

SALESFORCE CASE ANALYSIS REPORT

Generated on: 2025-09-23 13:03:28

Ticket ID: TS011853282
Case Title: Drawing Manger - 11.1 release - How to access

CASE DESCRIPTION

Hi,

In IBM TRIRIGA Application Platform Version 4 Release 1 on page 6 there is paragraph:

Drawing Manger

A new application to manage all CAD drawings stored in TRIRIGA. You can search, view, and delete the drawings. Apart from this, you can download the associated .dxf file.

How do I navigate to Drawing Manger in 11.1?

Please see attached pdf

Regards,
Ned

VERSION ANALYSIS

Case Type:	CAD Case
Platform Version:	4.0
Application Version:	Need confirmation from customer
CAD Integrator:	Need confirmation from customer

CASE FEED

[9/20/2025 1:06 PM | SCTS016842135 | CaseHistory: Status Changed | Resolution Provided > Closed - Archived | Mounika Chakka](#)

MC

[8/21/2025 5:08 PM|Public|Mounika Chakka](#)

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

8/21/2025 12:37 PM | SCTS016842135 | Case Closure Summary

Problem Description:

1: Versions of Apps and Platform: 4.5.3 / 11.5

2: Problem Description:

Custom sections in forms resize width as the browser window size is changed but the height appears fixed regardless of browser window size.

The commonly affected form sections are GIS and BIM Viewer tabs.

Is there a way to change the height or for it to dynamically resize to the browser window as it does for width?

See attached screenshots.

3: Data gathered, your observations from it.

Support has observed that , even in our OOTB environments we see that the height size is not equal to browser height. We feel that the functionality is working as designed.

7: Question/Expectation from Dev Team and QA Team

Could you please confirm if this would be a RFE or is there any way to change the height.

Resolution Description:

Known Issue has been created.

MC

7/31/2025 9:58 PM | Public | Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

7/31/2025 9:58 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

6/17/2025 8:29 PM | Public | Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

6/17/2025 8:29 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

6/3/2025 8:22 PM | Public | Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

6/3/2025 8:22 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

5/16/2025 4:39 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

5/16/2025 4:39 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

5/2/2025 5:24 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

5/2/2025 5:24 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

4/18/2025 4:23 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

4/18/2025 4:23 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

4/4/2025 2:51 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks
Mounika

3/24/2025 4:30 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

3/24/2025 4:30 PM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .
Thanks
Mounika
MC

3/10/2025 6:24 PM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .
Thanks
Mounika

3/10/2025 6:24 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

2/21/2025 4:39 PM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .
Thanks
Mounika

2/21/2025 4:39 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

2/6/2025 3:43 PM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .
Thanks
Mounika

1/24/2025 4:53 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

1/24/2025 4:53 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

1/10/2025 11:09 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

1/10/2025 11:09 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

MC

12/30/2024 11:42 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

12/30/2024 11:42 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

12/23/2024 2:28 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

12/23/2024 2:28 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

12/16/2024 8:39 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

12/6/2024 9:59 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

12/6/2024 9:59 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .

Thanks

Mounika

MC

11/29/2024 3:45 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .

Thanks

Mounika

11/29/2024 3:45 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

11/22/2024 9:50 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .

Thanks

Mounika

11/22/2024 9:50 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

11/15/2024 7:19 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version.We will keep you posted once the fix is ready .

Thanks

Mounika

11/8/2024 8:09 AM | CaseHistory: Internal Status Changed | Client has replied > Waiting on IBM Software Update | Mounika Chakka

MW

11/8/2024 4:07 AM|Public|Mark Williams (Customer)

Ok, Thanks Mounika.

11/8/2024 4:07 AM | CaseHistory: Status Changed | IBM is working > Waiting for IBM | Mark Williams

MC

11/1/2024 2:26 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is still working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

11/1/2024 2:26 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

10/25/2024 11:05 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is currently working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

10/25/2024 11:05 AM | Task Created | Customer Communication TS016804688

MC

10/18/2024 9:10 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is currently working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

10/11/2024 4:10 AM | Event: inboundCommunication | Web/Email | Mark Williams

MW

10/11/2024 4:10 AM|Public|Mark Williams (Customer)

Hi Mounika and Happy Friday. Thanks for the update.

10/11/2024 4:10 AM | CaseHistory: Status Changed | IBM is working > Waiting for IBM | Mark Williams

MC

10/10/2024 9:26 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. Our development team is currently working on back porting the fix to version 4.5.x version. We will keep you posted once the fix is ready .

Thanks

Mounika

10/10/2024 9:26 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

10/3/2024 10:28 PM|Public|Mounika Chakka

Hello Mark,

Hope you are doing well, our development team is working on the fix. Once the issue is resolved, the business impact details will go for approval and once it is approved, we will keep you keep you posted.

Thanks

Mounika

10/1/2024 1:52 PM | CaseHistory: Internal Status Changed | Client has replied > Waiting on IBM Software Update | Mounika Chakka

MW

9/30/2024 1:06 PM|Public|Mark Williams (Customer)

Thanks Mounika for the update.

