|  |  |
| --- | --- |
| **Reference to CR Number** | CR361 - Client Unable to Selection Option for Collection at KLIA |
| **Application / Product Version Number** | Expats System |
| **Released Items For**  **Xq** Bugs Fixes  **q** Operational Activity  **q** New System Implementation  **q** System Enhancement / New Feature Module  **Xq** Content Update / Data Patches  **q** Infrastructure Changes  **q** Technology Maintenance & Updates  **q** System and Data Security | Client reported unable to pick KLIA option during endorsement process even though the client already meet all the requirement. This is due to the system unable to detect the applicant whether applicant in Malaysia or outside Malaysia. Upon checking we find out that the value of for location is happened to be NULL.    Suspected the company missing to fill in this value during submission due to the fact that the location field is not mandatory. Also we suspected that the Verification Officer (VO) miss-look on this during the verification process, hence the process going all the way for final stage of 1st level approval.    To rectify this issue, we require to do data patch to update the location value from NULL to N. Since the selection for KLIA only visible to application that has location "N" (Outside Malaysia). |
| **Patch** |  |  |
| **Release items number marked as not a bug** |  |  |
| **Released for (Server name & IP)** | **APP**: exp-app01-pl (192.168.22.27) **DB :** exp-rdy01-pl (rm-zf8agpp6i1zo66j1j.mysql.kualalumpur.rds.aliyuncs.com) |  |
| **Attachments (If applicable)** |  |  |
| **Test Results (If applicable)** |  |  |
| **List of unresolved issues (if any)** |  |  |
| **Defects Spreadsheet with Root Caused Analysis (If applicable)** |  |  |
| **Impacted Item in case of Regression** |  |  |
| **Remarks, if any** |  |  |
| **Step to deploy** | |  |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Item** | **Date & Time** | **Server** | **Activities / Steps** | **Action By** | **Status** | | 1 | 2022-08-18 | exp-rdy01-pl (rm-zf8agpp6i1zo66j1j.mysql.kualalumpur.rds.aliyuncs.com) | Backup the ExPats database in Production | Cloud Team | Complete | | 2 | 2022-08-18 | exp-app01-pl (192.168.22.27) | Backup the ExPats application in Production. | Cloud Team | Complete | | 3 | 2022-08-18 | Remote Server (Jumphost) | Provide Jumphost Session for vendor access | Vendor (Yusri) and Nazrul | Complete | | 4 | 2022-08-18 | exp-rdy01-pl (rm-zf8agpp6i1zo66j1j.mysql.kualalumpur.rds.aliyuncs.com) | Vendor performing data patch : Refer Appendix A | Yusri (vendor) | Complete | | 5 | 2022-08-18 | () | Changes verify by BU | Aizat | Complete | | |  |
| **Rollback Procedure** | |  |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Item** | **Date & Time** | **Server** | **Activities / Steps** | **Action By** | **Status** | **Screenshots** | | 1 | 2022-08-18 | exp-rdy01-pl rm-zf8agpp6i1zo66j1j.mysql.kualalumpur.rds.aliyuncs.com | Developer to revert changes to old value. | Yusri (vendor) | Complete |  | | |  |

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| --- | --- |
| **Prepared By (Application Support)** |  |
| ……………………………………………………………………  Name: Muhammad Nazrul Hanif  Date & Time: |  |
| **ID Creation for Access By (Cloud Team)** | **Verification for Logout By (Cloud Team)** |
| ……………………………………………………………………..  Name: Mohd Hafidzul Shafiq  Date & Time: | ……………………………………………………………………..  Name: Mohd Hafidzul Shafiq  Date & Time: 26/05/2022 |
| **Verified By & Accepted By (Project Team)** |  |
| ……………………………………………………………………..  Name: Nur Aizat Mustakim Bin Azmi  Date & Time: | ……………………………………………………………………..  Name:  Date & Time: |