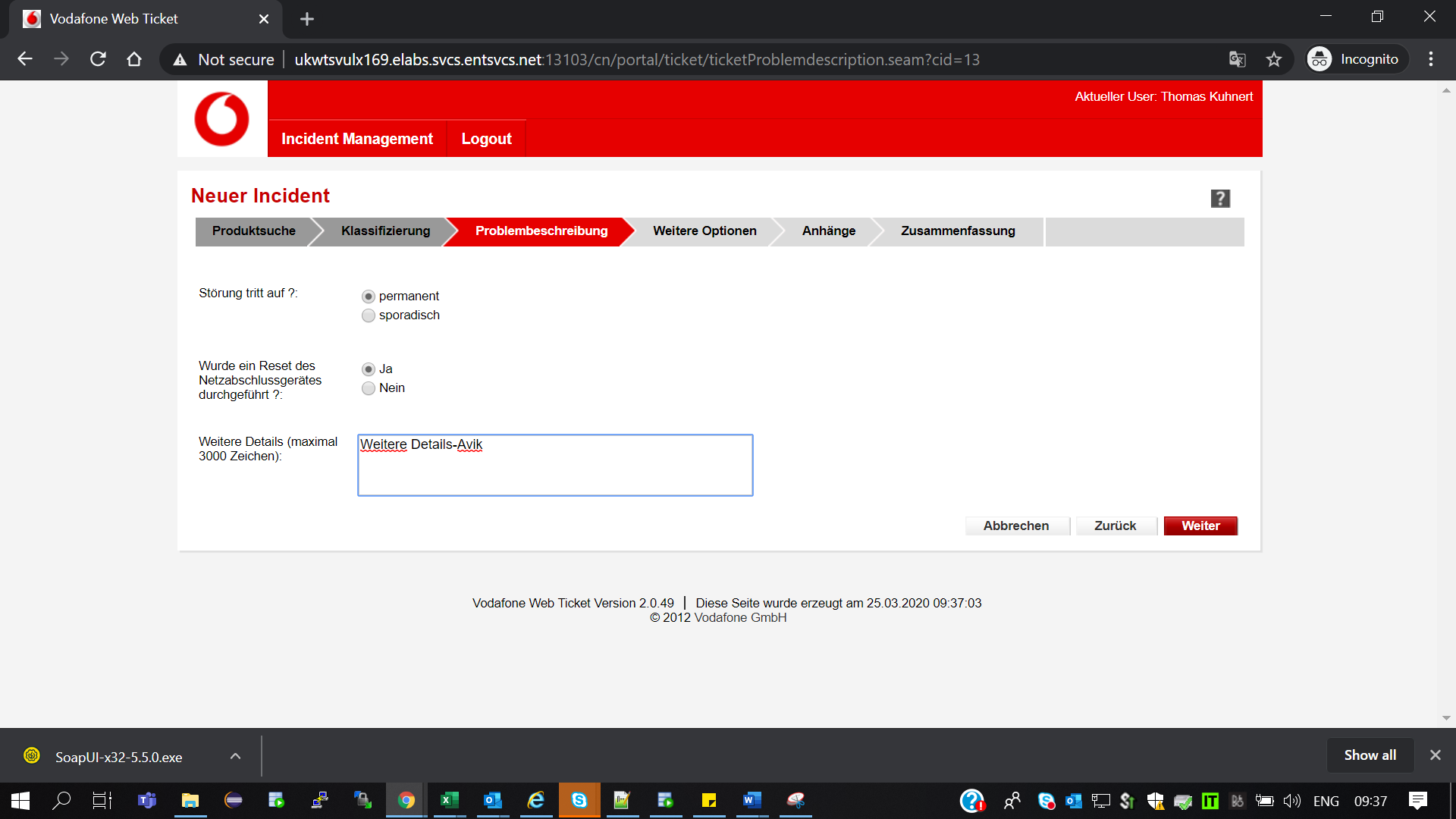
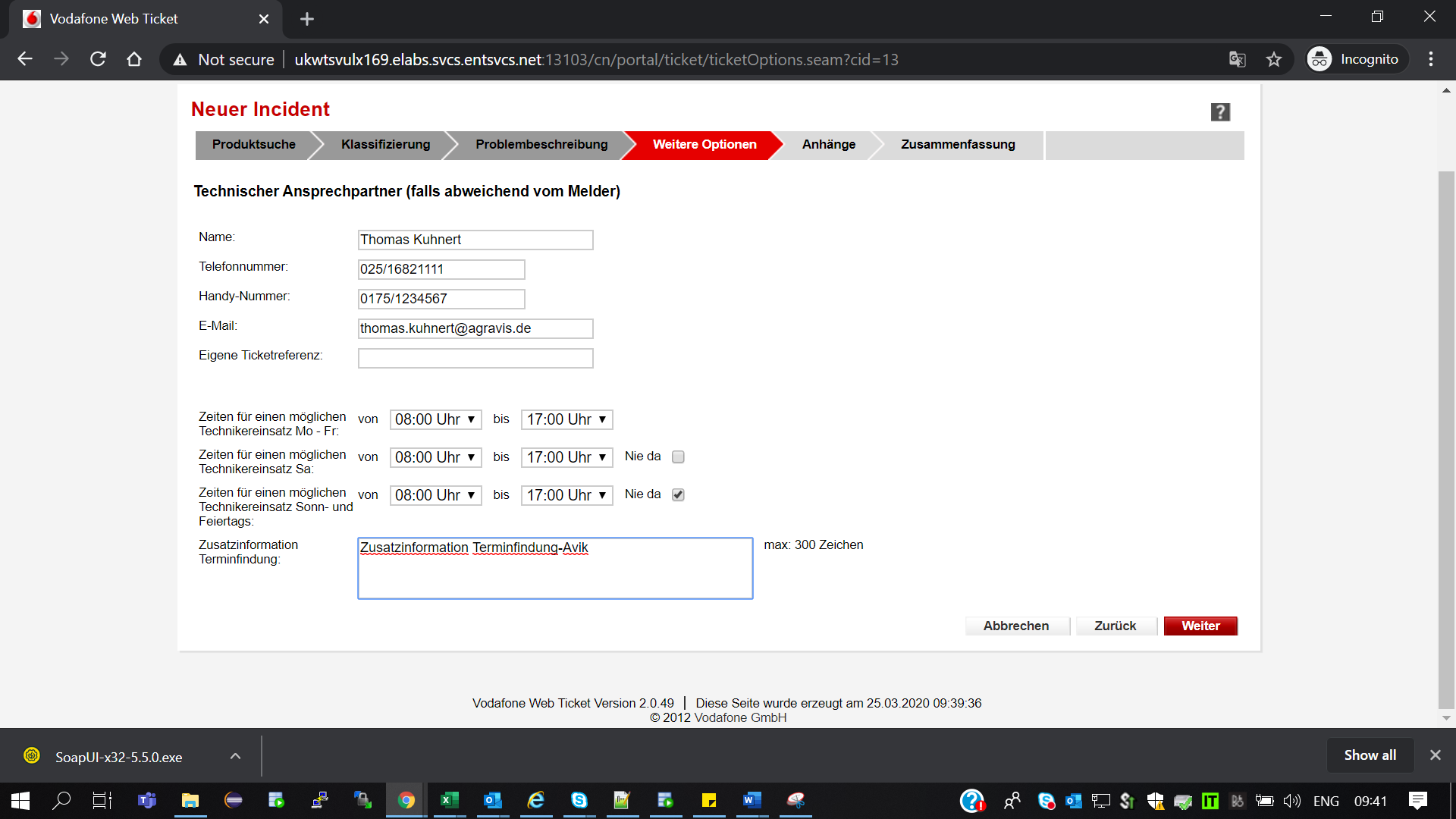
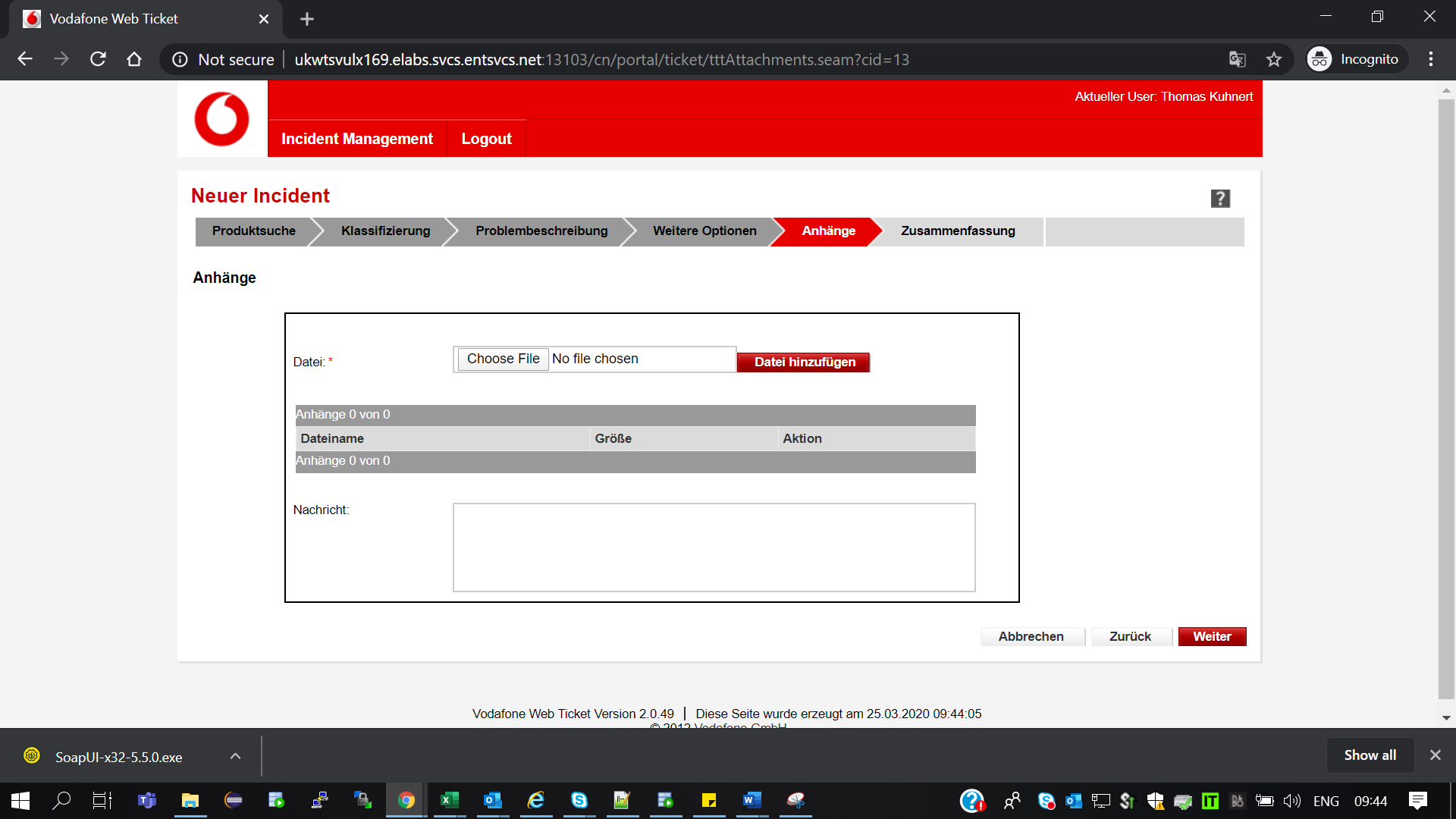


