```
select * from APPLICATIONPARAMETER where pkey in('ttt_attachment_maximum_size','mail_address_recipient_ars_ttt');
```

Script Output | Query Result

SQL | All Rows Fetched: 2 in 0.292 seconds

	PKEY	PTYPE	PVALUE	VERSION
1	mail_address_recipient_ars_ttt	String	avik-roy.choudhury@dxc.com	3
2	ttt_attachment_maximum_size	Integer	7000000	3

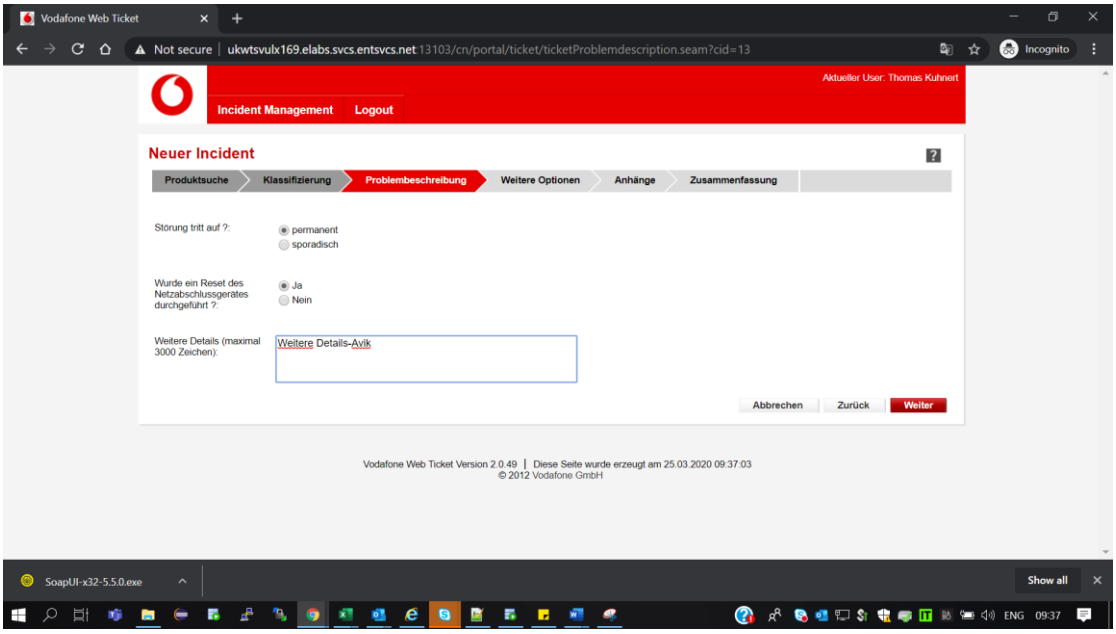
```
select * from usergui where id=27070;
```

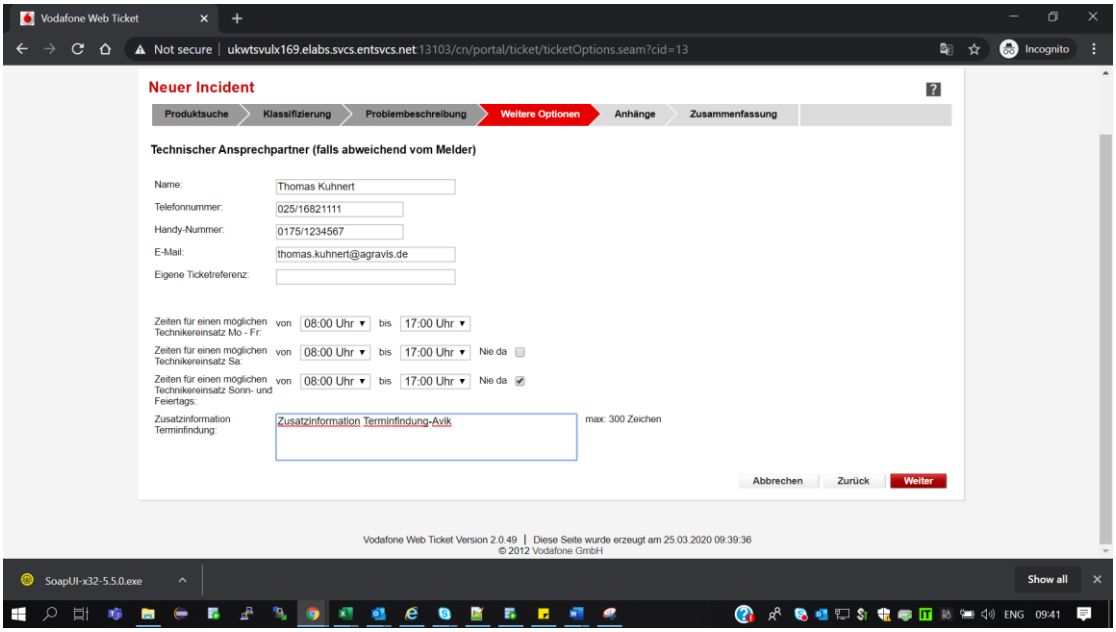
Script Output | Query Result

SQL | All Rows Fetched: 1 in 0.293 seconds

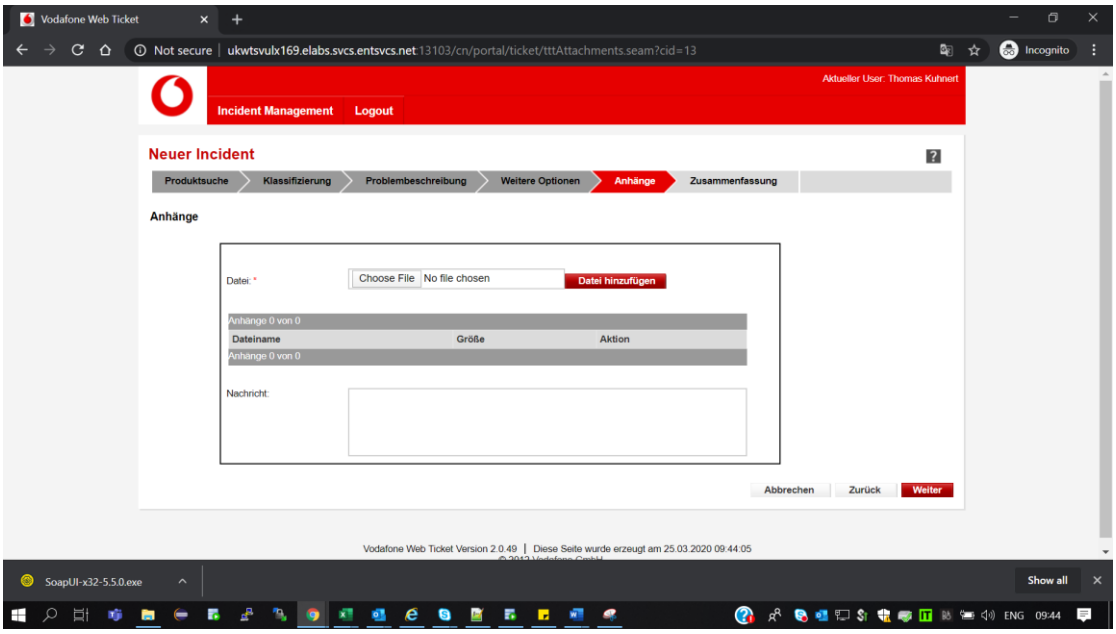
	ID	CUSTOMER_ID	USERNAME	FIRSTNAME	LASTNAME	COMPANY	EMAIL	ENABLED	LANGUAGE	MOBILE	PHONENUMI
1	27070	15350	kuhnertt	Thomas	Kuhnert	(null)	thomas.kuhnert@agravis.de	Y	de	0175/1234567	025/168211

