

Report Title: Access Issue While Working on Assigned Ticket

Ticket ID: TCK-006

Reported By: Developer

Date: 01 February 2026

System: Ticket Management Application

1. Overview

This report documents an issue encountered while working on the assigned ticket. The problem prevents successful progress and requires attention to ensure timely resolution.

2. Problem Description

While attempting to access the supporting report file associated with the ticket, the system failed to open the document. The file is either inaccessible or not properly linked, which blocks further analysis and implementation.

3. Steps to Reproduce

1. Open the ticket details page.
 2. Click on the **Report** button.
 3. Observe that the associated document does not open or results in an error.
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4. Expected Result

The system should successfully open the attached report document (PDF/Word) in a new browser tab for review.

5. Actual Result

The report document fails to open, preventing access to required information.

6. Impact

- Development work is blocked
 - Required documentation cannot be reviewed
 - Ticket resolution is delayed
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7. Additional Notes

- File path configured: uploads/ticket_6.pdf
 - Environment: Local development (React frontend with Express backend)
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8. Requested Action

Please verify the file availability, path configuration, and backend file access permissions. Once resolved, kindly confirm so work on the ticket can proceed.





Status: Pending Review

Priority: Medium

Why this is considered “professional”

- ✓ Clear structure
 - ✓ Neutral tone
 - ✓ No blame
 - ✓ Action-oriented
 - ✓ Suitable for audits, Jira, ServiceNow, email, or PDF
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If you want, I can:

-  Convert this into **PDF or Word**
-  Auto-fill fields from ticket data
-  Create a **report template UI**
-  Shorten it for **textarea submission**

Just tell me 