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⚫ = Emergency, ⚫ = High, ⚫ = Medium, ⚫ = Low

Posted By : Dipika Yedge
C85
Date & Time : 14-03-2019 11:08:AM
Not able ti import cases | High

Hi,

We are not able to import cases of below client.
After dedupe search SAVE option not showing on screen.

Activity- RCU
Client- Axis Bank
Product- CC
Template- RCU Global

Login- Myopsadmintest
password- pamac@feb

Attached import file for your reference

🗎 Copy of Template-2.xls
⬇ Download
Posted By : Bhavana Pachpande
C85
Date & Time : 14-03-2019 05:50:PM
Hello,

As per discussion with Sir Kailash , we have checked the queries execution time for each case, which is about 4.583 sec for dedupe search.

There are total of 71 cases as per the excel sheet for dedupe to be performed.

We will create log for benchmark all the queries to check again, and let you know once we reach to any conclusion. For now please import approx 30-35 cases in total till we find any resolution.
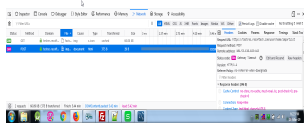**Posted By :** Khamroddin Shaikh
C85
Date & Time : 18-03-2019 11:34:AM
Hi,
As discussed with manas sir, it is showing gateway timeout error when import above cases, and if we reduce cases to 40 then it is working fine. So today i am working on this bug and no other task, will reply after find root cause and solution. Image about gateway timeout is attached as a reference.

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Posted By : Bhavana Pachpande
C85
Date & Time : 19-03-2019 04:58:PM
Hello,

Changes are updated in live server, please check. We have optimized the query to reduce time out and used session to avid 504 gateway timeout error.

Please check by importing the excel sheet again and dedupe search.
Posted By : Dipika Yedge
C85
Date & Time : 22-03-2019 04:50:PM
Hi,

Issue has been not resolved, we were trying to import 100 cases but after dedupe search 504 gateway timeout error shows.
Posted By : Bhavana Pachpande
C85
Date & Time : 25-03-2019 10:44:AM
Hello,

Can you please share the excel sheet and all the details, for login, activity, import selection fields.

We will check it from our end also.
Posted By : Dipika Yedge
C85
Date & Time : 25-03-2019 11:33:AM
Hi,

Check attached import file.

Client- HDFC Bank Ltd
Product- Asset

Login- Myopsadmintest
password- pamac@mar
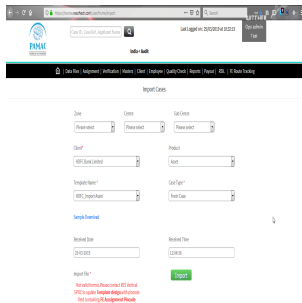Activity- Audit

---

 Audit_File 1.xlsx

⬇ Download

Posted By : Bhavana Pachpande
C85
Date & Time : 25-03-2019 12:08:PM
Hello,

As per given details it is showing validation error, please check the excel sheet is proper or not.
Screenshot attached.

⬇ Download

Posted By : Dipika Yedge
C85
Date & Time : 25-03-2019 02:58:PM
please check attached import file.

 Copy of Template-1.xls

⬇ Download

Posted By : Bhavana Pachpande
C85
Date & Time : 25-03-2019 03:46:PM
Hello,

As per discussion with sir Kailash for gateway timeout issue when dedupe search is done, we have the following options :

1) Limit the number of cases when importing to 40 to 45 max at a time and add a validation also more than 40 to 45 cases cannot be imported at a time.

2) Perform dedupe only for selected cases using checkbox, not all at a time in the import list page.

3) Show save button also, if dedupe is to be skipped in import list page.

4) Changes : Entire process of dedupe search functionality needs to be changed, where we will call dedupe search function in batch of case ids of 40 and show a loading message to user till it is done and on completion import list will refresh with dedupe result and save button will appear again.

For all the above points , changes are to be done, but for the 4th point changes will take more time compared to points 1,2 and 3.

And please move this bug to change as it is a limitation of server to process data at a time. As discussed with Mam Dipika over phone, bulk cases were not dedupe searched earlier, for each case id in dedupe search entire case table is searched which takes 3.52 sec on average, this is done newly as such gateway timeout issue is shown.

Please discuss and let us know what is to be done.

Posted By : Dipika Yedge
C85
Date & Time : 26-03-2019 05:42:PM
Hi,

As discussed with Ganesh Sir,

4) Changes : Entire process of dedupe search functionality needs to be changed, where we will call dedupe search function in batch of case ids of 40 and show a loading message to user till it is done and on completion import list will refresh with dedupe result and save button will appear again.-
OK for this

Posted By : Super Admin
C85
Date & Time : 27-03-2019 09:51:AM
Kailash, Bhavana and Manas discuss this...
Also discuss system impact
Set priority, estimate time and assign to Developer
Posted By : Bhavana Pachpande
C85
Date & Time : 27-03-2019 10:00:AM
Hello,

AS per discussion with Sir, we will first make changes and check it in demo server for performance with test cases. Once done will upload in live server.

Please move this point to change as it is not a bug.
Posted By : Super Admin
C85
Date & Time : 29-03-2019 11:18:AM
Point is in change now...
I want only one staging server from 15th April please make note of this.