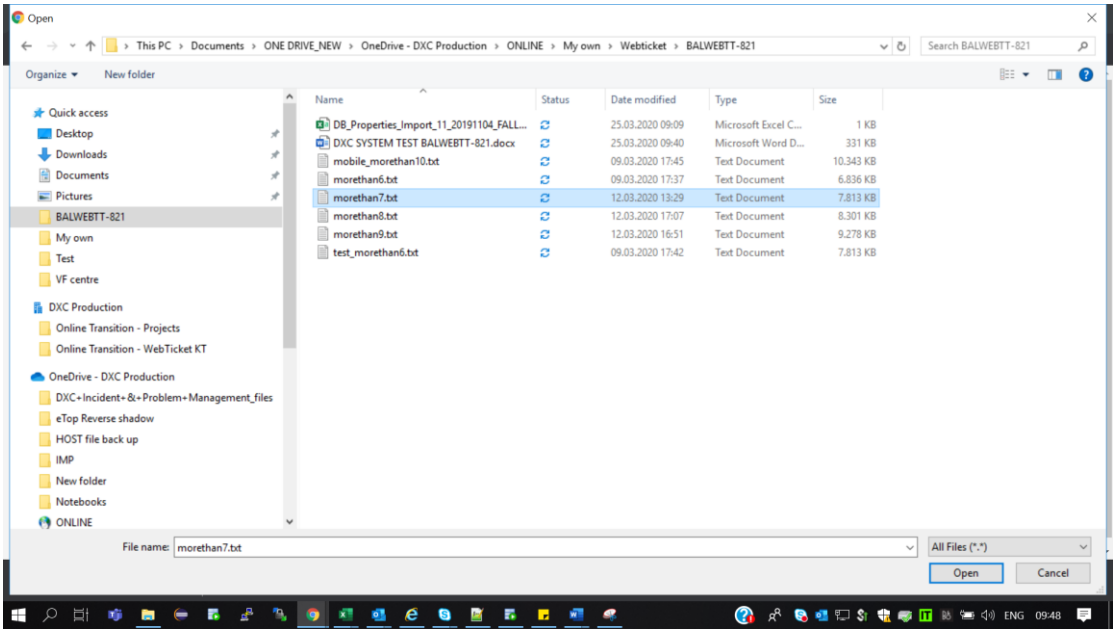
Fixed net incident

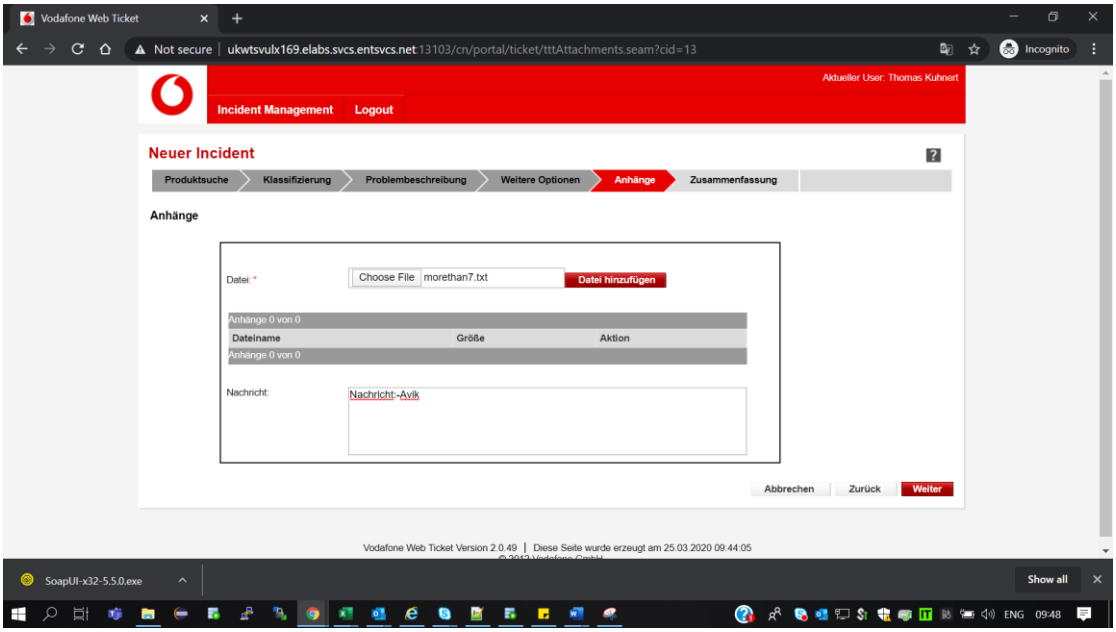




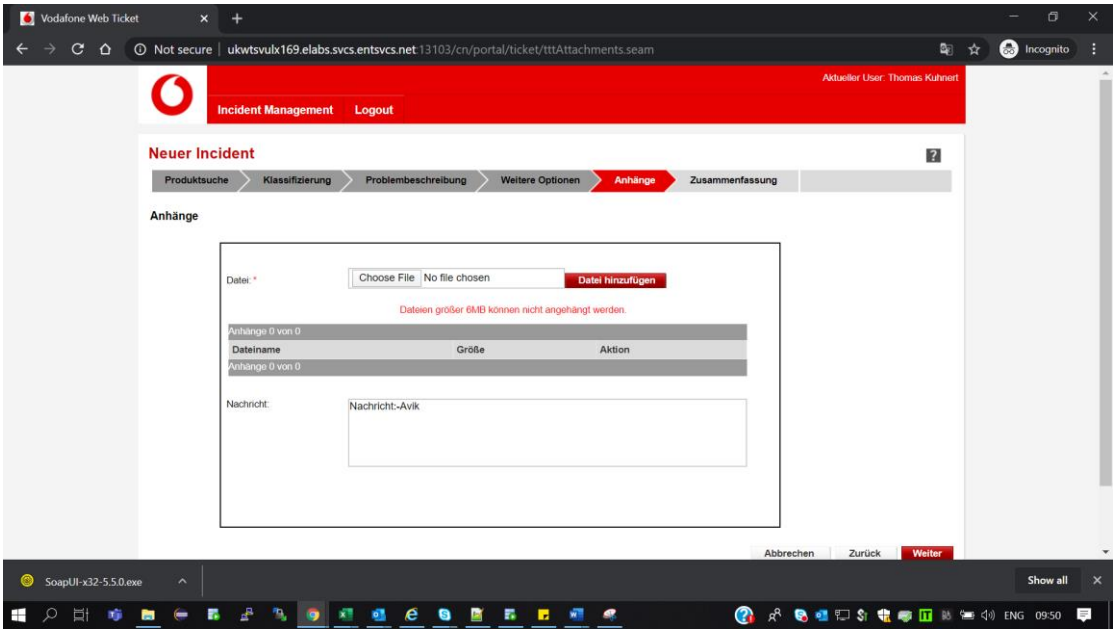
Attachment more than 7mb(DB property)