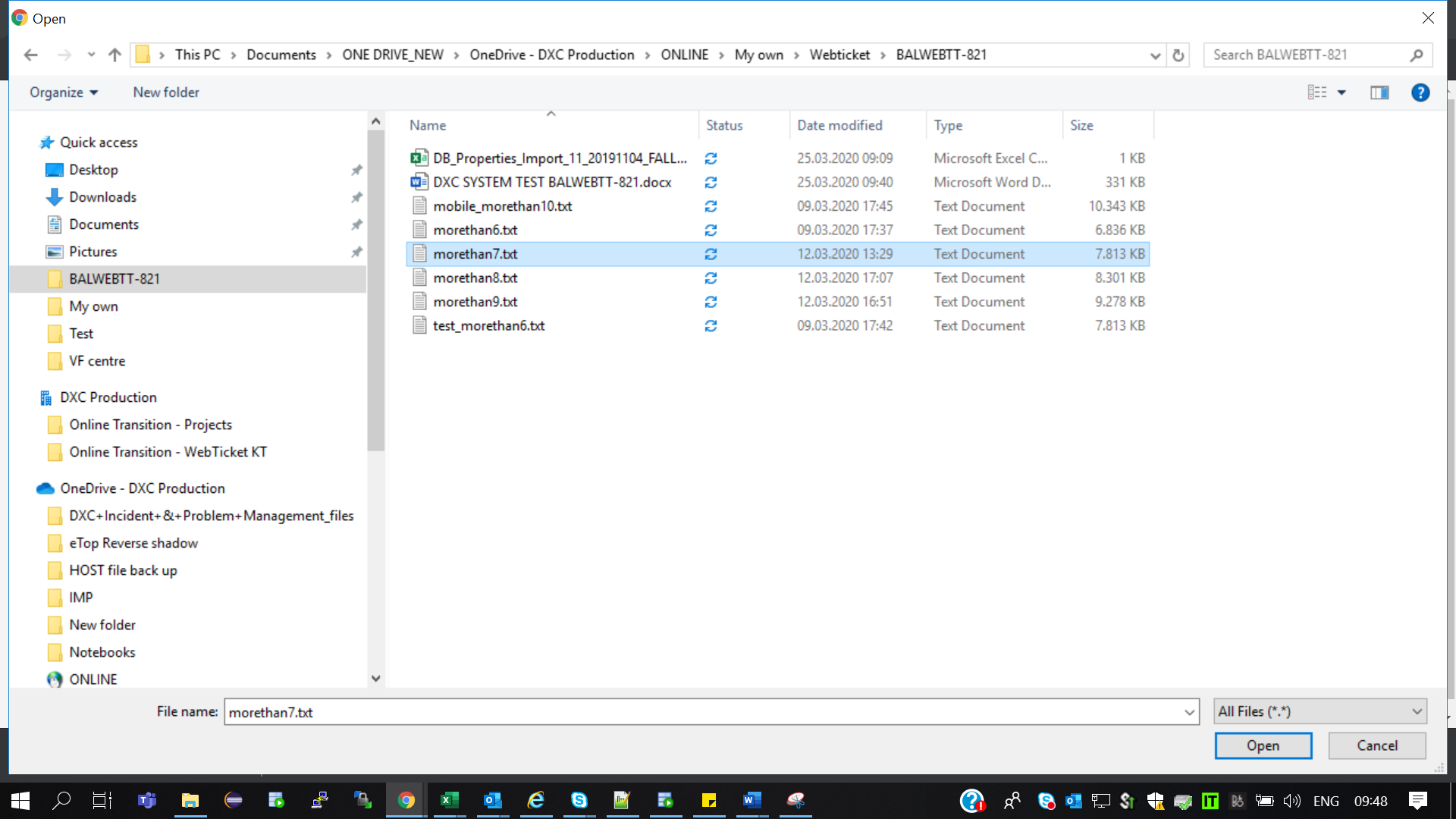
Fixed net incident

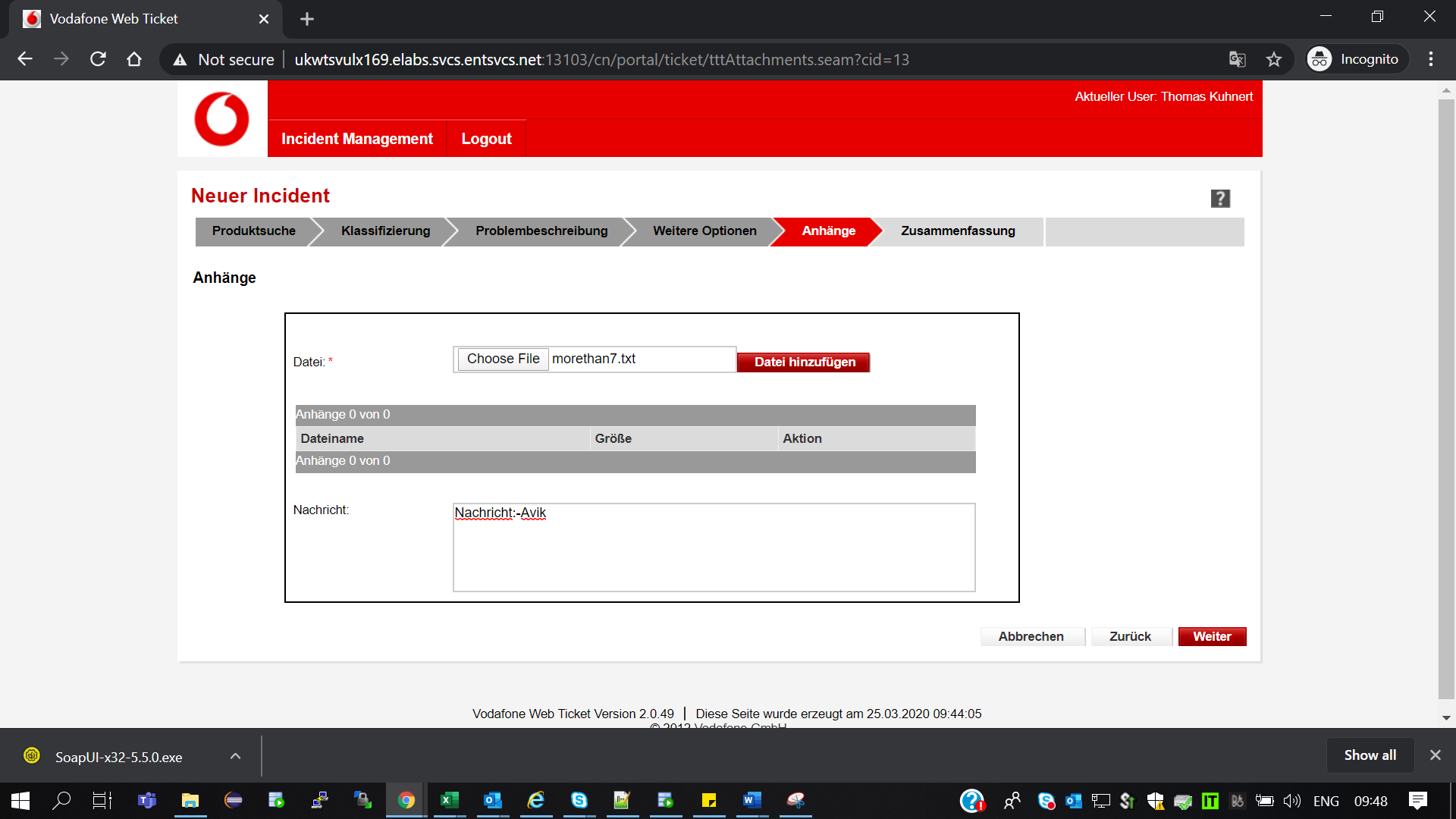




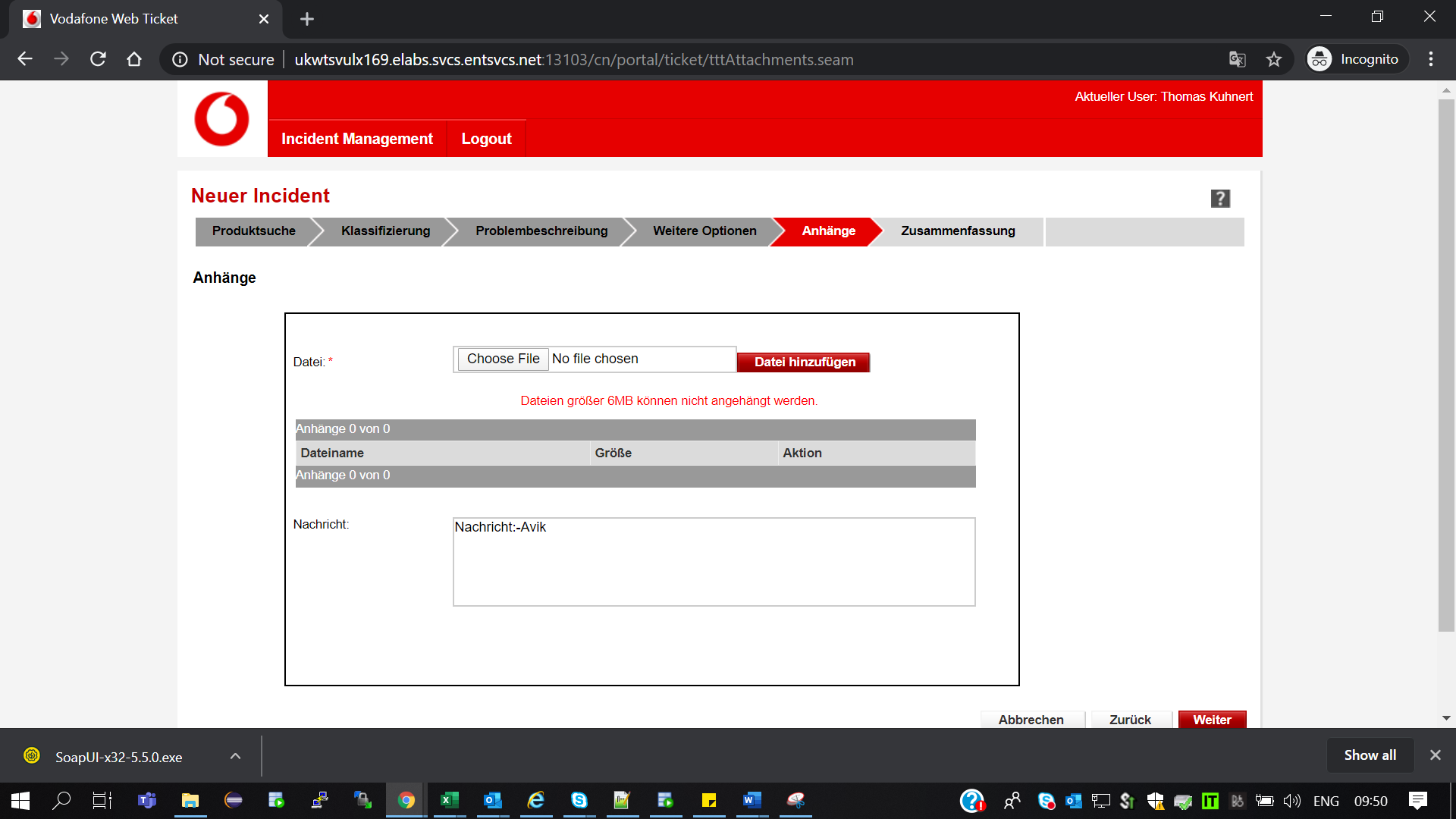
Attachment more than 7mb(DB property)