Posted By : Khamroddin Shaikh
C85
Date & Time : 30-04-2019 04:18:PM
currently working on C70 will work after that.
Posted By : Khamroddin Shaikh

C85
Date & Time : 04-05-2019 06:01:PM
changes:
controller:home
function:/user/home/importList
-added dedupeSearch() call
function:dedupeSearch()
-created separate function for dedupe search

views:userimportimportRecList.php
-added ajax function in dedupeSearch() of javascript
-added loading icon view on ajax start/stop operations

changes:
-added batchwise processing logic for import case dedupe search (30 cases per batch)
-tested on local with 100 cases

issues
1):Non duplicate case in dedupe search showing as duplicate after dedupe search operation
-It is due to if importing case have more than one verification type then at the time processing, then it is divided into different cases based on verification type and
checked these different cases in dedupe search process, finally index of this individual case is stored in dedupe array if that case is duplicate
-this dedupe array is matched with the session import records
-hence session import records contains cases with combined vt but dedupe array contains index of individual cases due to that it is showing some cases as duplicate
Note:dedupe search operation uses session save_import_records array for case processing

2)getting improper table view after ajax response

discussed with mam, put on hold.
Posted By : Dipika Yedge
C85
Date & Time : 06-05-2019 12:11:PM
Please HOLD this for now.
Posted By : Bhavana Pachpande
C85
Date & Time : 29-07-2019 03:14:PM
Hello mam,

As per discussion with Sir Siddharth, please let us know for how long will this point be on hold.
Posted By : Dipika Yedge
C85
Date & Time : 29-07-2019 03:24:PM
Hi Shaikh,

As discussed please start working on it.
Posted By : Bhavana Pachpande
C85
Date & Time : 14-08-2019 12:04:PM
Hello,

Please post here when are you going to start development on this point. Clear R51 before starting this point development.

Posted By : Khamroddin Shaikh
C85
Date & Time : 19-08-2019 05:11:PM
As once R51 complete will post based on priority as it needs some research and development with testing.
Posted By : Super Admin
Assigned To : (All Members)
C85
Date & Time : 30-08-2019 08:33:AM
Can we close this thread?
Posted By : Khamroddin Shaikh
Assigned To : (All Members)
C85
Date & Time : 30-08-2019 11:07:AM
Hi,
Based on priority working on C83, and this C85 requires some research and development time to completely
implement new change according to factors performance and system stabilization.
Posted By : Manas Dasgupta
Assigned To : Khamroddin Shaikh
C85
Date & Time : 06-09-2019 10:29:AM
ok, once you start this point post here.
Posted By : Khamroddin Shaikh
Assigned To : Manas Dasgupta
C85
Date & Time : 09-09-2019 02:33:PM
Hi
ok.
Posted By : Sandeep Ghuge
C85
Date & Time : 09-09-2019 02:40:PM
Hi ,=0D
=0D
Please forward your details to Dipika Yedge , she will help you.=0D
Posted By : Bhavana Pachpande
Assigned To : Khamroddin Shaikh
C85
Date & Time : 10-09-2019 09:32:AM
ok, check and post here.
Posted By : Khamroddin Shaikh
Assigned To : Bhavana Pachpande
C85 High
Date & Time : 18-09-2019 10:00:AM
Hi,
(For developer)
changes in files with comment C85:
controller:user/home
user/import/importDupRecList
user/import/import/importRecList11

-changes
Added ajax response alert when any issue in ajax request
Cancel import button added during dedupe search to cancel and redirect to import
Added note for user to not to reload/close window.

(For ops team)
Changes uploaded on countrydemo please check throughly and confirm for live or suggest any changes required.
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
C85 High
Date & Time : 19-09-2019 11:07:AM
Hello mam,

Please check and confirm before upload in live server.
Posted By : Khamroddin Shaikh
Assigned To : Bhavana Pachpande
C85 High
Date & Time : 21-09-2019 05:14:PM
Hi,
Please find below User and Developer manual for reference.

📄 C85_sept21_NotAbleToImportCasesManuals.zip
⤓ Download
User and Developer Manual
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
C85 High
Date & Time : 23-09-2019 08:15:AM
Hello mam,

Is testing done ? Can we put changes on live server ?
Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
C85 High
Date & Time : 25-09-2019 12:51:PM
Hi,

Its working fine, check attached screen shot for reference.

upload on live server.

📄 New Microsoft Word Document.doc
⤓ Download
Posted By : Bhavana Pachpande
Assigned To : Khamroddin Shaikh
C85 High
Date & Time : 27-09-2019 09:14:AM
Hello,

Changes are updated in live server, please check.
Posted By : Khamroddin Shaikh
Assigned To : Bhavana Pachpande
C85 High
Date & Time : 30-09-2019 04:31:PM
Changes reverted from live server, will upload once old data archived from live server.
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
C85 High

Date & Time : 01-10-2019 08:35:AM
Hello mam,

As per Shaikh development and test, we have to remove old cases from tbl_cases to reduce dedupe search timeout issue. Please confirm, currently changes are reverted once data is reduced we will update changes again.
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
C85 High
Date & Time : 04-11-2019 10:46:AM
Hello mam,

As per Shaikh development and test, we have to remove old cases from tbl_cases to reduce dedupe search timeout issue. Once data is reduced and new cron are set we will update changes again.
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
C85 High
Date & Time : 09-12-2019 09:30:AM
Hello mam,

As VAPT points are of high priority now will update changes once done.
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
C85 High
Date & Time : 17-12-2019 09:14:AM
Hello mam,

As VAPT points are of high priority now will update changes once done.
Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
C85 High
Date & Time : 03-03-2020 12:14:PM
Issue is resolved.
Posted By : Dipika Yedge
C85
Date & Time : 03-03-2020 12:14:PM
Change Requirement is closed.

Reply | Move to Bug | Cancel