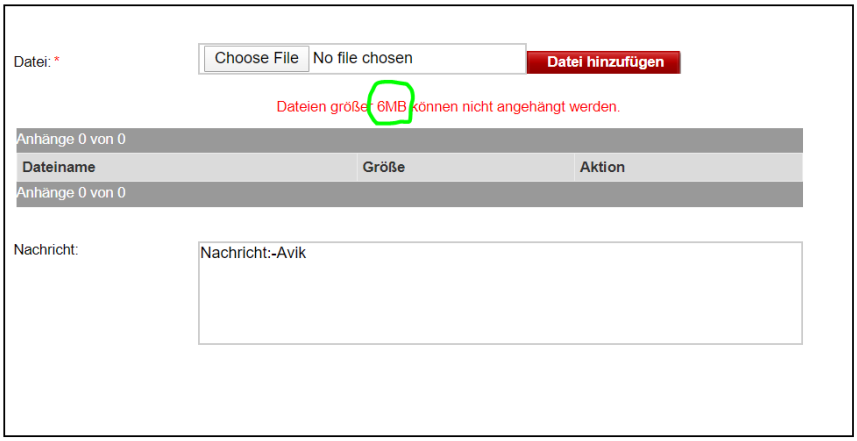




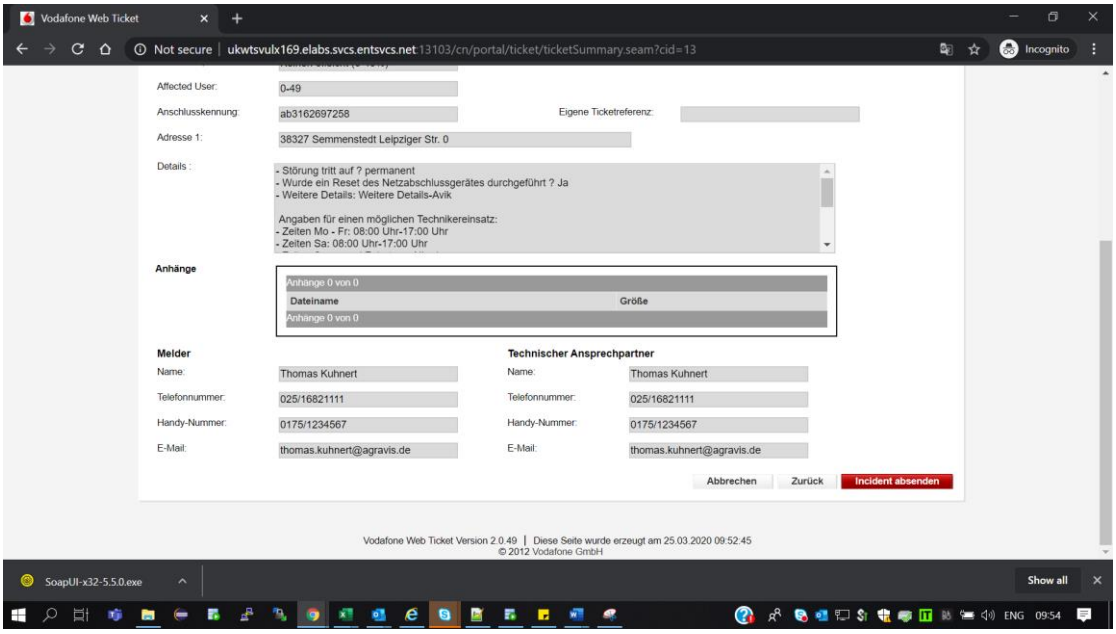
File is not attached



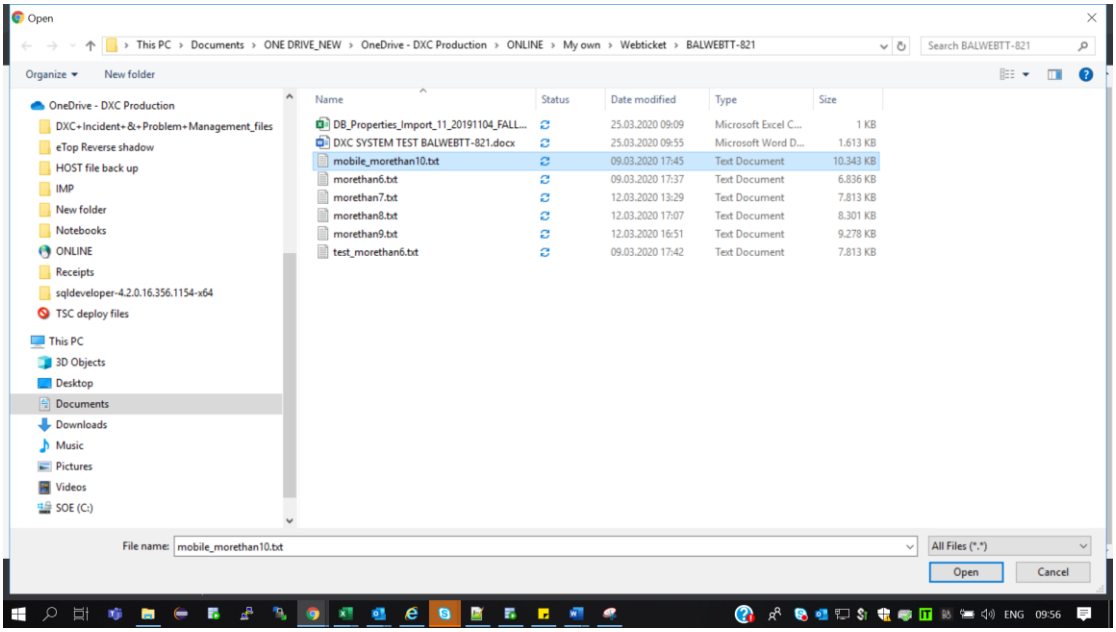
Anhänge

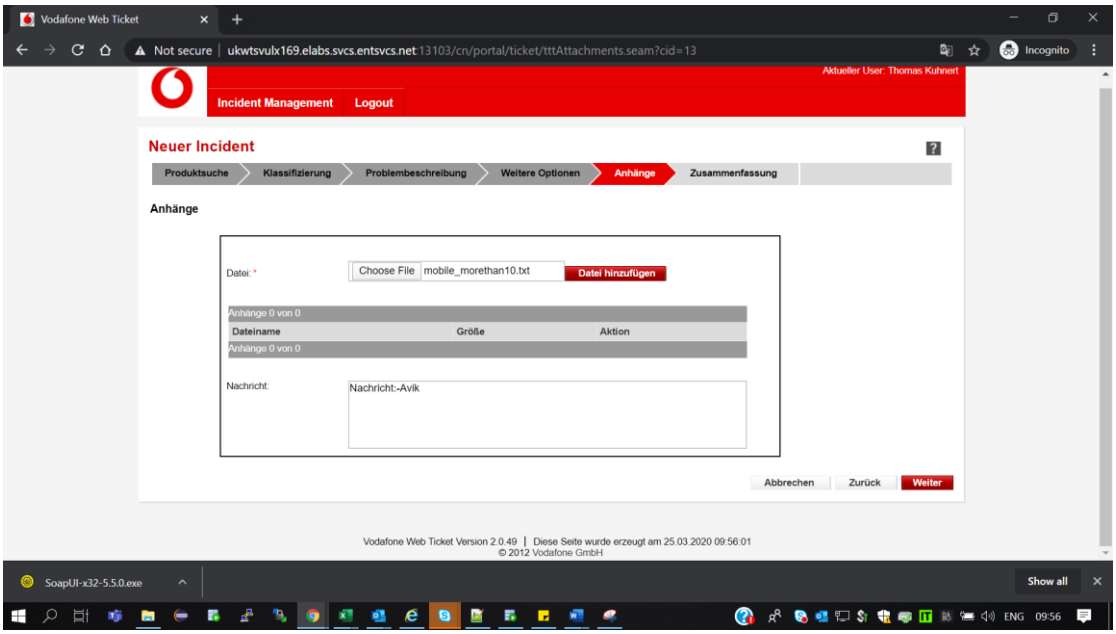


No attachment in the next screen

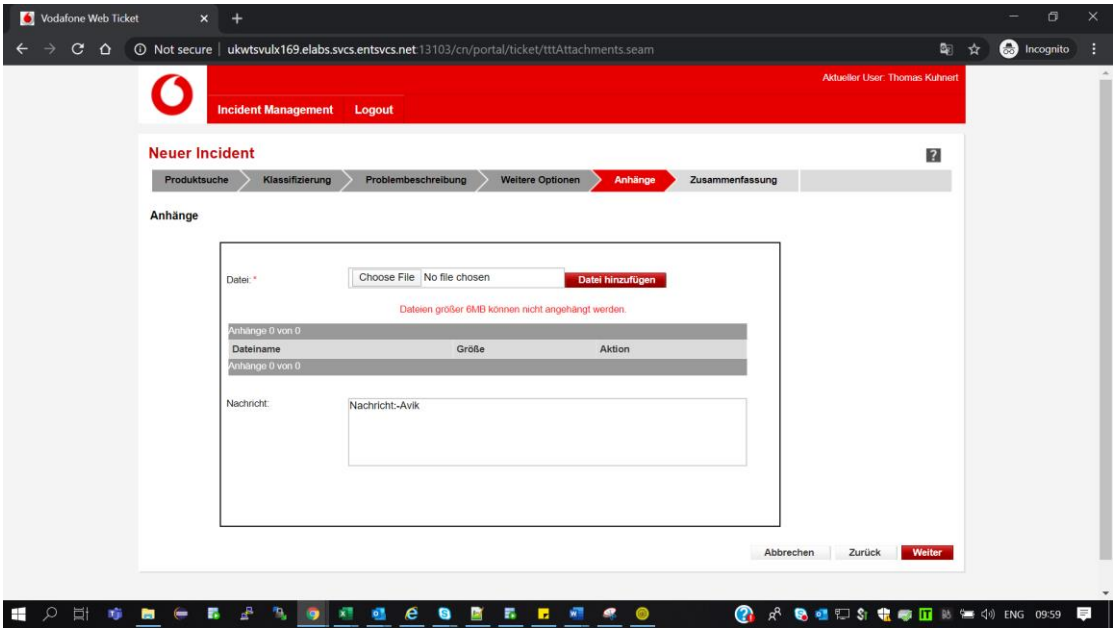


Now attaching a bigger attachment more than 10mb

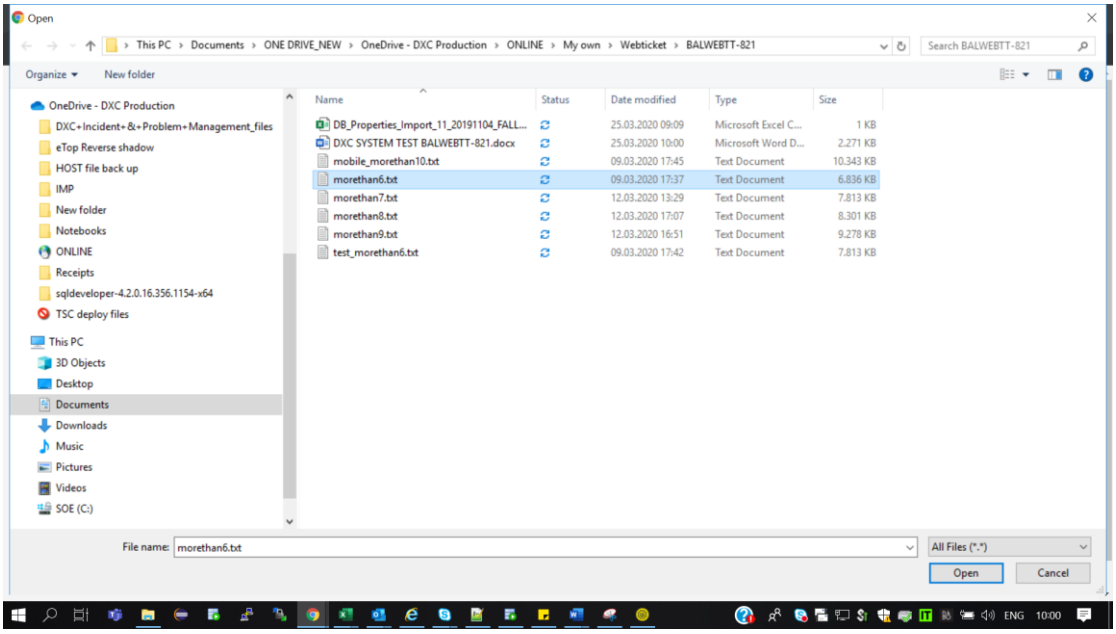


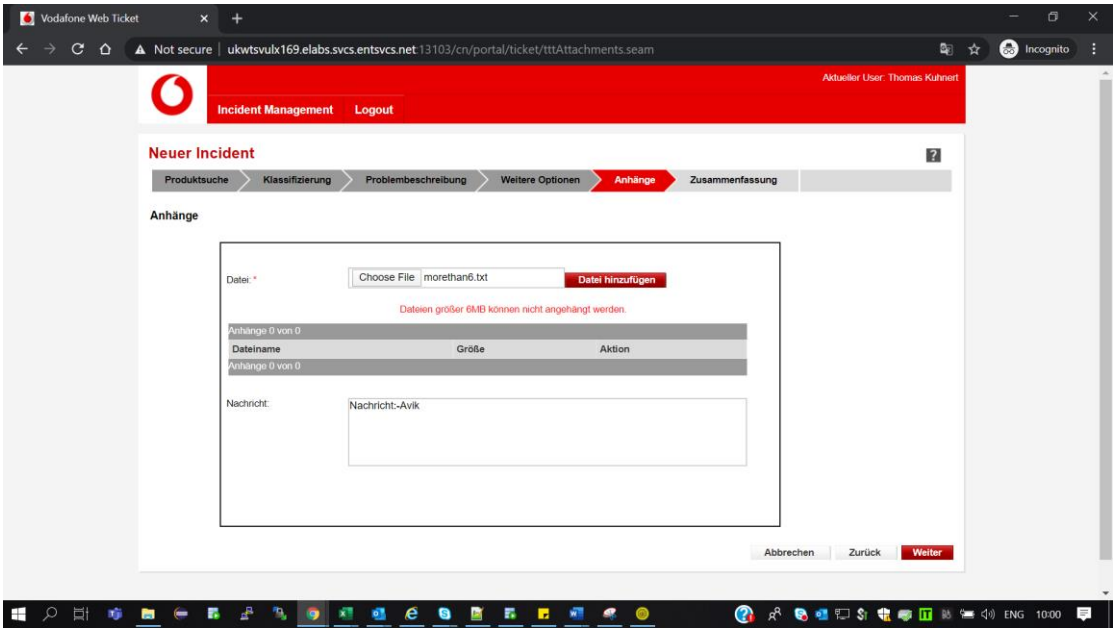


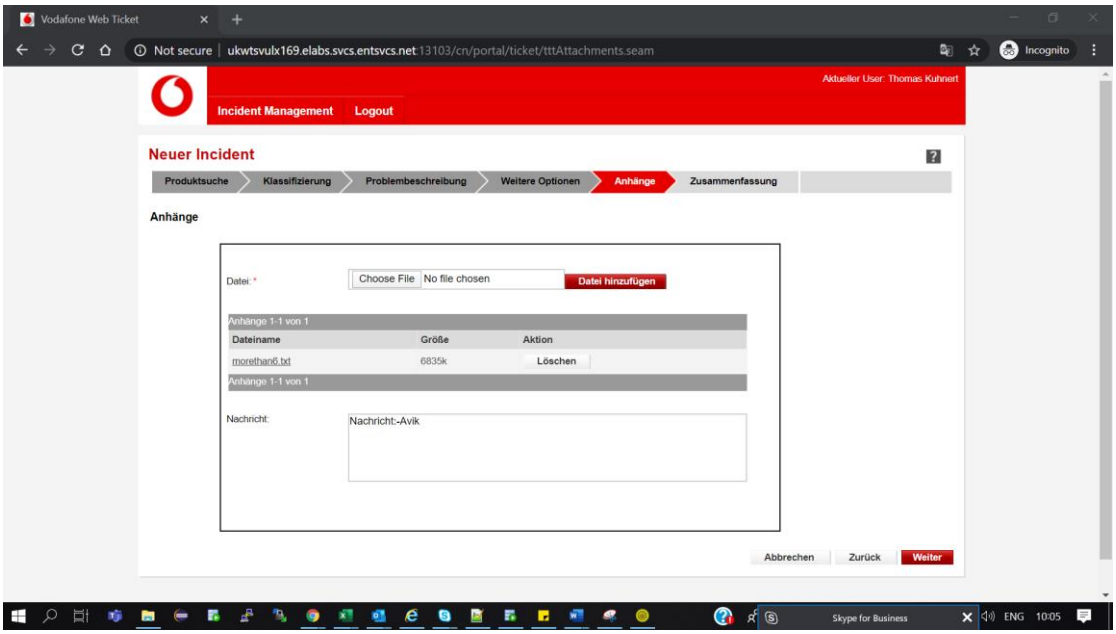
File did not attach

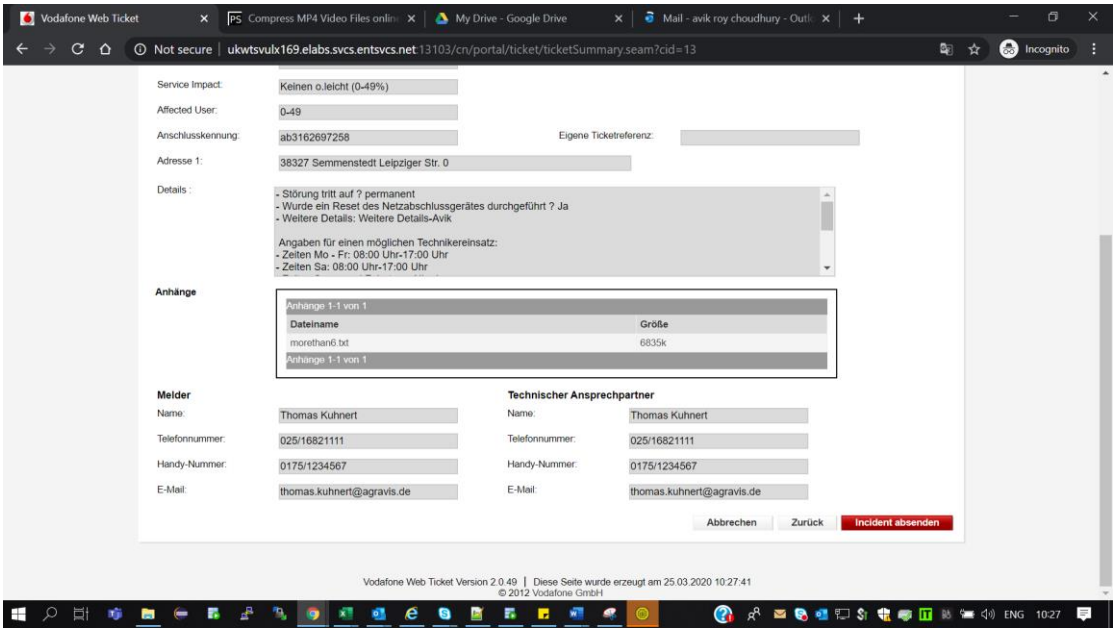


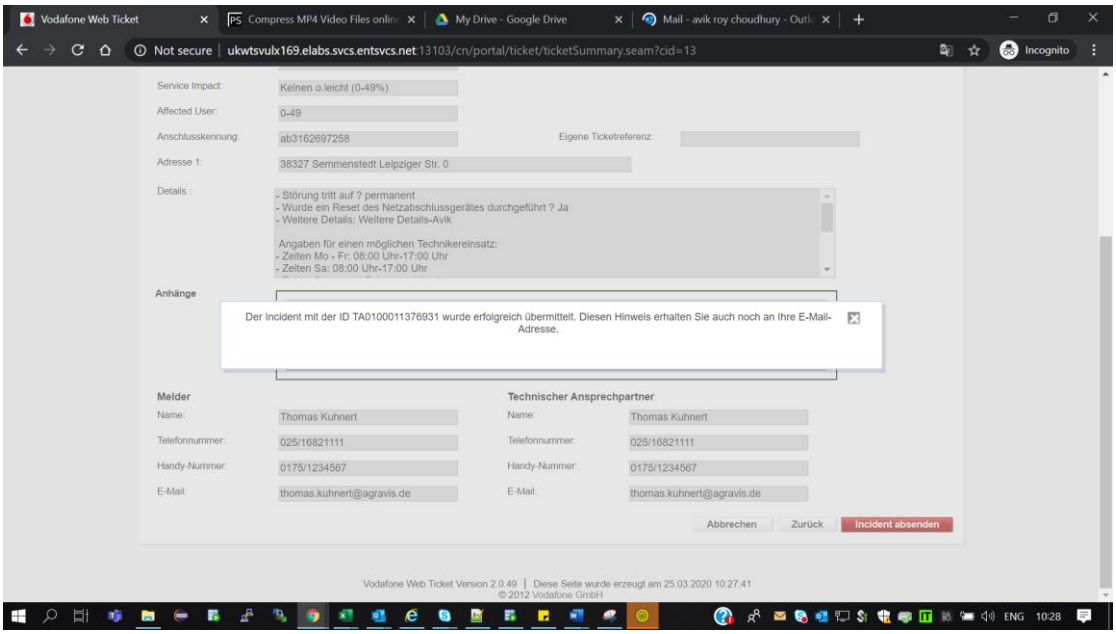
