ Download

Posted By : Navika Desai

B236

Date & Time : 28-04-2016 04:46:PM

Hi Kailash,

As discussed this is a special character issue, however the image files are not seen in cases, but file name is seen.

Please check on this.

Posted By : Rakhi Gaud

B236

Date & Time : 28-04-2016 05:07:PM

Hi Navika,

I have checked the above issue and resolved it.

There was 2 special characters in values of field name nature_of_business

1. final.

2. fulfill.

Now I have replaced these characters.

Attaching pdf.



casesData-8.zip

↓ Download

Posted By : Navika Desai

B236

Date & Time : 28-04-2016 05:25:PM

There were 2 images in the case which are missing in the pdf report.

Posted By : Rakhi Gaud

B236

Date & Time : 28-04-2016 05:31:PM

Yes.

This case is old case and its images are archived.

Posted By : Navika Desai

B236

Date & Time : 28-04-2016 05:36:PM

Images and case both have to be archived together.

Only one of these alone should not be archived.

If cases is available on live, then image should also be available.

Posted By : Rakhi Gaud

B236

Date & Time : 29-04-2016 09:06:AM

We have moved only images of cases in Jan-2016 to free disk space.

If you need images of above case, we have to copy it on live site.

Posted By : Navika Desai

B236

Date & Time : 29-04-2016 09:33:AM

But the issue case is a June 2015 case, with case data and without images. Why?

Please clarify which cases data and which images have been moved from live.

Posted By : Kailash Kumawat

B236

Date & Time : 29-04-2016 09:41:AM

as per your requirement we removed all images and cases till 31st may 2015 on dec 2016.

in January 2016 we face disk space issue on server so remove six month old images from server (till july 2015).

so cases exist on database but images are not there.

Posted By : Rakhi Gaud

B236

Date & Time : 29-04-2016 10:06:AM

Hi Navika,

I have copied the images related to case id 101707597 on live site.
Please verify this.

Also find attached screens of disk space usage of live site.
Uploads folder is of ~ 43GB now.



Disk Space Details.zip

↓ Download

Posted By : Kailash Kumawat

B236

Date & Time : 29-04-2016 10:23:AM

in next 1 or 2 months disk space will be full due to case images, let me know how to free those space or you will increase disk space?

Posted By : Navika Desai

B236

Date & Time : 29-04-2016 10:28:AM

Hi Kailash, Will discuss this in D98

Images available in 101707597 on live site.

Posted By : Navika Desai

B236

Date & Time : 29-04-2016 10:29:AM

Bug is closed.

Reply

Move to Change

Cancel