Report Title:	Incident Details		
Run Date and Time:	2018-05-08 15:40:15 Eastern Daylight Time		
Run By:	Muhammad Abdul-Qayyum		
Table name:	incident		

Incident

Number:	INC0010053	Contact type:	
Caller:	Alissa Mountjoy	State:	Resolved
Location:	3260 Jay Street, Santa Clara, CA	On hold reason:	
Category:	Software	Impact:	1 - High
Subcategory:	Operating System	Urgency:	2 - Medium
Business service:		Priority:	2 - High
Configuration item:		Assignment group:	
		Assigned to:	Muhammad Abdul-Qayyum

Short description:

Cannot choose Rental Property option on Location page

Notes

Watch list:		Work notes list:

Additional comments:

2018-05-08 15:37:15 - Muhammad Abdul-Qayyum (Additional comments)
Was able to resolve the issue by making changes in the websites form to ensure it matches the expected data in the database. Awaiting for confirmation from user Alissa for ticket closure

2018-05-08 15:25:15 - Muhammad Abdul-Qayyum (Additional comments)
Alissa Mountjay reports that if you chose the Rental Property option on the location page of Home Insurance Website, the web application will crash

Work notes:

2018-05-08 15:25:15 - Muhammad Abdul-Qayyum (Work notes)
This issue was caused by the value being sent from the jsp to the database being mismatched. In the Database the Rental Property value is " Rental Property ". In the location.jsp the value is
" RentalProperty " with no spaces. Because these two values were not matching, the website would crash if you picked this as an option. To correct this, I added a space to the Rental Property value in the location.jsp. This fixed the issue, the website doesn't crash anymore when choosing Rental Property

Related Records

Problem:		Change Request:	
		Caused by Change:	

Resolution Information

Knowledge:	true	Resolved by:	Muhammad Abdul-Qayyum
Resolution code:	Solved (Permanently)	Resolved:	2018-05-08 15:37:15

Resolution notes:

Fixed this issue by changing the Rental Property Value in the webpage to match the value in the database. Rental Property in the websites code no space, while the database did. Which is what caused the crash. The issue is fixed now

Related List Title:	Task SLA List

Table name: task_sla
Query Condition: Task = INC0010053
Sort Order: None

1 Task SLAs

Task	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
INC0010053	Priority 2 resolution (8 hour)	SLA	Resolution	Paused	7 Hours 48 Minutes	12 Minutes	2.5	2018-05-08 15:25:15	