Now attaching a file less than 7mb(DB property)



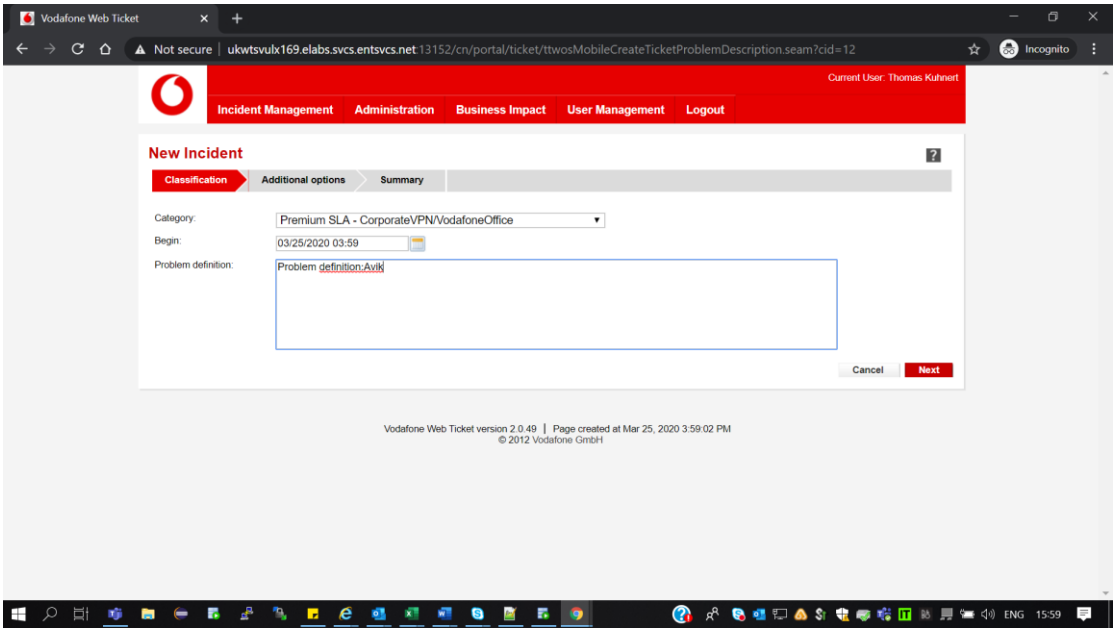

Vodafone Web Ticket
Not secure | ukwtsvulx169.elabs.svcs.entsvcs.net:13103/cn/portal/ticket/tttAttachments.seam
Incognito
Aktueller User: Thomas Kuhnert
Incident Management
Logout
Neuer Incident
Produktsuche
Klassifizierung
Problembeschreibung
Weitere Optionen
Anhänge
Zusammenfassung
Anhänge
Datei: *
Choose File
morethan6.txt
Datei hinzufügen
Dateien größer 6MB können nicht angehängt werden.
Anhänge 0 von 0
Dateiname
Größe
Aktion
Anhänge 0 von 0
Nachricht:
Nachricht:-Avik
Abbrechen
Zurück
Weiter
ENG
10:00