9/30/2024 1:06 PM | CaseHistory: Internal Status Changed | Waiting on IBM Software Update > Client has replied | Mark Williams

MC

9/26/2024 11:41 PM|Public|Mounika Chakka

Hello Mark,

Hope you are doing well, our development team is working on the fix. Once the issue is resolved, the business impact details will go for approval and once it is approved, we will keep you keep you posted.

Thanks

Mounika

9/26/2024 11:41 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

9/25/2024 10:27 AM|Internal|Mounika Chakka

updated the fix pack call excel sheet and waiting for ETA.

MC

9/19/2024 9:03 PM|Public|Mounika Chakka

Hello Mark,

Thanks for sharing us with the business impact details. We will be sharing the business impact details with our team and will update you accordingly. This business impact details will be shared to our fix pack review team for approval and Once it is approved you will get the fix after process completion.

Thanks
Mounika.

9/18/2024 3:32 AM | Event: inboundCommunication | Web/Email | Mark Williams

MW

9/18/2024 3:32 AM|Public|Mark Williams (Customer)

Hi Mounika,
Thanks for the update.
This has a significant business impact. The use case for GIS and UX form tabs is critical to the business. They use it for capturing and linking TRIRIGA records to spatial features. They use the GIS editor widget functionality. They can only use half their screen to capture spatial features, to edit features, and link them to TRIRIGA records.
We need a fix. We are using platform 4.5.3.
Thanks and Regards

9/18/2024 3:32 AM | CaseHistory: Internal Status Changed | Waiting on IBM Software Update > Client has replied | Mark Williams

MC

9/17/2024 8:44 PM|Public|Mounika Chakka

Hello Mark,
We would like to follow up on our previous update which was shared on 11th September:
I hope this message finds you well.We had discussion with the development team and we got conformation that this issue is in platform code and it is not there in custom class loader. If at all fix is needed, then we request you to share the business impact details in brief so that we will take it further with our fix pack review team and confirm you whether fix can be provided that will be compatible for your current versions of TRIRIGA or not.
Thanks and Regards,
Mounika.

9/11/2024 10:48 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

9/11/2024 10:48 AM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well.We had discussion with the development team and we got conformation that this issue is in platform code and it is not there in custom class loader. If at all fix is needed, then we request you to share the business impact details in brief so that we will take it further with our fix pack review team and confirm you whether fix can be provided that will be compatible for your current versions of TRIRIGA or not.
Thanks and Regards,
Mounika.

9/11/2024 10:48 AM | CaseHistory: Internal Status Changed | Client has replied > Waiting on IBM Software Update | Mounika Chakka

RG

9/10/2024 3:58 PM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

@support

This issue is in platform code and it is not there in custom class loader. This will be taken care in next release, customer can raise request for fixpack.

9/10/2024 3:58 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Needed > SME Work Complete | Riya Gupta

MC

9/9/2024 3:41 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Please find the below update from customer..

"Unfortunately an 'upcoming release' isn't an easy message to provide to our clients. It could be a year or more for them to wait..."

Can I please ask a favour. Can you please consult with the team and provide us with guidance on where the issue lies. We have a team of very capable developers who may be able to fix before the APAR is included in a future release. For example, if it is in the EsriJS_Assets.zip file we can fix. If it is in a style sheet setting we can fix. We just need to know where the issue lies. We don't need IBM to provide the fix code, just steer us in the right direction."

Could you please confirm us if we can help customer on this?.

Notified: @Riya Gupta

MC

9/9/2024 3:41 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Please find the below update from customer..

"Unfortunately an 'upcoming release' isn't an easy message to provide to our clients. It could be a year or more for them to wait..."

Can I please ask a favour. Can you please consult with the team and provide us with guidance on where the issue lies. We have a team of very capable developers who may be able to fix before the APAR is included in a future release. For example, if it is in the EsriJS_Assets.zip file we can fix. If it is in a style sheet setting we can fix. We just need to know where the issue lies. We don't need IBM to provide the fix code, just steer us in the right direction."

Could you please confirm us if we can help customer on this?.

9/9/2024 3:41 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME Work Complete > SME is Needed | Mounika Chakka

MW

9/9/2024 3:33 PM|Public|Mark Williams (Customer)

Hi Mounika,

Thanks for the update and good to know IBM will fix.

Unfortunately an 'upcoming release' isn't an easy message to provide to our clients. It could be a year or more for them to wait...

Can I please ask a favour. Can you please consult with the team and provide us with guidance on where the issue lies. We have a team of very capable developers who may be able to fix before the APAR is included in a future release. For example, if it is in the EsriJS_Assets.zip file we can fix. If it is in a style sheet setting we can fix. We just need to know where the issue lies. We don't need IBM to provide the fix code, just steer us in the right direction.