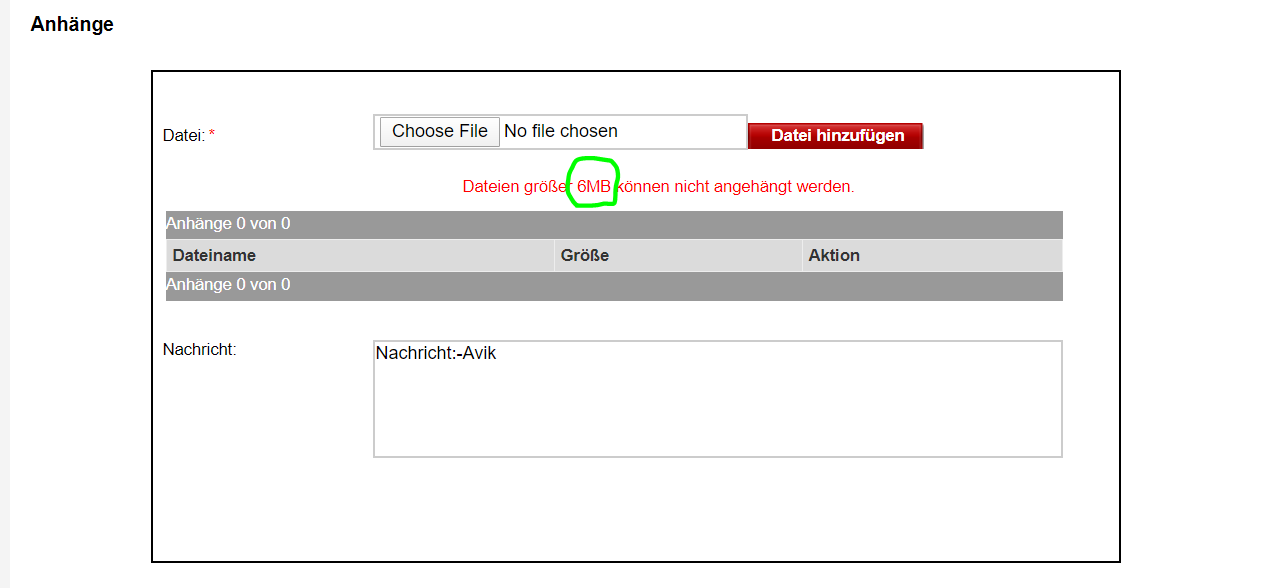




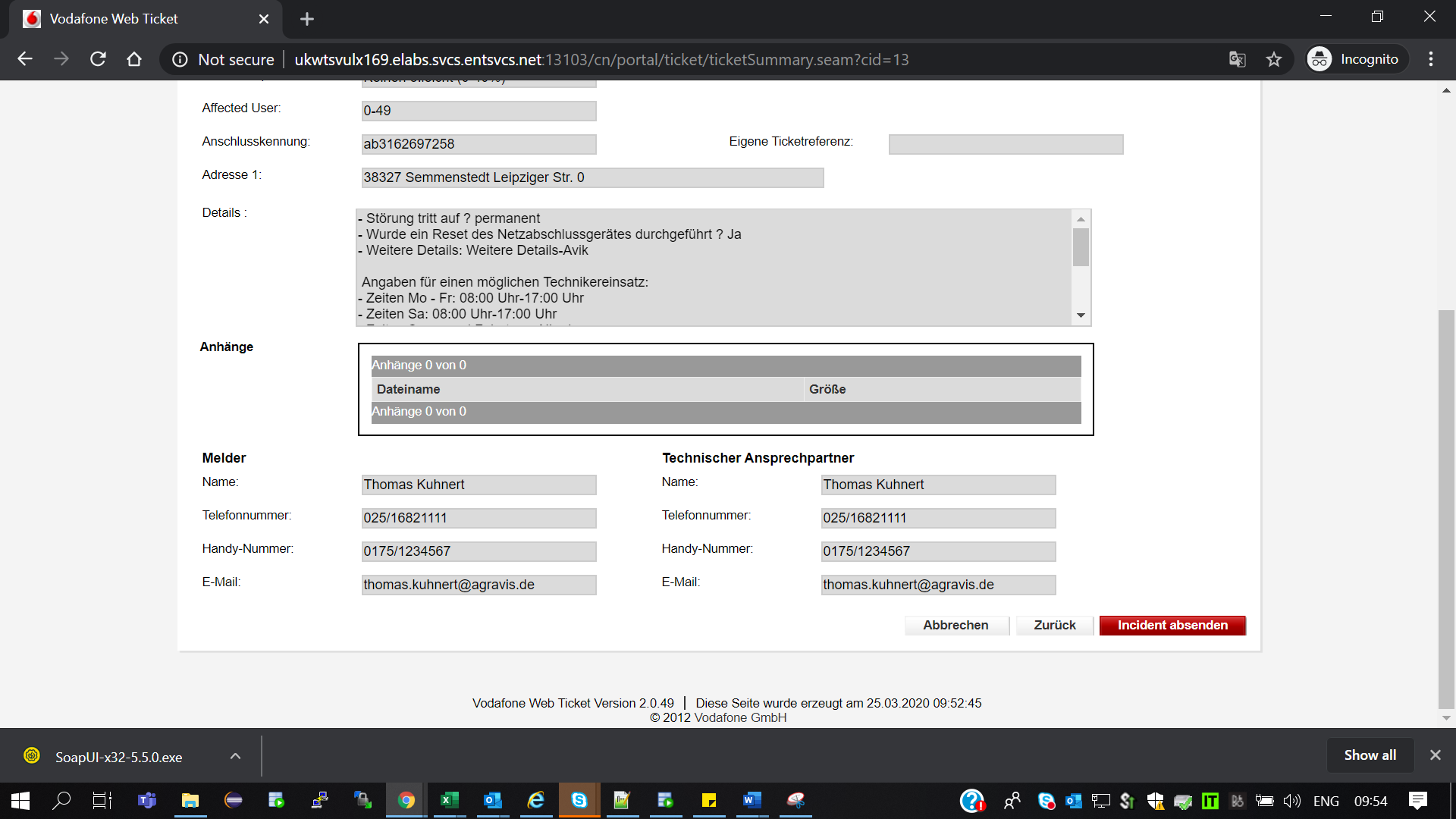


File is not attached

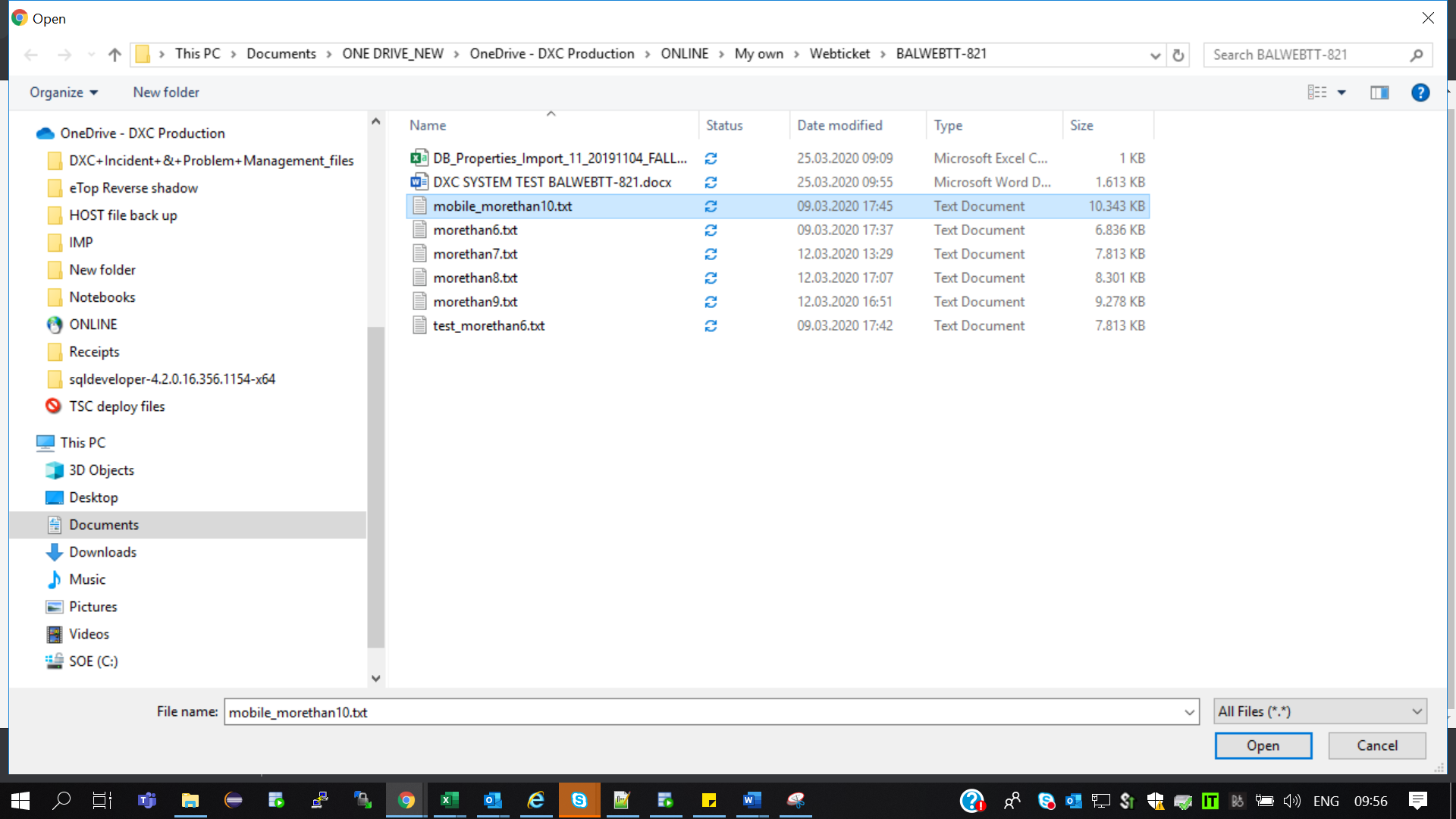


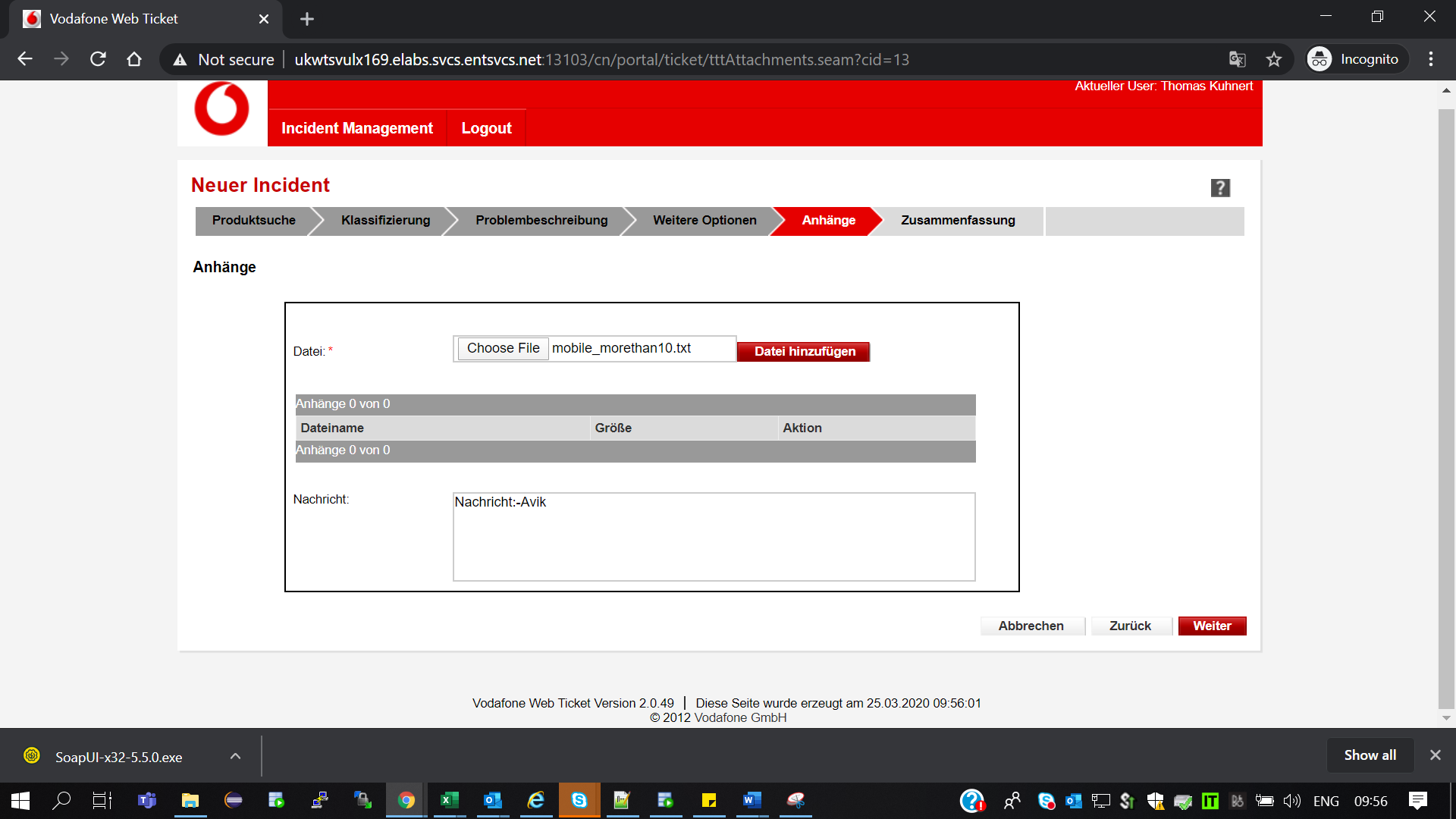