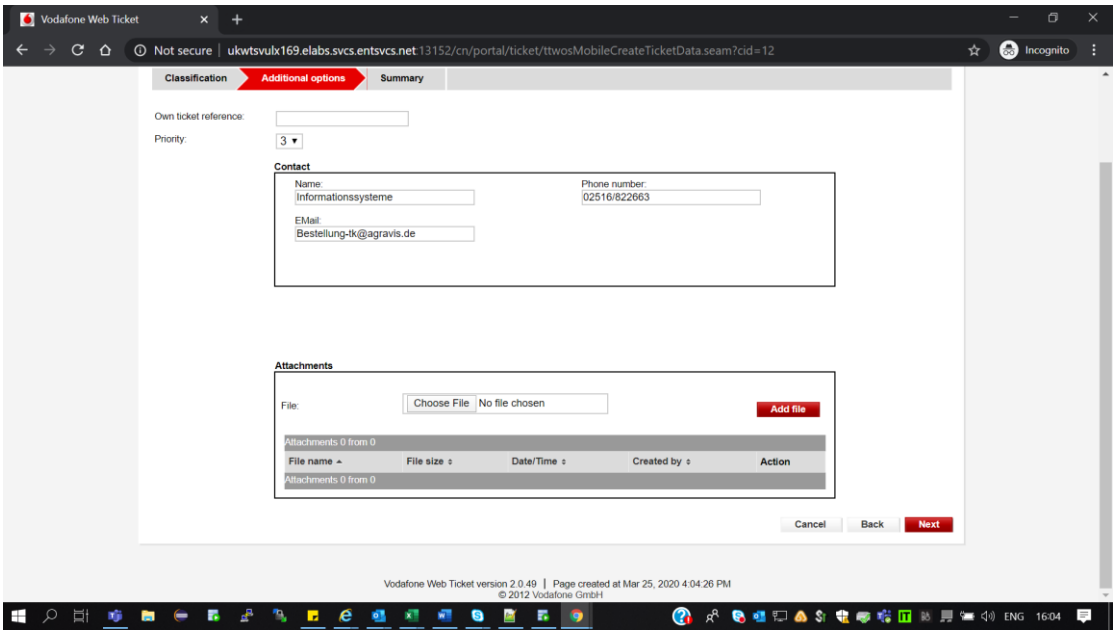

Vodafone Web Ticket
Not secure | ukwtsvulx169.elabs.svcs.entsvcs.net:13103/cn/portal/ticket/tttAttachments.seam
Incognito
Aktueller User: Thomas Kuhnert
Incident Management
Logout
Neuer Incident
Produktsuche
Klassifizierung
Problembeschreibung
Weitere Optionen
Anhänge
Zusammenfassung
Anhänge
Datei: *
Choose File
No file chosen
Datei hinzufügen
Anhänge 1-1 von 1
Dateiname
Größe
Aktion
morethan6.txt
6835k
Löschen
Anhänge 1-1 von 1
Nachricht:
Nachricht:-Avik
Abbrechen
Zurück
Weiter
Skype for Business
ENG
10:05



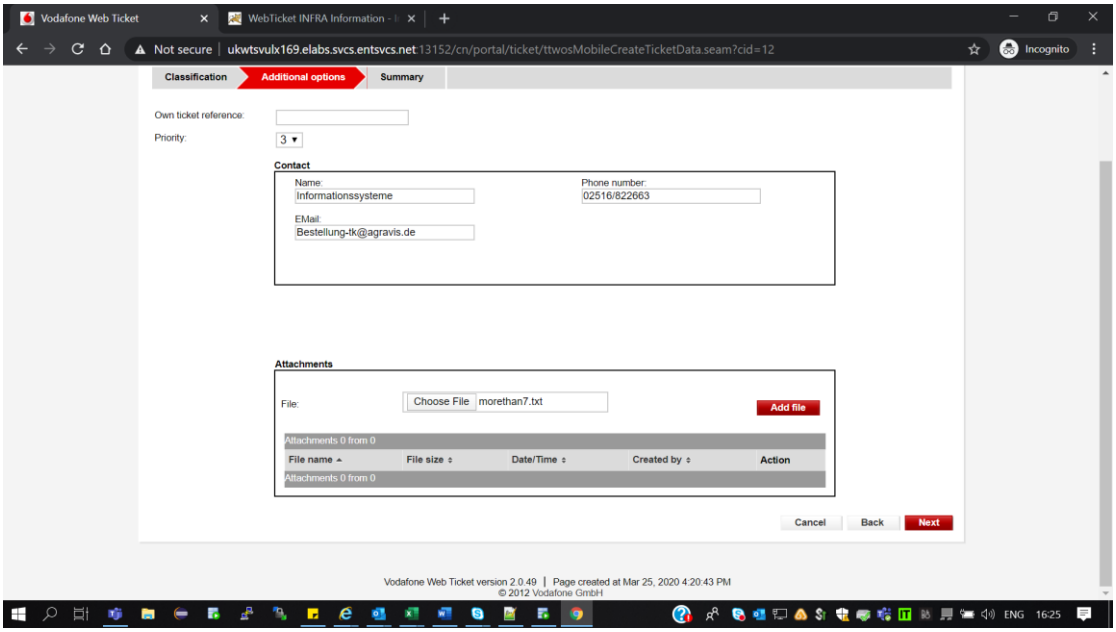


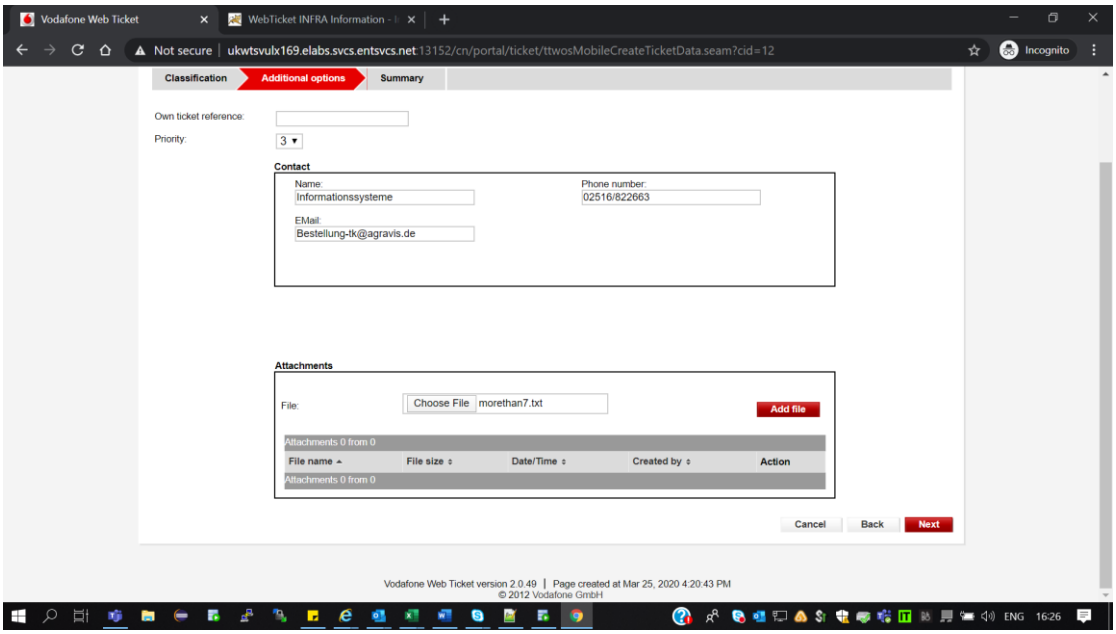
Mobile incident:

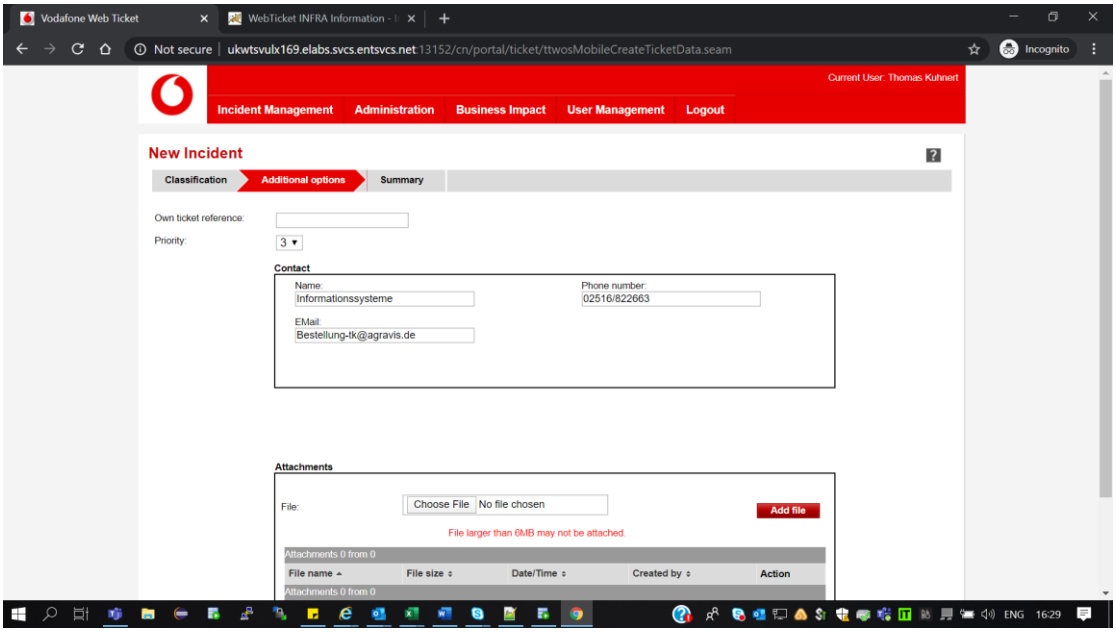


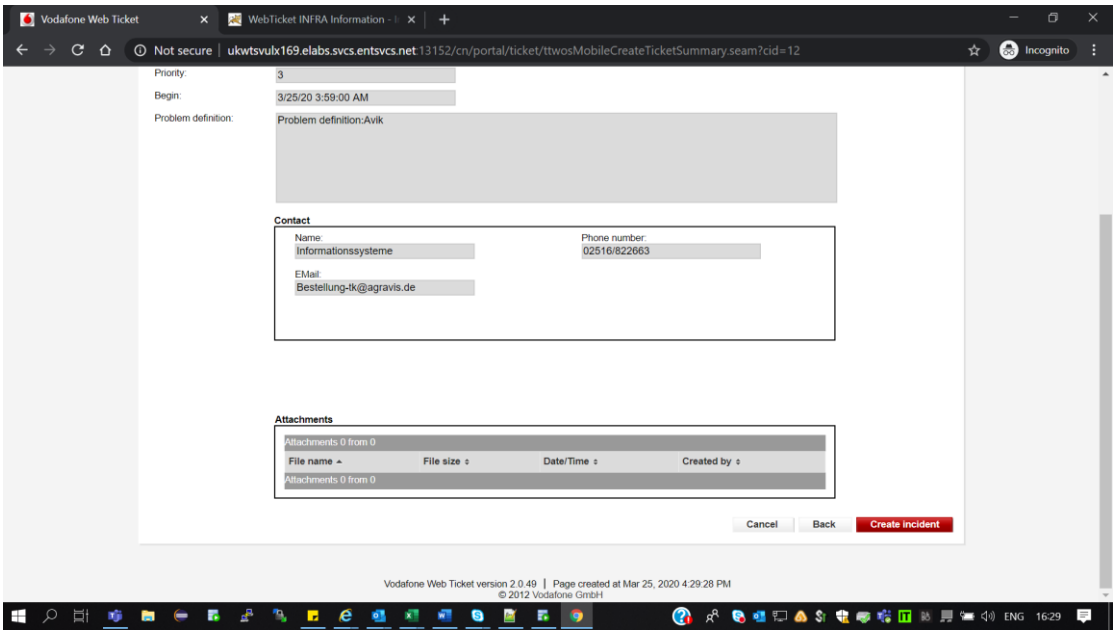


More than 7mb(DB property)

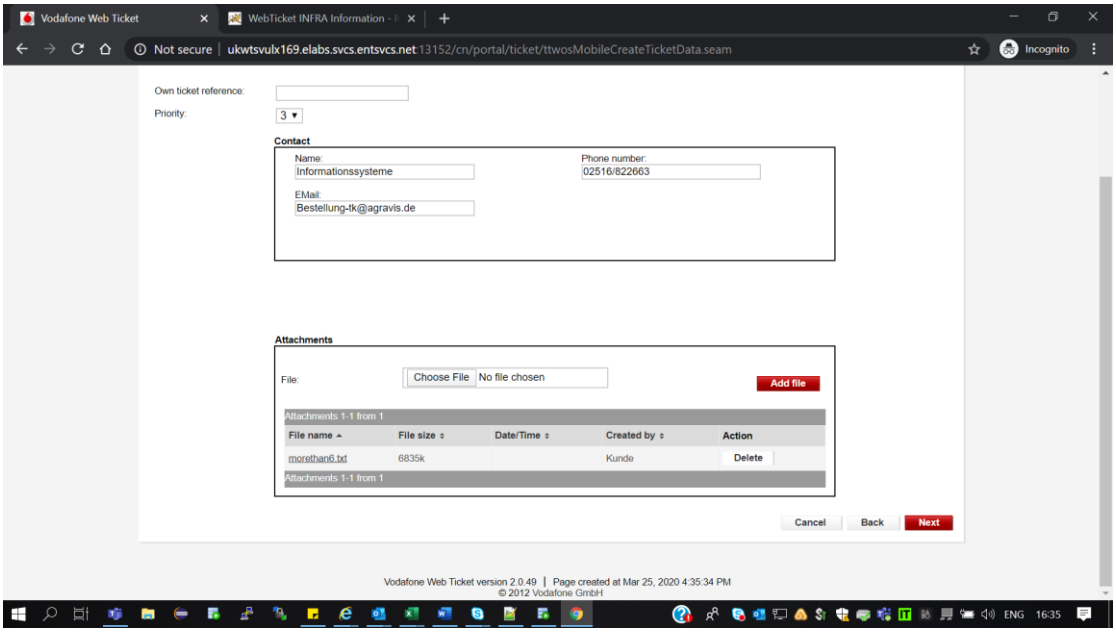

Vodafone Web Ticket
WebTicket INFRA Information -
Not secure | ukwtsvulx169.elabs.svcs.entsvcs.net:13152/cn/portal/ticket/ttwosMobileCreateTicketData.seam?cid=12
Incognito
Classification
Additional options
Summary
Own ticket reference:
Priority:
3
Contact
Name:
Informationssysteme
Phone number:
02516/822663
EMail:
Bestellung-tk@agravis.de
Attachments
File:
Choose File
morethan7.txt
Add file
Attachments 0 from 0
File name
File size
Date/Time
Created by
Action
Attachments 0 from 0
Cancel
Back
Next
Vodafone Web Ticket version 2.0.49 | Page created at Mar 25, 2020 4:20:43 PM
© 2012 Vodafone GmbH
ENG
16:25

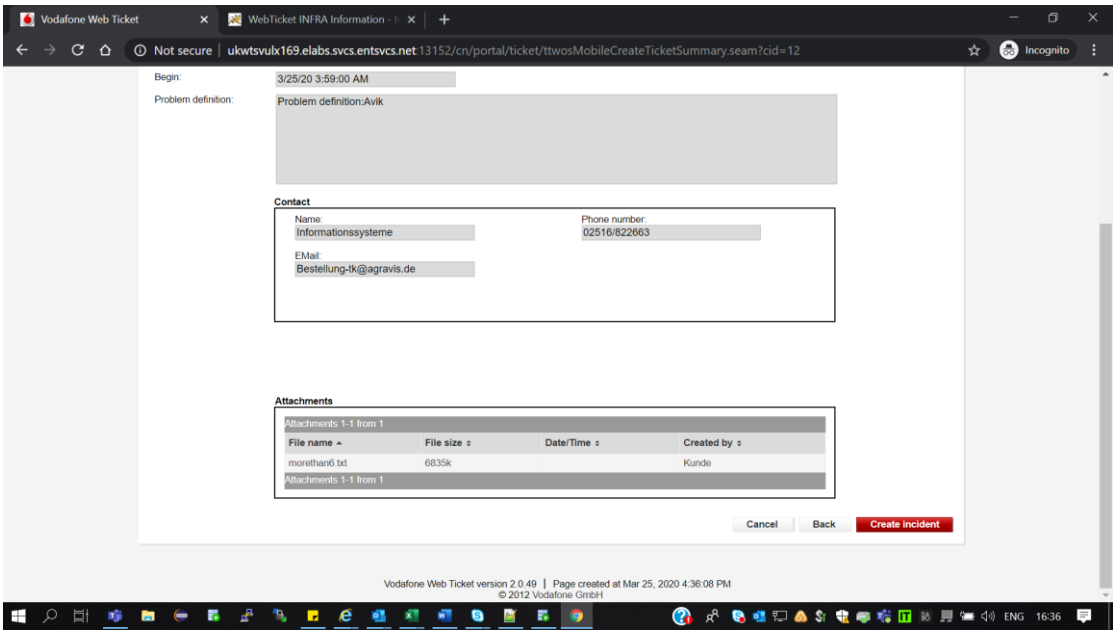

Vodafone Web Ticket
WebTicket INFRA Information -
Not secure | ukwtsvulx169.elabs.svcs.entsvcs.net:13152/cn/portal/ticket/ttwosMobileCreateTicketData.seam?cid=12
Incognito
Classification
Additional options
Summary
Own ticket reference:
Priority:
3
Contact
Name:
Informationssysteme
Phone number:
02516/822663
EMail:
Bestellung-tk@agravis.de
Attachments
File:
Choose File
morethan7.txt
Add file
Attachments 0 from 0
File name
File size
Date/Time
Created by
Action
Attachments 0 from 0
Cancel
Back
Next
Vodafone Web Ticket version 2.0.49 | Page created at Mar 25, 2020 4:20:43 PM
© 2012 Vodafone GmbH
ENG
16:26