No attachment in the next screen

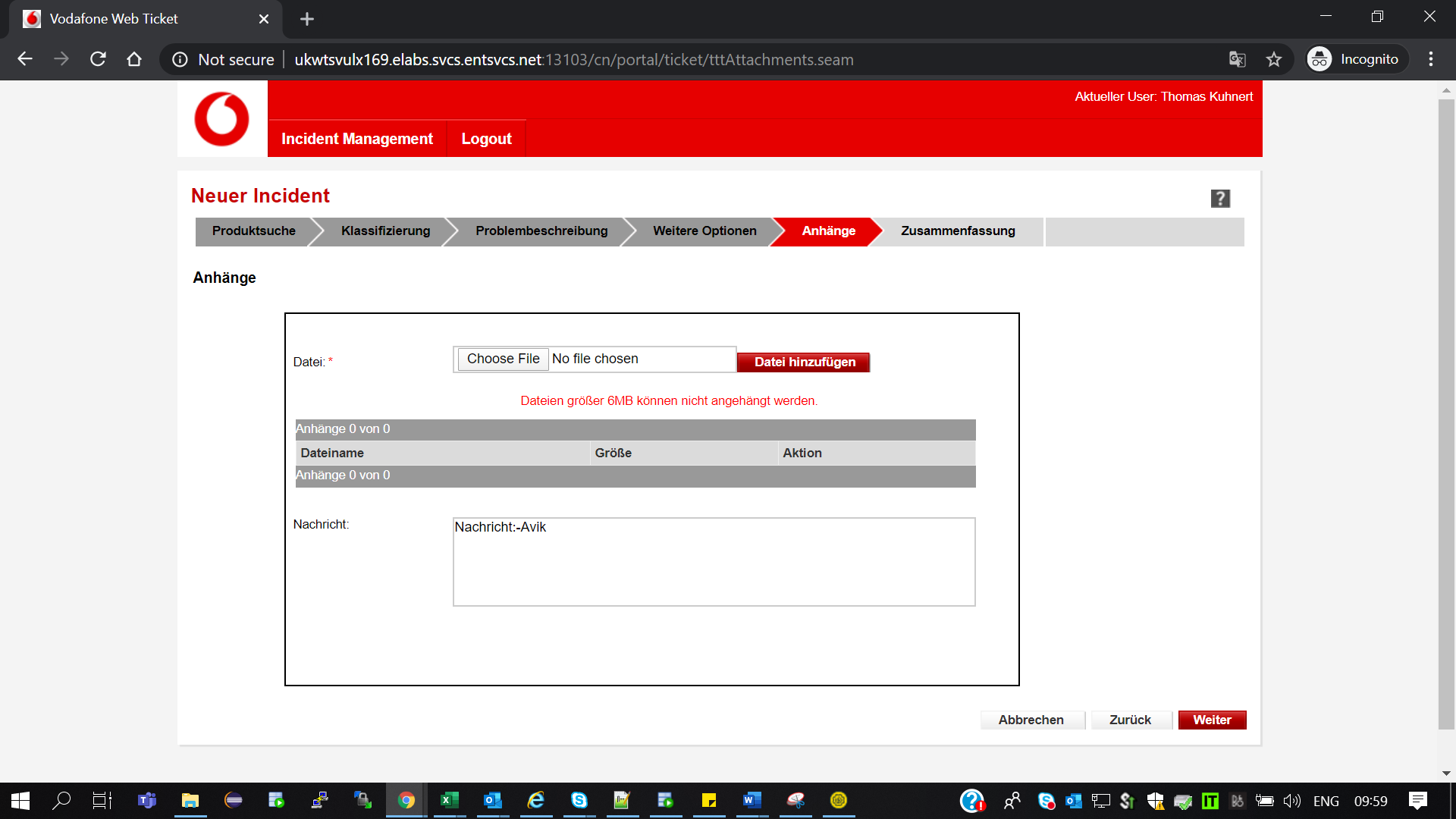


Now attaching a bigger attachment more than 10mb

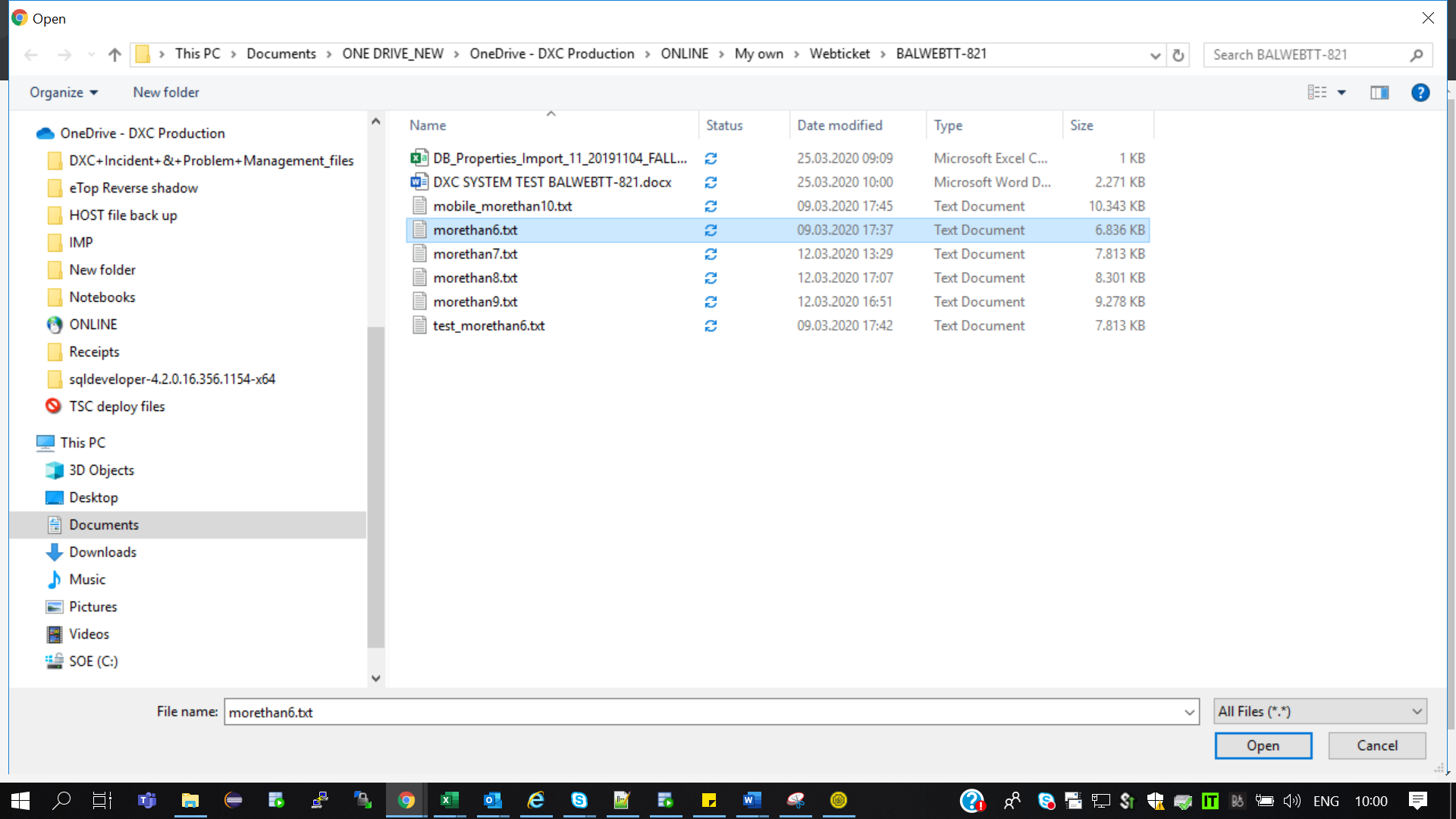


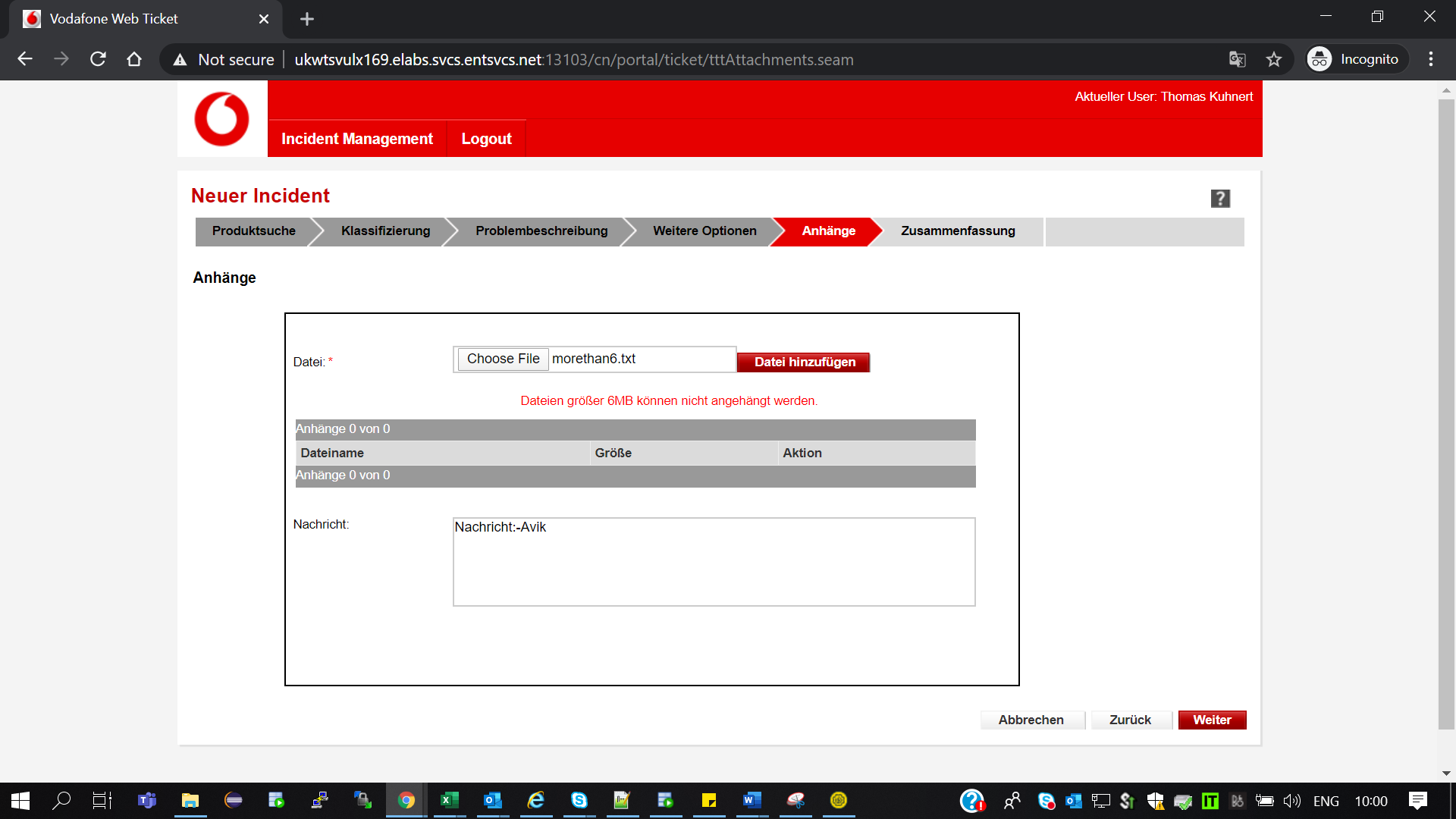