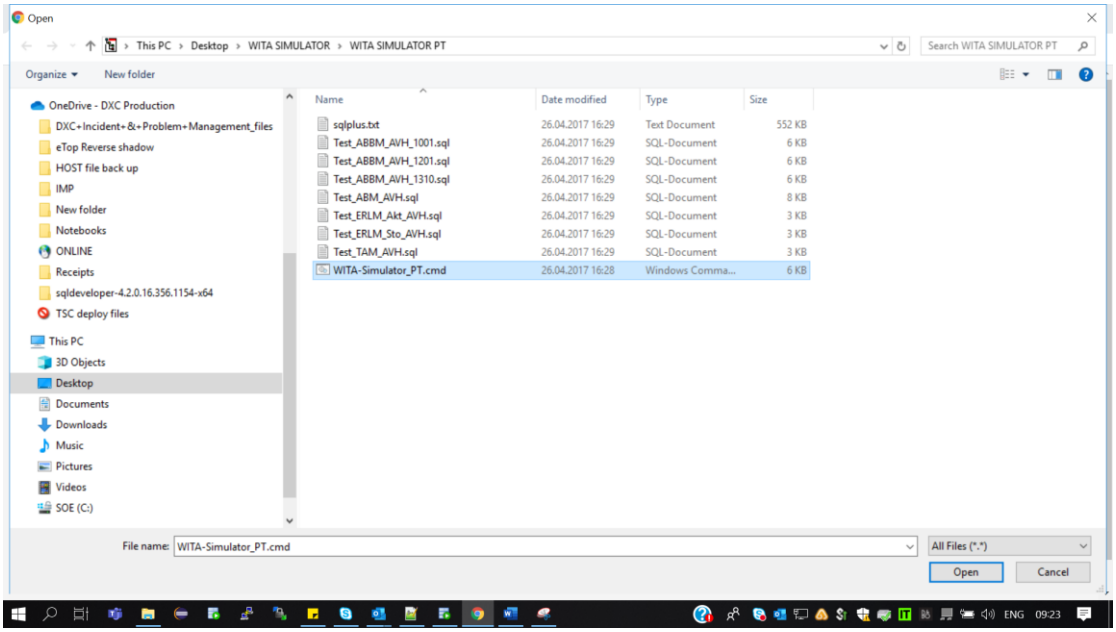


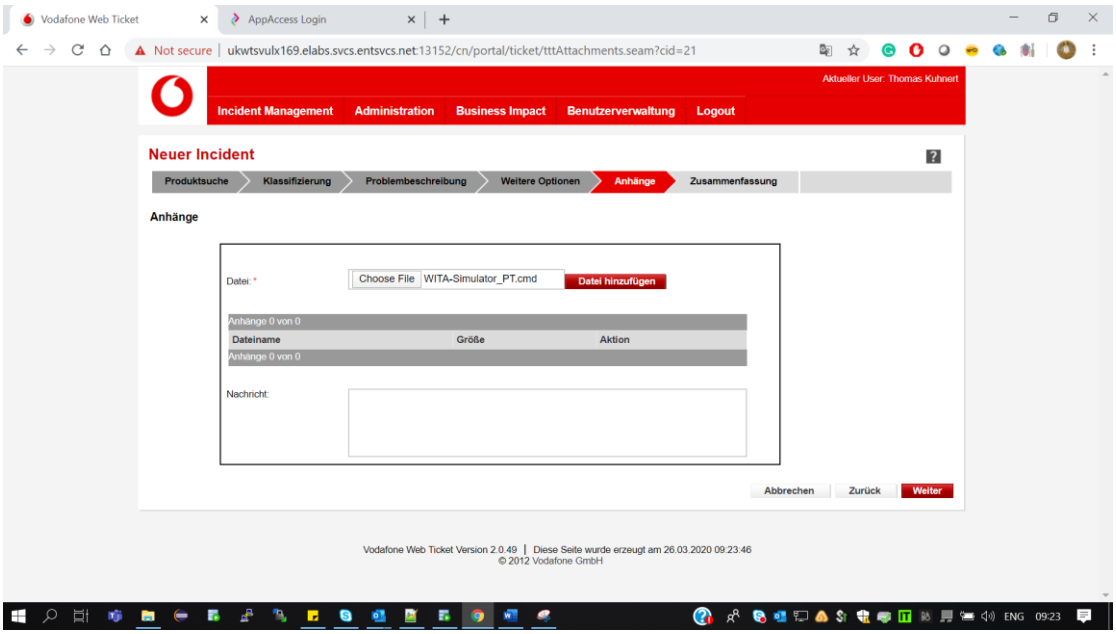
Attaching file less than 7mb(DB property)

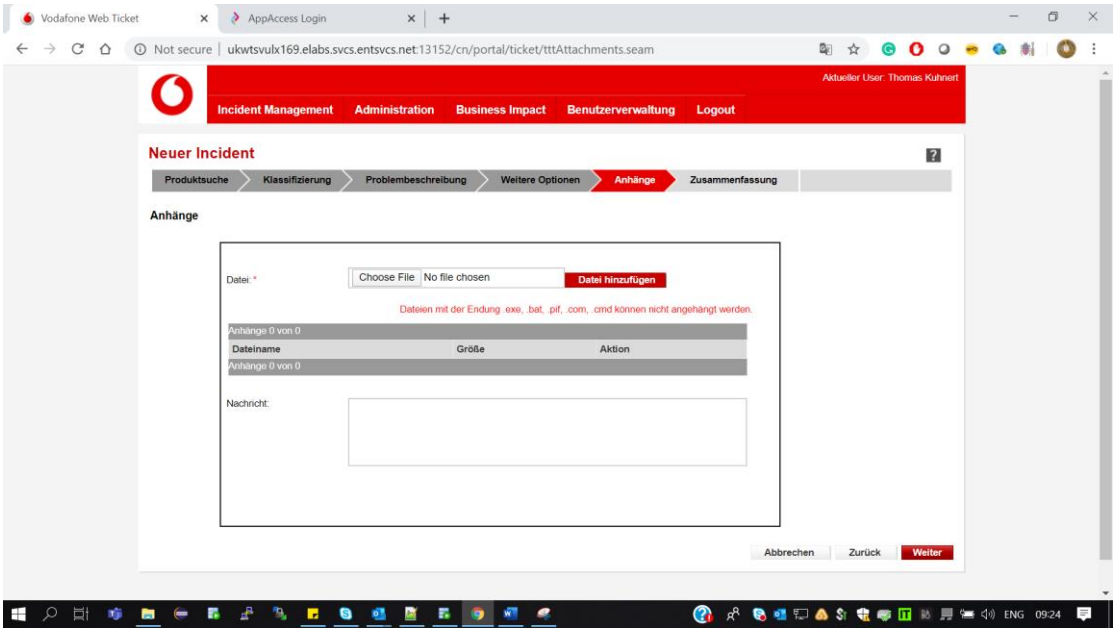


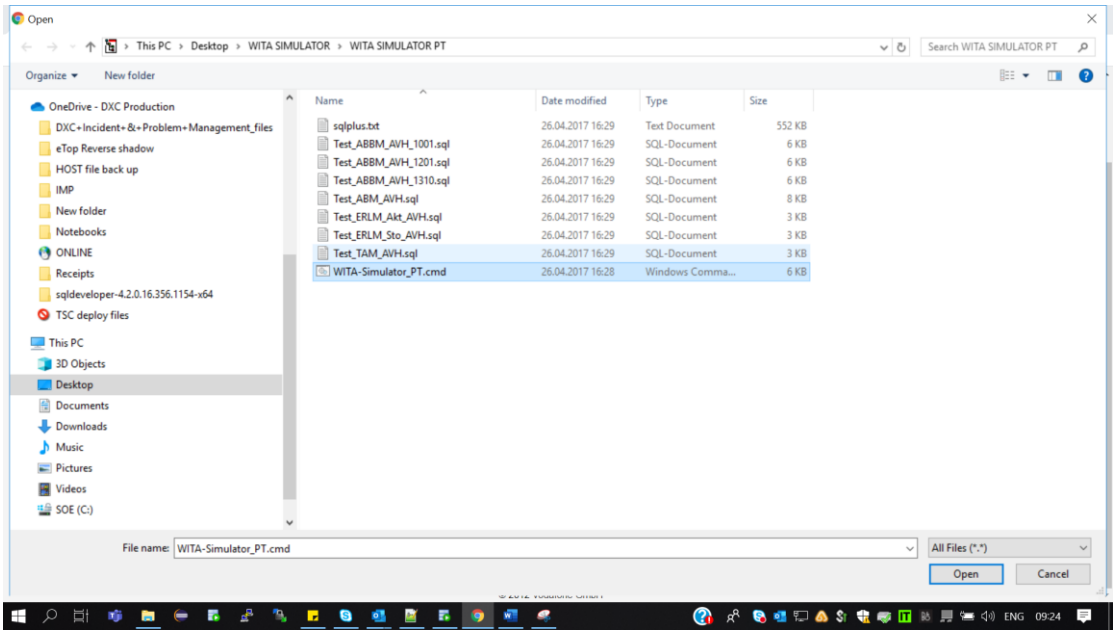


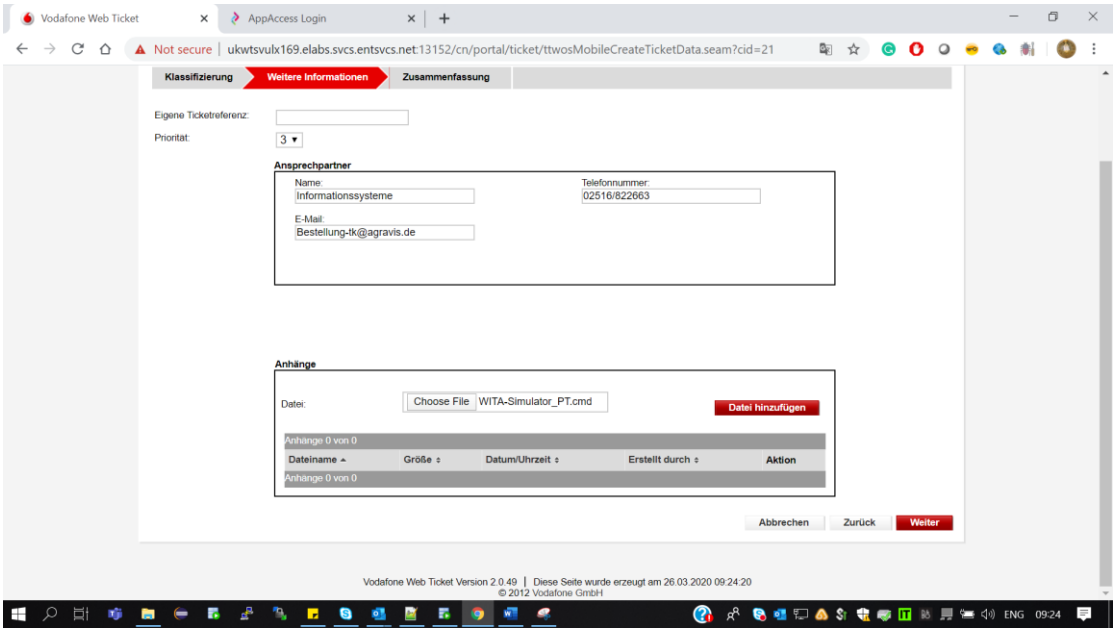
Attaching forbidden file format Fixed-net & Mobile:

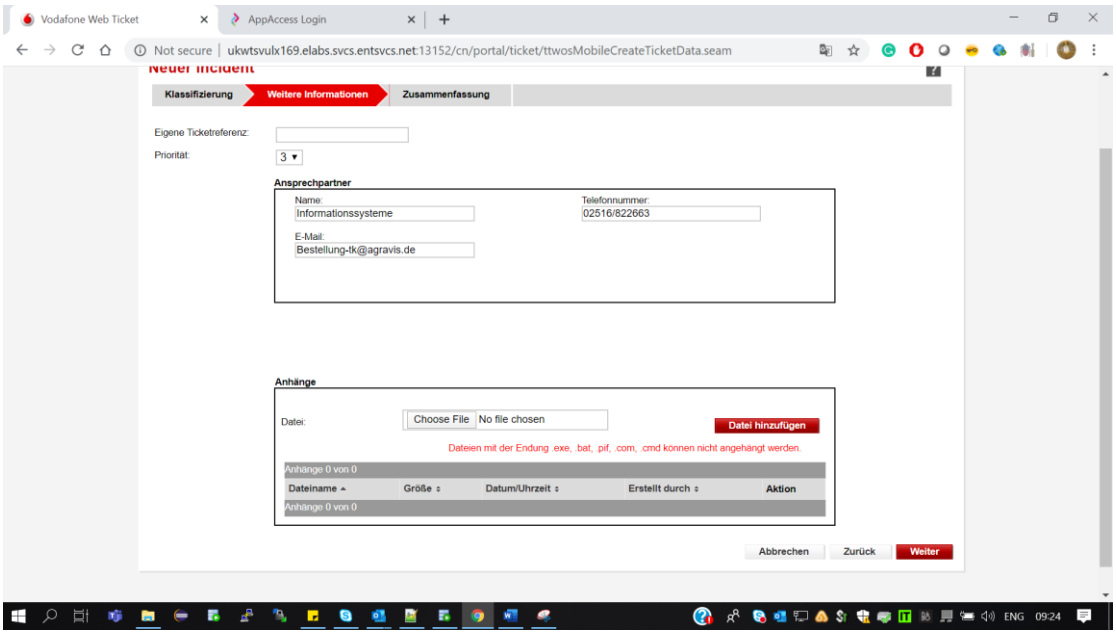

Open
This PC › Desktop › WITA SIMULATOR › WITA SIMULATOR PT
Search WITA SIMULATOR PT
Organize
New folder
OneDrive - DXC Production
DXC+Incident+&+Problem+Management_files
eTop Reverse shadow
HOST file back up
IMP
New folder
Notebooks
ONLINE
Receipts
sqldeveloper-4.2.0.16.356.1154-x64
TSC deploy files
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
SOE (C:)
Name
Date modified
Type
Size
sqlplus.txt 26.04.2017 16:29 Text Document 552 KB
Test_ABBM_AVH_1001.sql 26.04.2017 16:29 SQL-Document 6 KB
Test_ABBM_AVH_1201.sql 26.04.2017 16:29 SQL-Document 6 KB
Test_ABBM_AVH_1310.sql 26.04.2017 16:29 SQL-Document 6 KB
Test_ABM_AVH.sql 26.04.2017 16:29 SQL-Document 8 KB
Test_ERLM_Akt_AVH.sql 26.04.2017 16:29 SQL-Document 3 KB
Test_ERLM_Sto_AVH.sql 26.04.2017 16:29 SQL-Document 3 KB
Test_TAM_AVH.sql 26.04.2017 16:29 SQL-Document 3 KB
WITA-Simulator_PT.cmd 26.04.2017 16:28 Windows Comma... 6 KB
File name: WITA-Simulator_PT.cmd
All Files (*.*)
Open
Cancel
ENG 09:23


Vodafone Web Ticket
AppAccess Login
Not secure | ukwtsvulx169.elabs.svcs.entsvcs.net:13152/cn/portal/ticket/tttAttachments.seam?cid=21
Aktueller User: Thomas Kuhnert
Incident Management
Administration
Business Impact
Benutzerverwaltung
Logout
Neuer Incident
Produktsuche
Klassifizierung
Problembeschreibung
Weitere Optionen
Anhänge
Zusammenfassung
Anhänge
Datei: *
Choose File
WITA-Simulator_PT.cmd
Datei hinzufügen
Anhänge 0 von 0
Dateiname
Größe
Aktion
Anhänge 0 von 0
Nachricht:
Abbrechen
Zurück
Weiter
Vodafone Web Ticket Version 2.0.49 | Diese Seite wurde erzeugt am 26.03.2020 09:23:46
© 2012 Vodafone GmbH
ENG 09:23


Vodafone Web Ticket
AppAccess Login
Not secure | ukwtsvulx169.elabs.svcs.entsvcs.net:13152/cn/portal/ticket/tttAttachments.seam
Aktueller User: Thomas Kuhnert
Incident Management
Administration
Business Impact
Benutzerverwaltung
Logout
Neuer Incident
Produktsuche
Klassifizierung
Problembeschreibung
Weitere Optionen
Anhänge
Zusammenfassung
Anhänge
Datei: *
Choose File
No file chosen
Datei hinzufügen
Dateien mit der Endung .exe, .bat, .pif, .com, .cmd können nicht angehängt werden.
Anhänge 0 von 0
Dateiname
Größe
Aktion
Anhänge 0 von 0
Nachricht:
Abbrechen
Zurück
Weiter
ENG
09:24


Open
This PC
Desktop
WITA SIMULATOR
WITA SIMULATOR PT
Search WITA SIMULATOR PT
Organize
New folder
OneDrive - DXC Production
DXC+Incident+&+Problem+Management_files
eTop Reverse shadow
HOST file back up
IMP
New folder
Notebooks
ONLINE
Receipts
sqldeveloper-4.2.0.16.356.1154-x64
TSC deploy files
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
SOE (C:)
Name
Date modified
Type
Size
sqlplus.txt 26.04.2017 16:29 Text Document 552 KB
Test_ABBM_AVH_1001.sql 26.04.2017 16:29 SQL-Document 6 KB
Test_ABBM_AVH_1201.sql 26.04.2017 16:29 SQL-Document 6 KB
Test_ABBM_AVH_1310.sql 26.04.2017 16:29 SQL-Document 6 KB
Test_ABM_AVH.sql 26.04.2017 16:29 SQL-Document 8 KB
Test_ERLM_Akt_AVH.sql 26.04.2017 16:29 SQL-Document 3 KB
Test_ERLM_Sto_AVH.sql 26.04.2017 16:29 SQL-Document 3 KB
Test_TAM_AVH.sql 26.04.2017 16:29 SQL-Document 3 KB
WITA-Simulator_PT.cmd 26.04.2017 16:28 Windows Comma... 6 KB
File name: WITA-Simulator_PT.cmd
All Files (*.*)
Open
Cancel
ENG
09:24



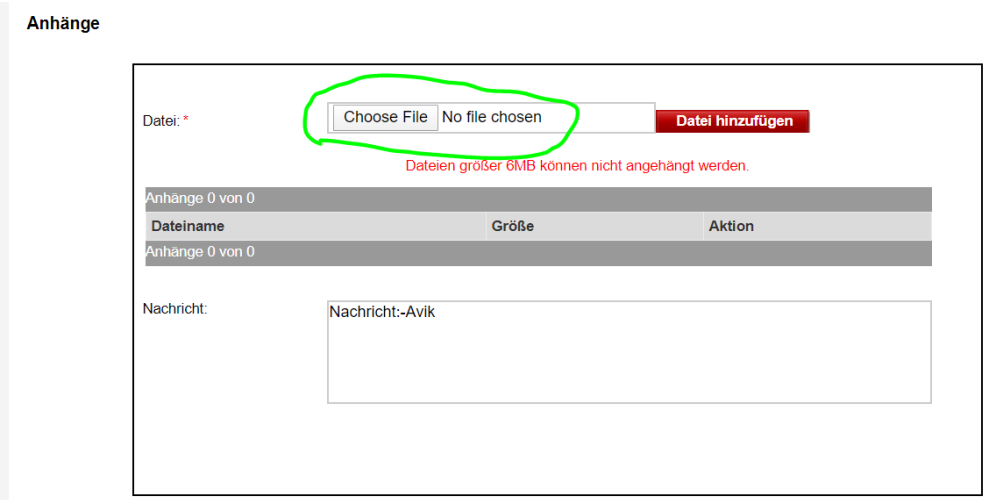


Email for FIXED net ticket with comment received:

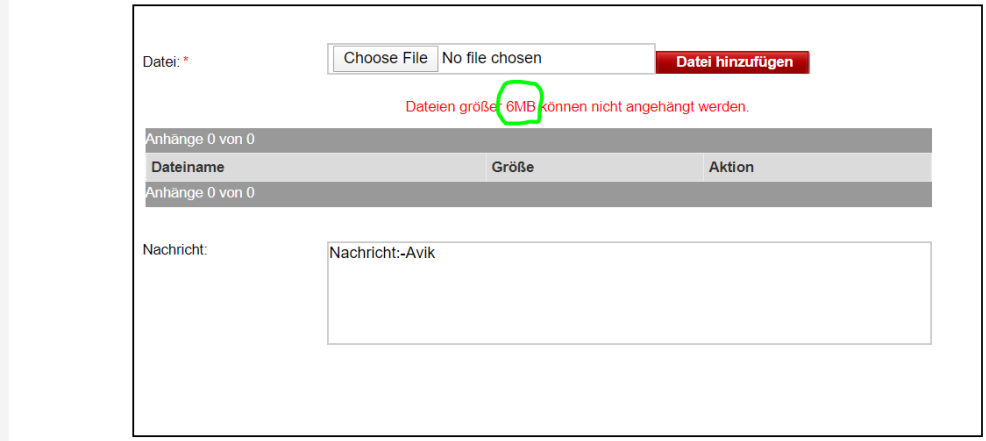
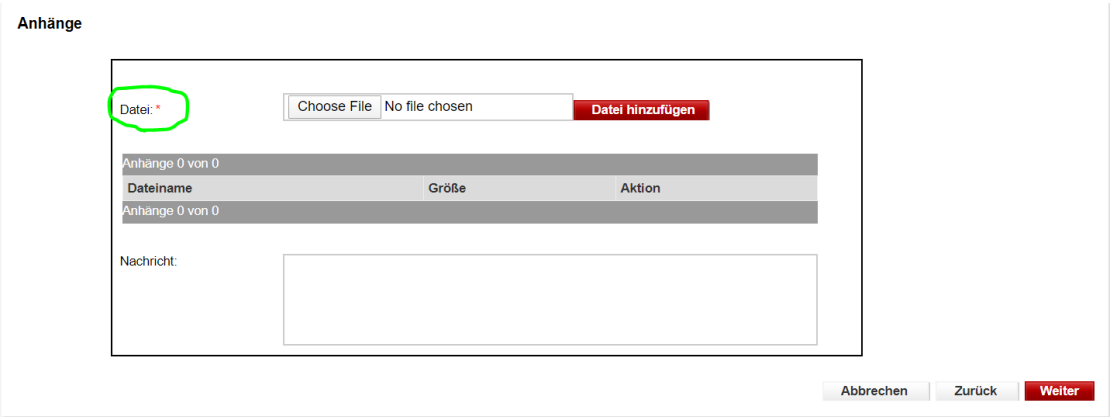
Anhang anlegen am
Ticket TA0100011376

Observation:

1. English text



2. A fixed value in the error message all though the actual DB property is set to 7mb



3. Attachment in fixed-net incident is not mandatory but stilled marked as mandatory