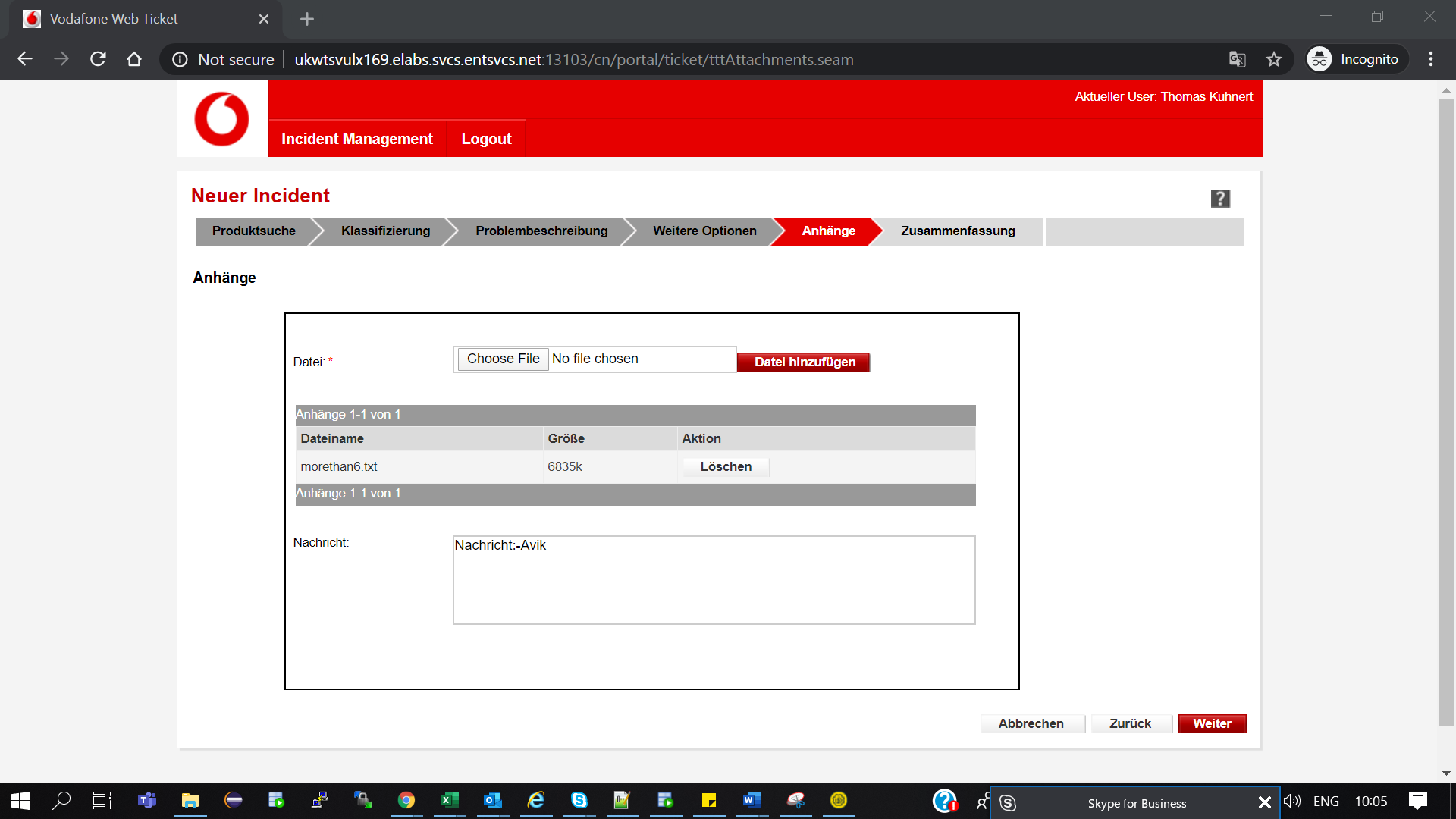
File did not attach

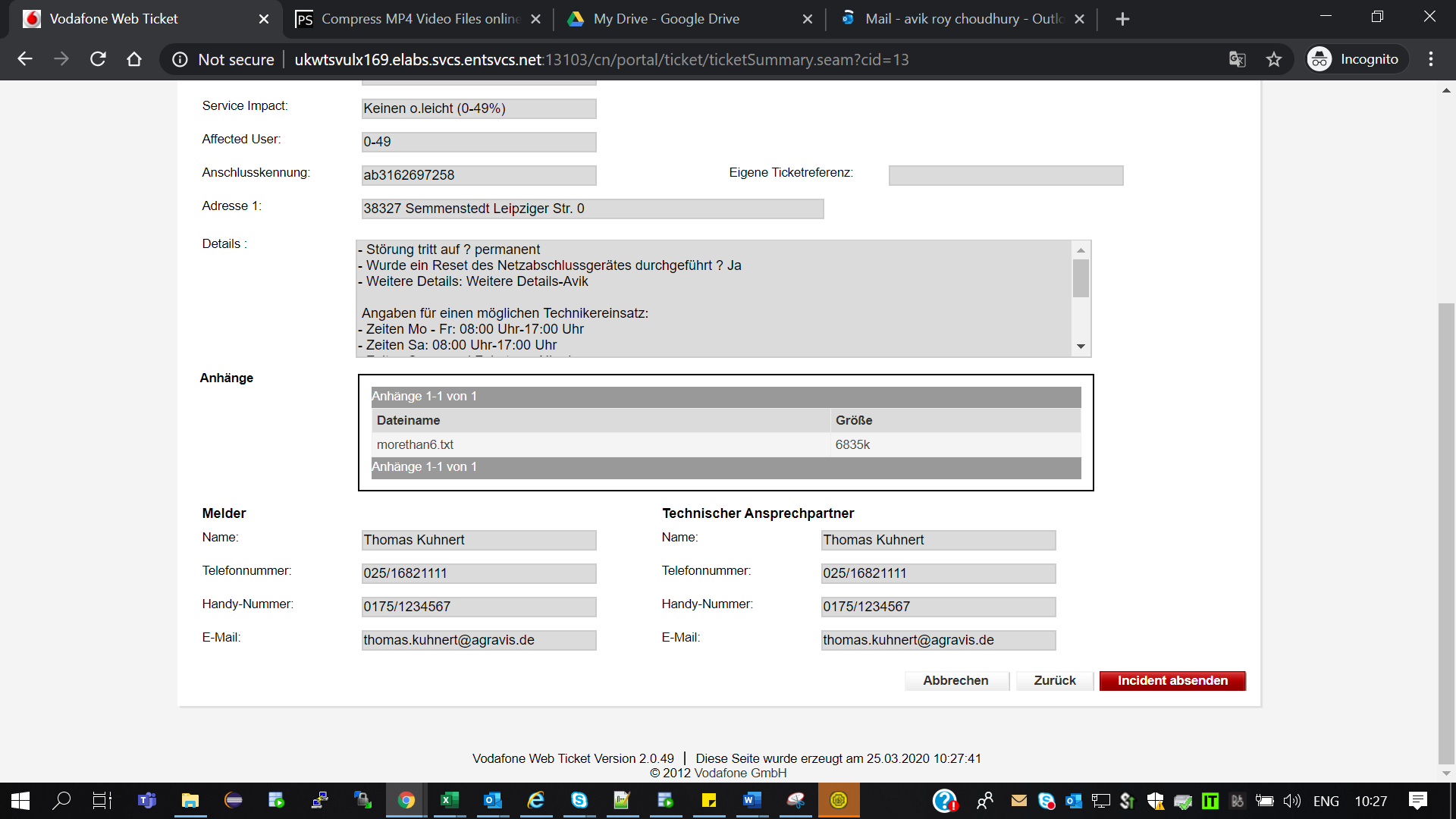


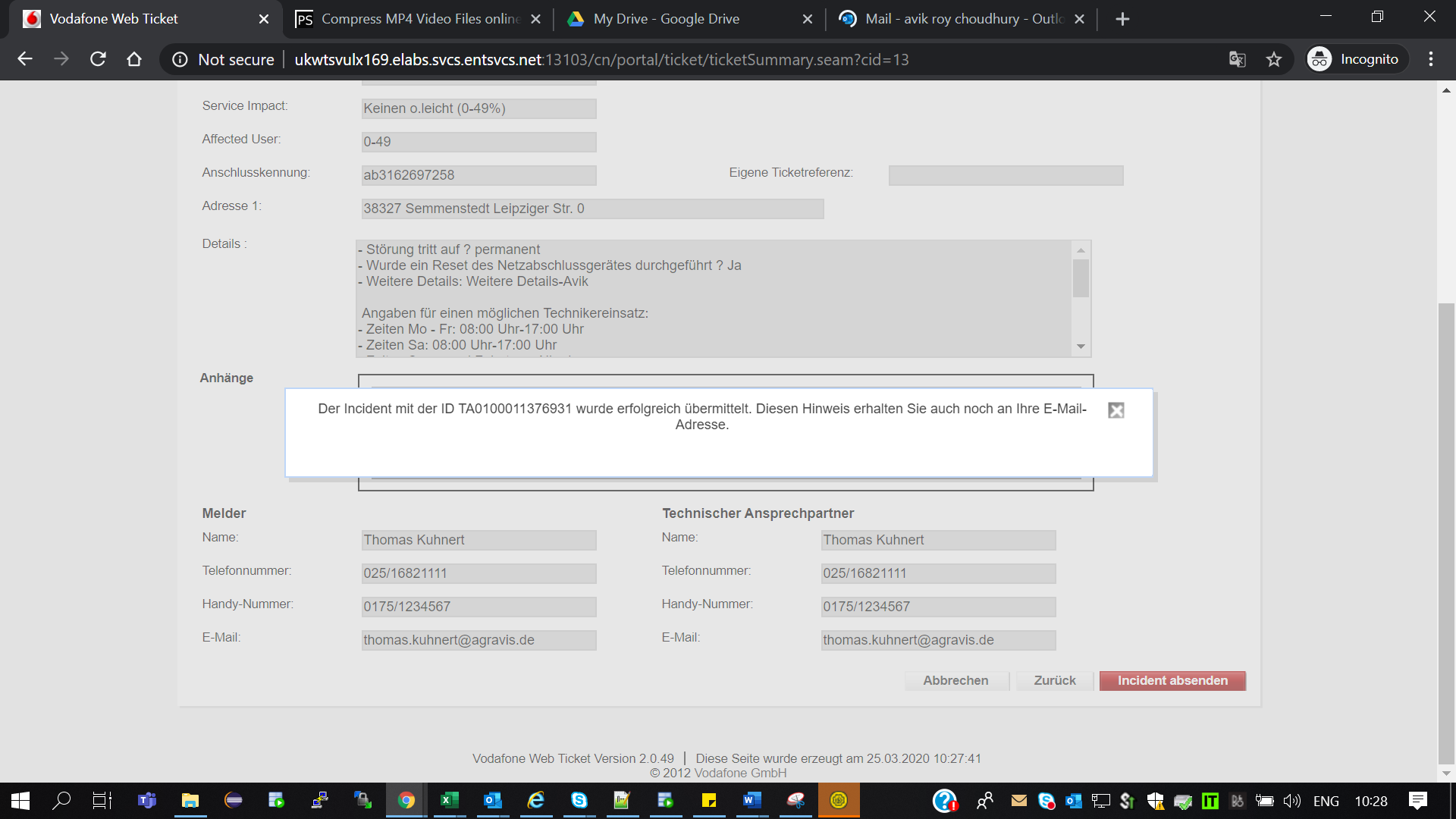
Now attaching a file less than 7mb(DB property)



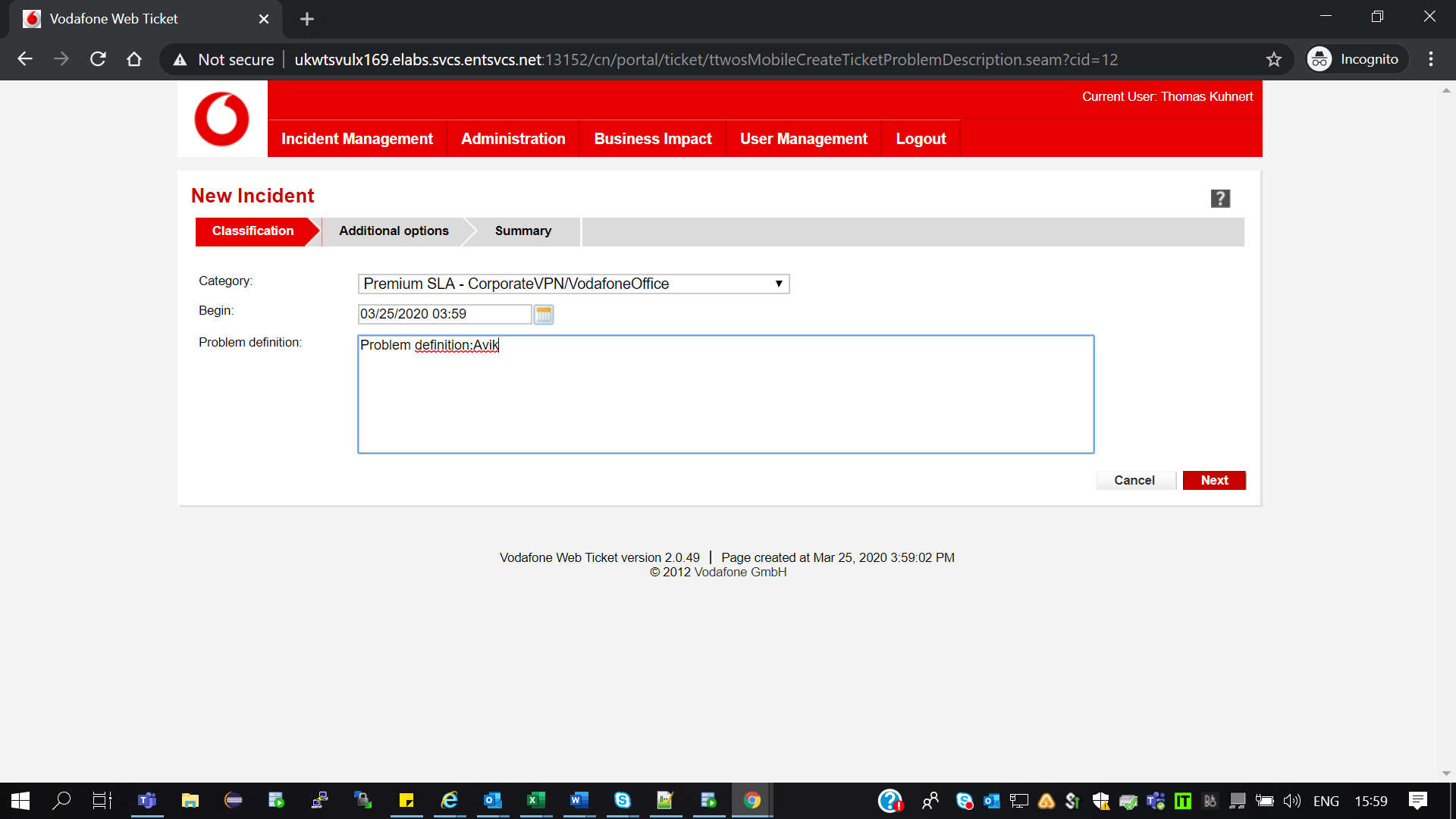


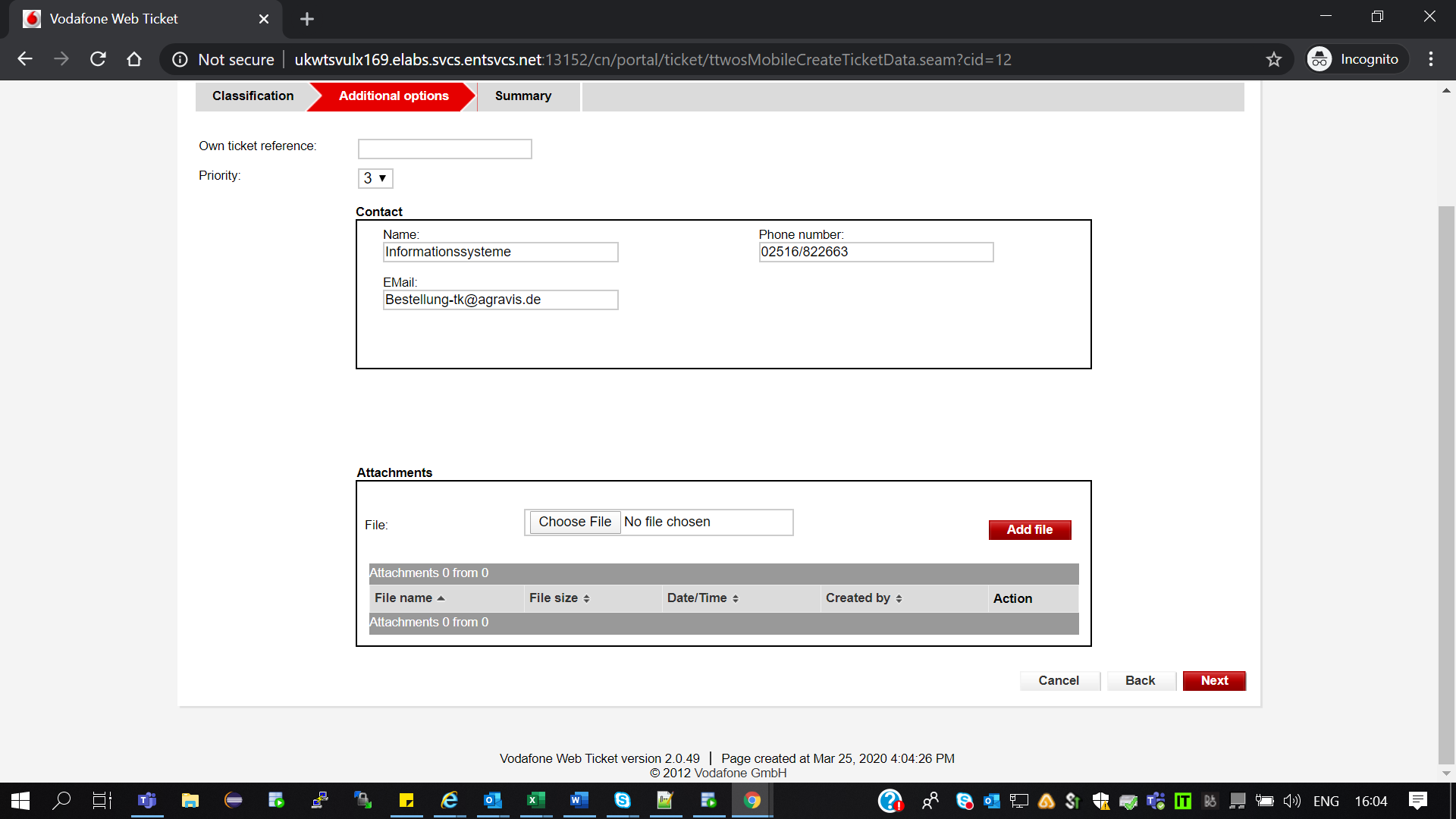




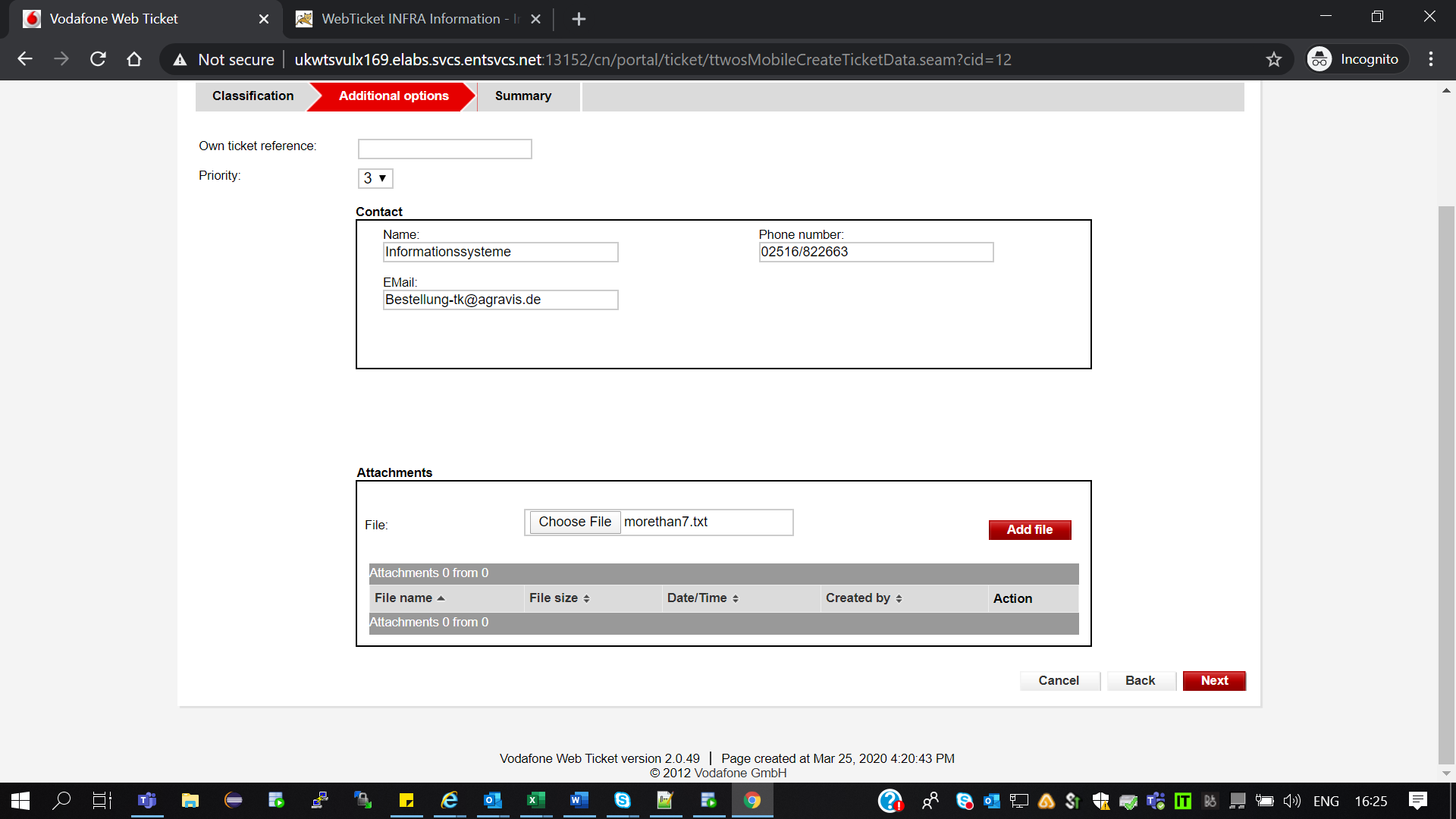


Mobile incident:

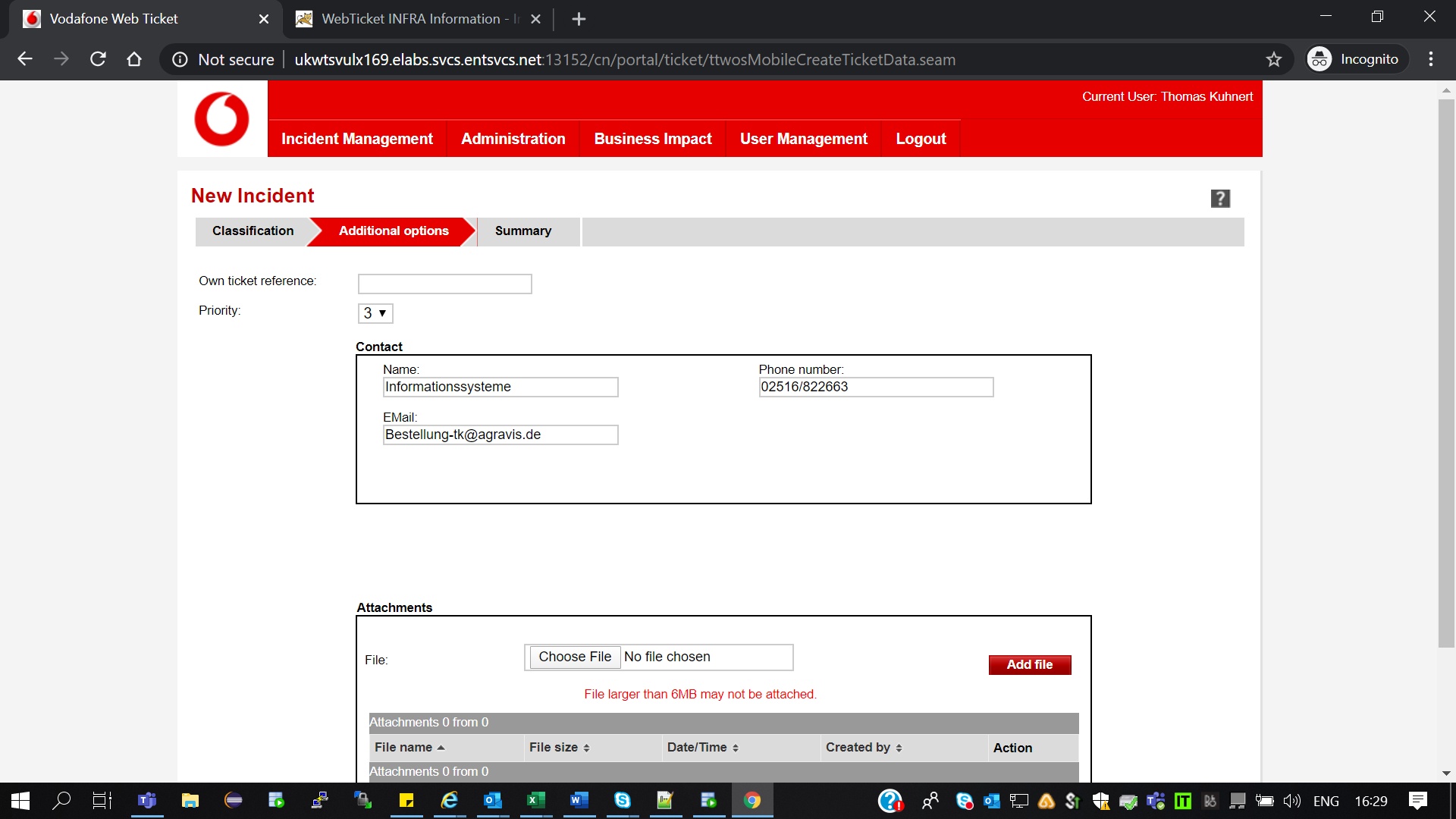


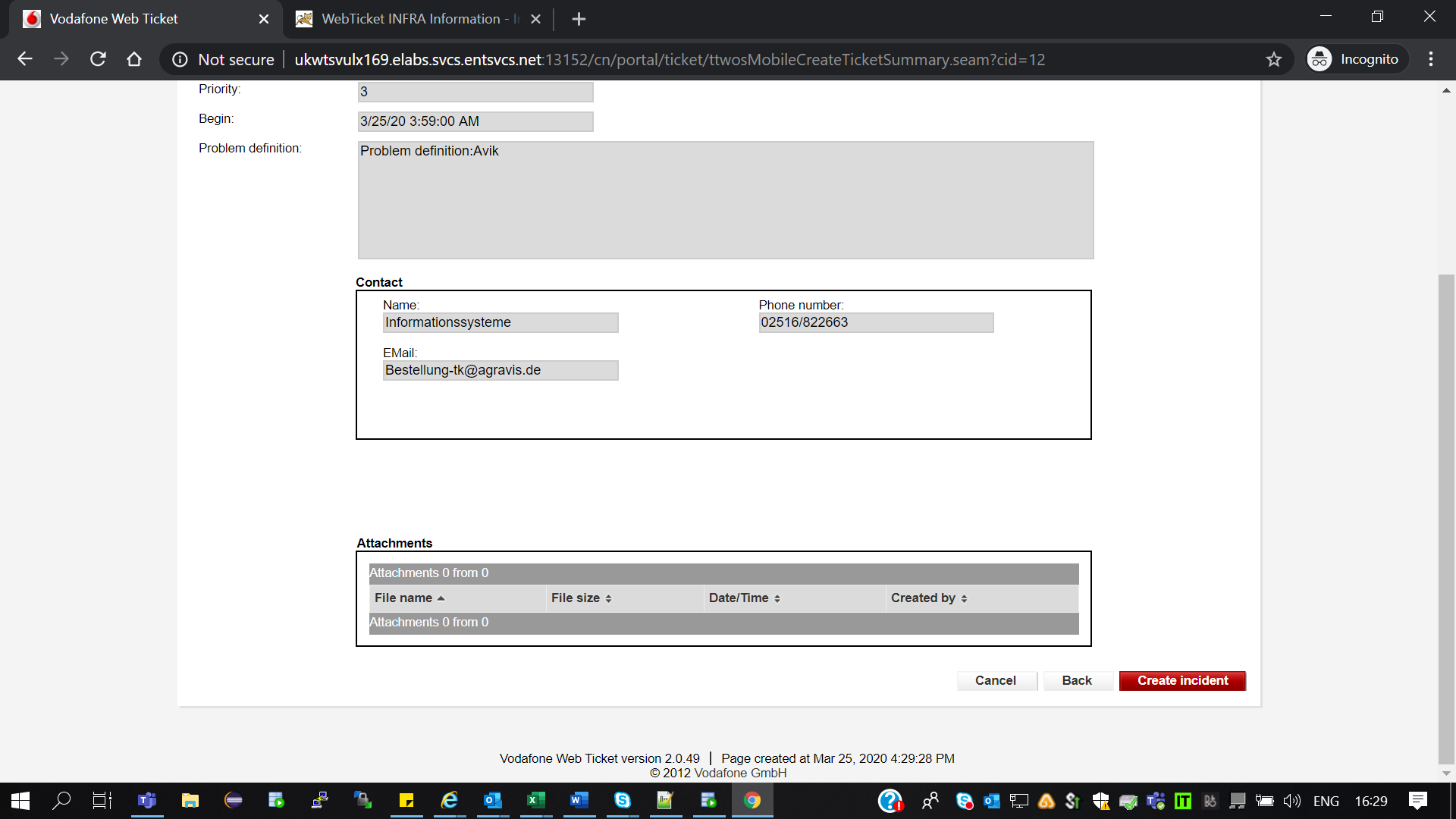


More than 7mb(DB property)

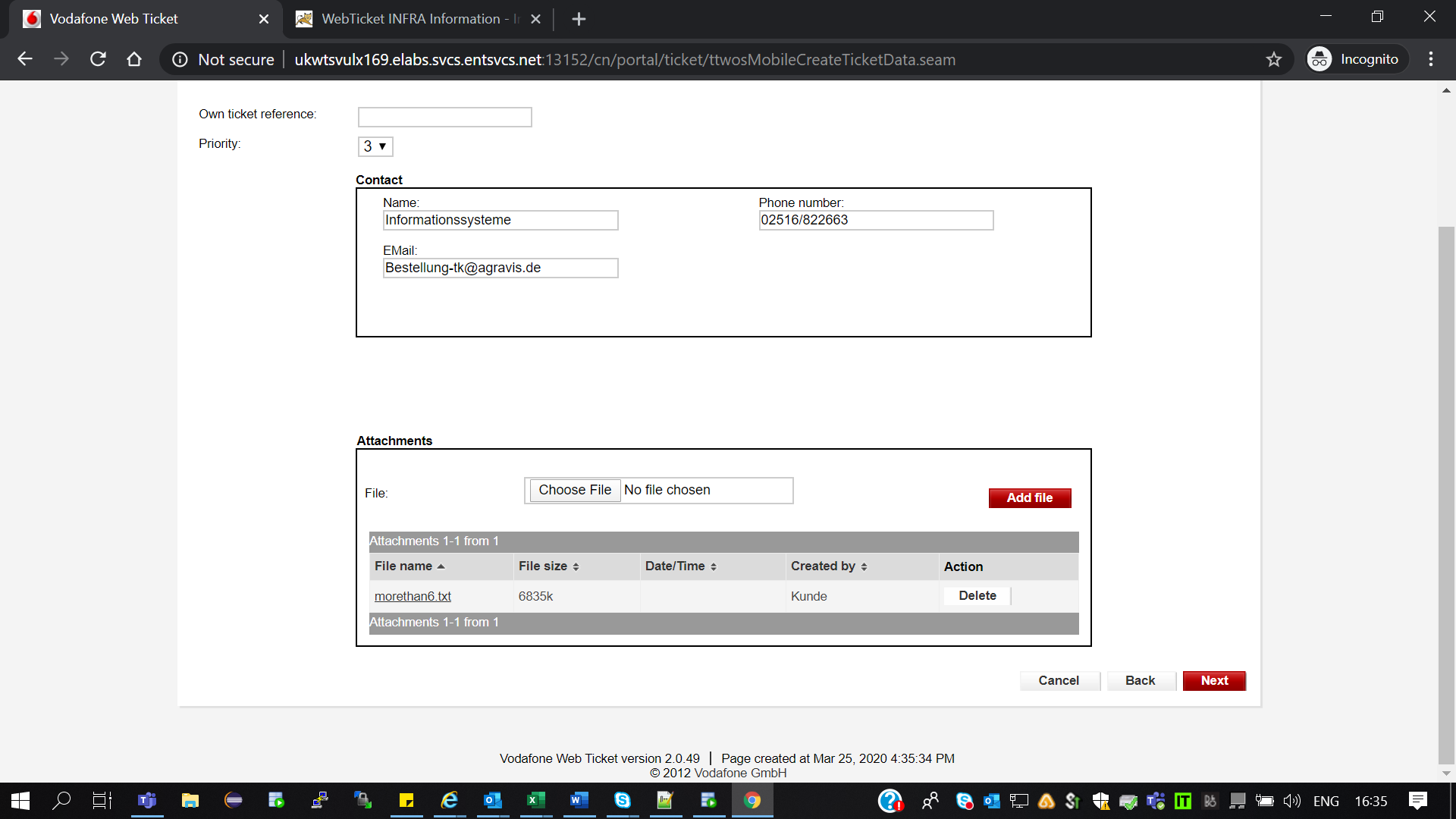


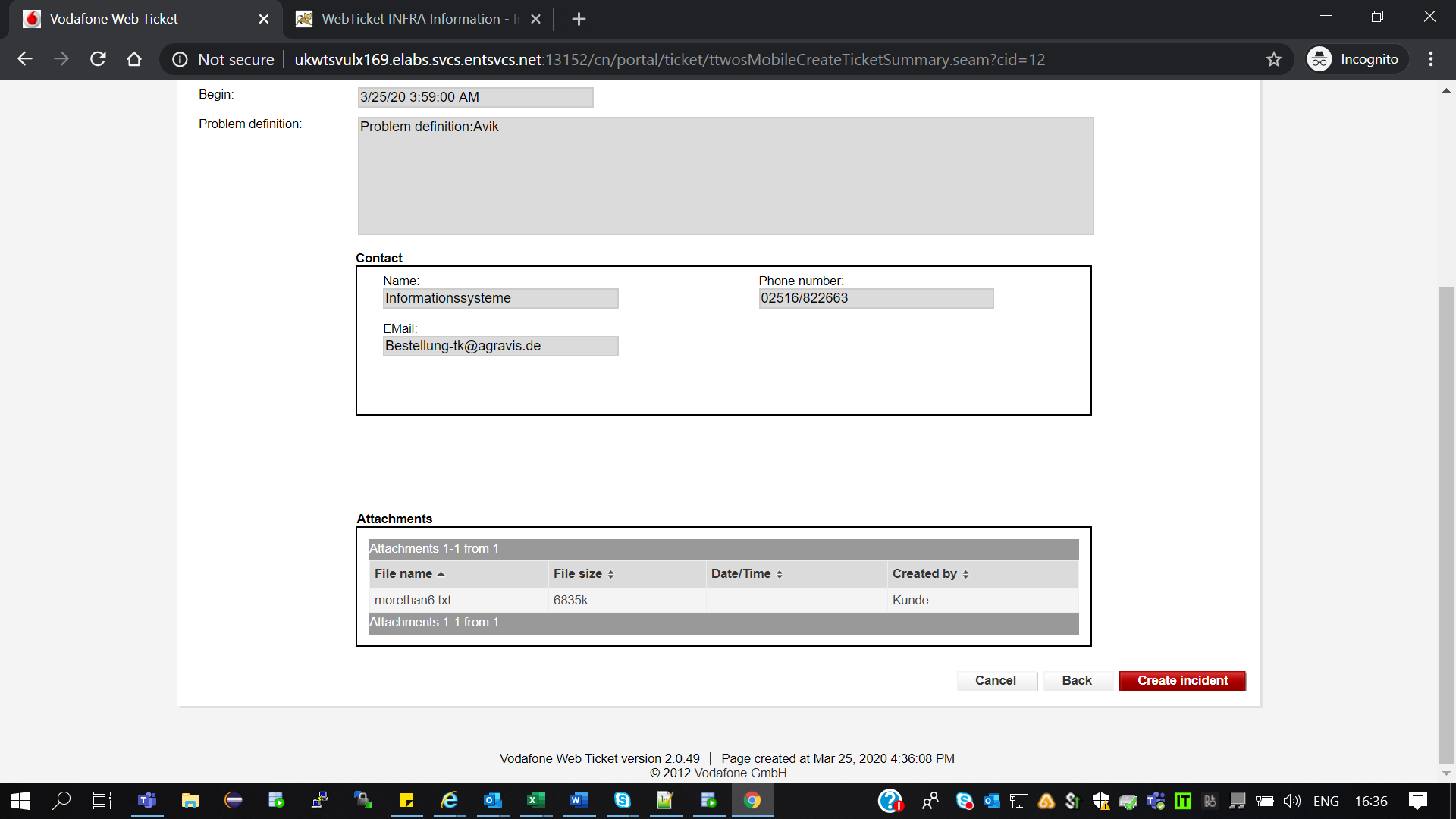




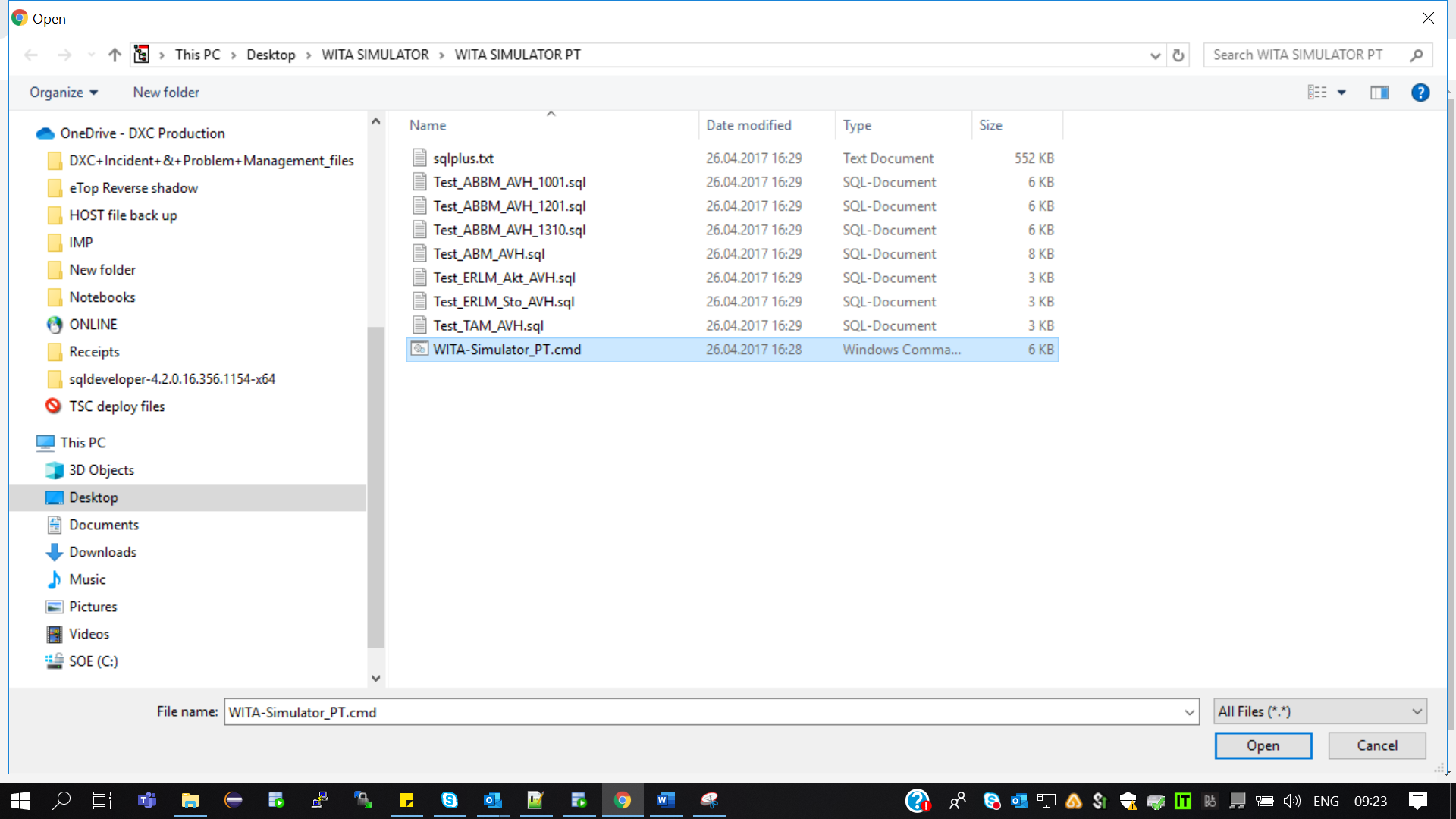


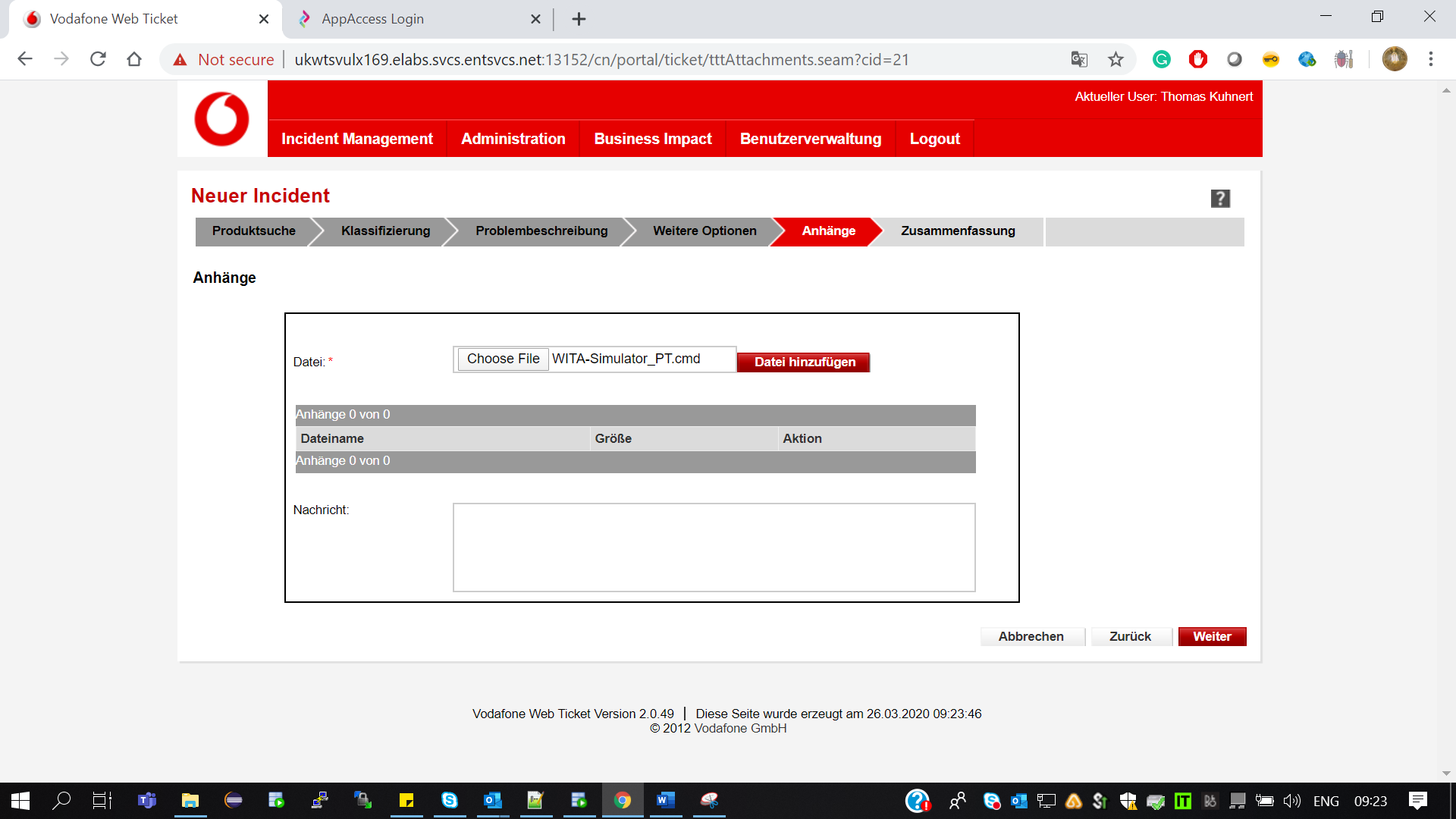
Attaching file less than 7mb(DB property)

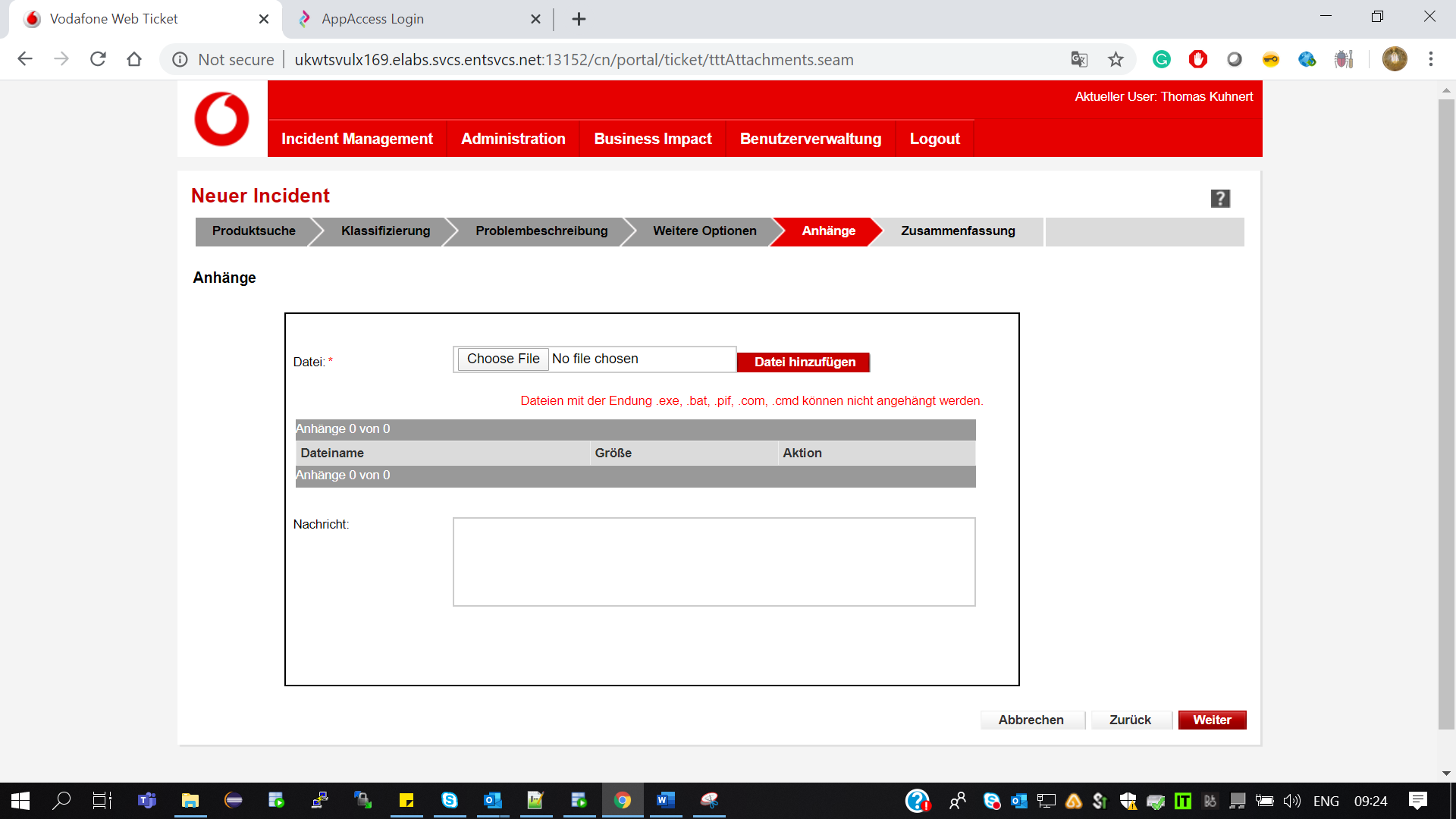


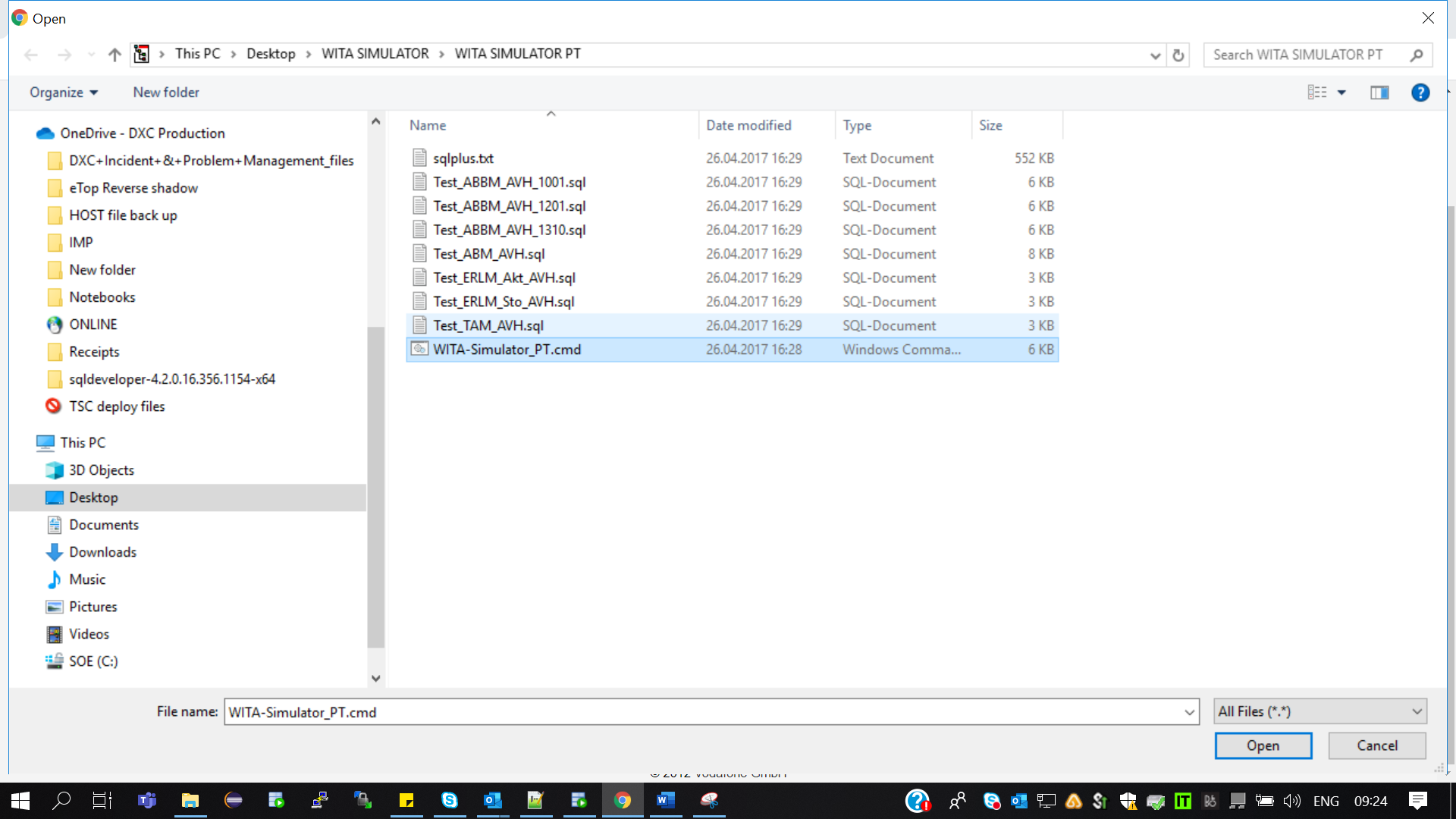


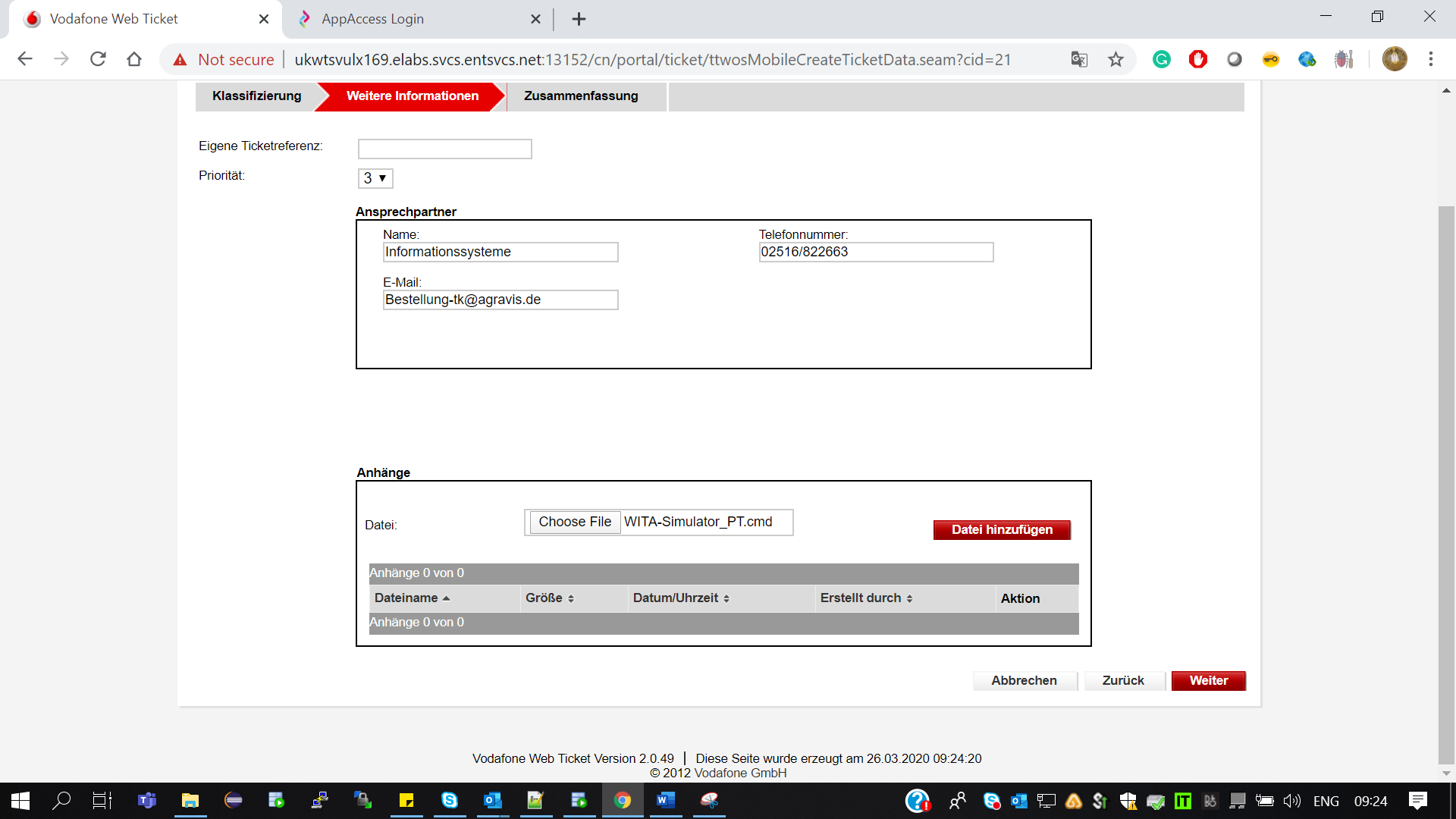
**Attaching forbidden file format Fixed-net & Mobile:**











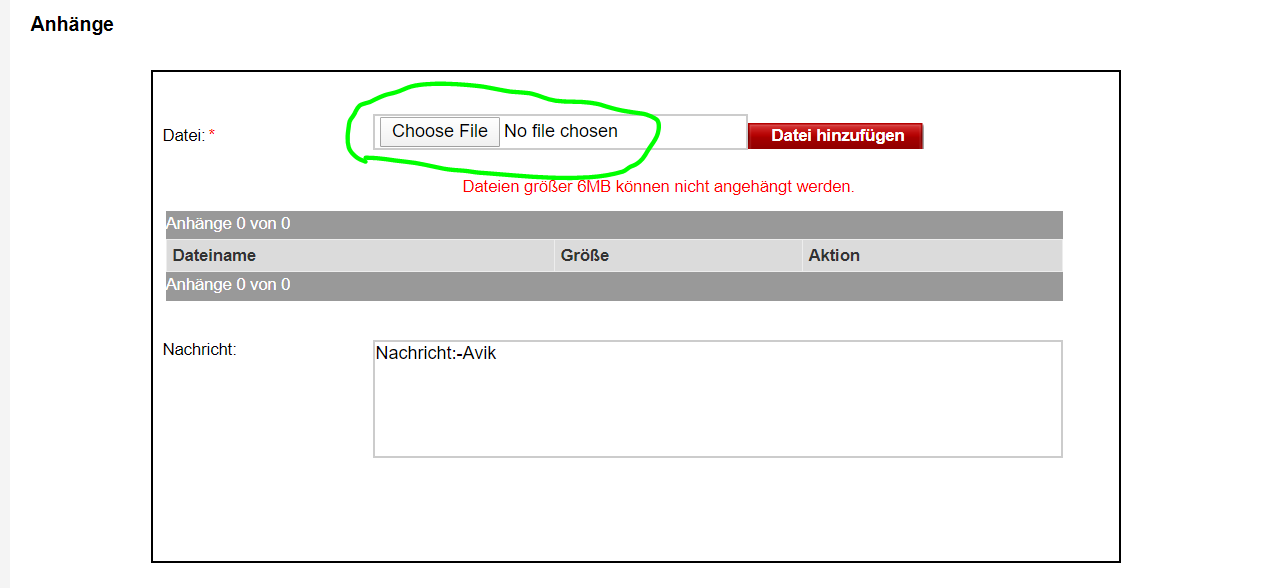


**Email for FIXED net ticket with comment received:**

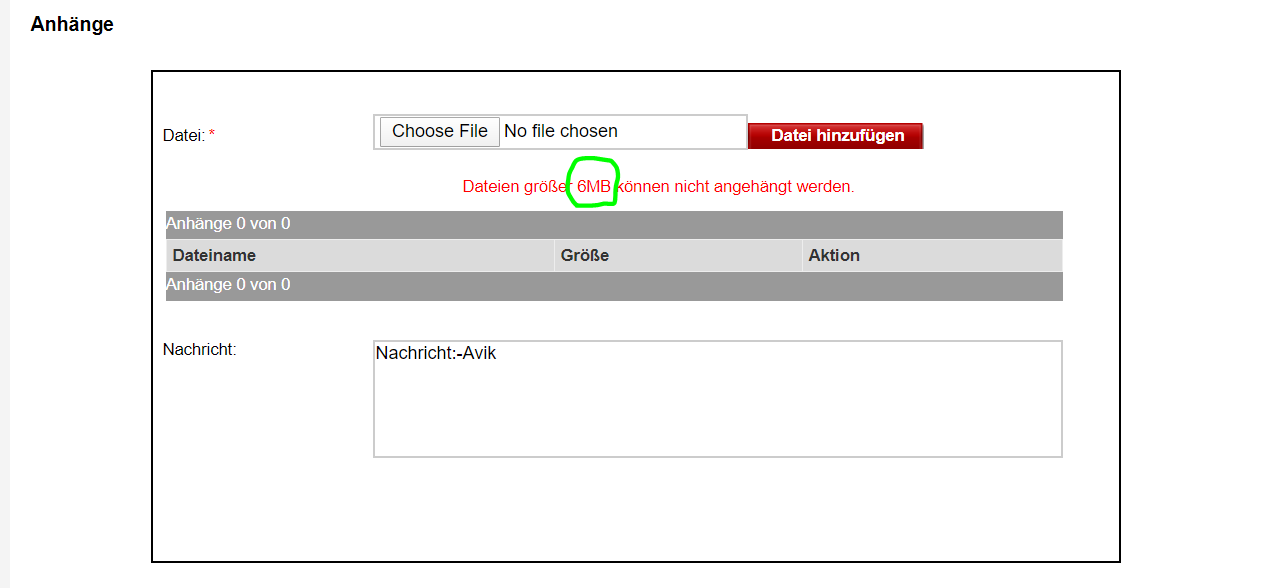


Observation:

1. English text



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



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