Thanks and Regards

9/9/2024 3:33 PM | CaseHistory: Internal Status Changed | Waiting on IBM Software Update > Client has replied | Mark Williams

MC

9/9/2024 3:24 PM|Public|Mounika Chakka

Hello Mark,

This case is validated by our team and APAR IJ52145 has been opened to address the problem reported in this case. The fix for this issue will be targeted for an upcoming release in our current or upcoming release cycle(s) (APAR means Authorized Program Analysis Report which undertakes the development of code for approved defect.)

The APAR for this issue can be found at the following link (you may need to log in with an IBM Id to view it, if you do not have one you can register for one for free when prompted):

<https://www.ibm.com/mysupport> (In the search bar, you can search for APAR ID)

It usually takes 6- 10 Business days for the APAR to get published. As this finalizes this case itself, we have marked this case now as off and seeking your confirmation to close the case.

If this is not ok, please let me know with the supporting business case why we should keep this case open instead.

Please note: It is possible to subscribe to notifications (till the time APAR is not closed) from the IBM support system on APARs as they are created for products that you indicate. To do this, go to

<https://www.ibm.com/support/mynotifications>, log in with your IBM ID, and you can then search for and select the products that you want to subscribe to updates for.

Thanks and Regards,

Mounika.

9/9/2024 3:24 PM | CaseHistory: Internal Status Changed | Waiting for Development > Waiting on IBM Software Update | Mounika Chakka

MC

9/9/2024 3:21 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Since the fix for the issue is same for both the GIS and 3D model.We can use the existing APAR ID that is created on August 21st.

APAR ID: IJ52145

APAR Created data:August 21st, 2:23pm IST.

APAR Summary

Problem Type:

Platform - GIS/BIM Viewer Section Hardcoded Height.

Found in Product Version:

Reported and replicated in 4.5.3/11.5.

Problem Title:

GIS/BIM Viewer Section Hardcoded Height.

Symptom/Description:

Sections such as the GIS and BIM Viewer tabs resize their width with changes to the browser window size. However, the height of these sections remains fixed and does not adjust based on browser window size changes.

Replication Steps:

Log in to TRIRIGA.

Navigate to Portfolio -> Location Hierarchy -> Building.

Open a building record and go to the GIS/BIM Viewer tab.

Expected Fix in Version:

Reported in 3Q2023. We are still determining the target release date.

Expected Fix Description:

The fix should enable the height of the GIS and BIM Viewer tabs to resize.

Key Words:

GIS, BIM Viewer, Height, etc.

Thanks,

Mounika.

Notified: @Riya Gupta

RG

9/9/2024 10:22 AM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

@support

The same fix applies to the 3D Model view of the building record. Please go ahead and create an APAR and provide us the below details once it is done.

APAR Summary:

APAR Created Date:

APAR Description:

9/9/2024 10:22 AM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Needed > SME Work Complete | Riya Gupta

MC

9/6/2024 3:22 PM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well. We are working with the dev team to confirm us if the same fix applies to the 3D Model view of the building record or not. Please do allow us sometime, we will keep you posted.

Thanks

Mounika

9/6/2024 3:22 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

9/6/2024 3:17 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya

Could you please confirm if the same fix applies to the 3D Model view of the building record.

Thanks

Mounika.

Notified: @Riya Gupta

MC

9/3/2024 4:00 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hello Riya,

As discussed in the call , could you please confirm if the same fix applies to the 3D Model view of the building record.

Thanks

Mounika

9/3/2024 4:00 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME Work Complete > SME is Needed | Mounika Chakka

MC

9/3/2024 3:59 PM|Public|Mounika Chakka

Hello Mark,

Attendees: Mark, Mounika

Below are the points which we have discussed as part of the issues reported (MOM):

Thanks for your time during the meeting!

During our screen-sharing session, customer mentioned that the height of the custom section in TRIRIGA (customization), GIS, or the 3D Model appears fixed regardless of the browser window size.

As discussed in the call, the issue with GIS is validated. We will consult with our team to determine if the same fix applies to the 3D Model view of the building record. If a different fix is required, we will raise a new case on your behalf and keep you informed on the progress.

Thanks

Mounika

9/3/2024 3:59 PM | CaseHistory: Status Changed | Awaiting your feedback > IBM is working | Mounika Chakka

MC

9/2/2024 3:06 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hello Riya,

I have scheduled, with customer.Once I have call with them .I will create a new case and share you the APAR details for GIS issue

Thanks

Mounika

9/2/2024 9:54 AM | CaseHistory: Internal Status Changed | Client has replied > Waiting on Client | Mounika Chakka

MC

9/2/2024 9:53 AM|Public|Mounika Chakka

Hello Mark,

We have scheduled meeting for 3rd of September 2024 at 10 am AEST time to discuss further about the issue reported.

Please let me know If I need to reschedule the meeting and feel free to forward to anyone who would like to attend the meeting.

Thanks, and regards,

Mounika.

9/2/2024 9:53 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

MW

8/30/2024 11:30 AM|Public|Mark Williams (Customer)

Hi Mounika,

Thanks for following up.

I'm good anytime that suits. Send me an invite.

Thanks!

8/30/2024 11:30 AM | CaseHistory: Status Changed | Awaiting your feedback > Waiting for IBM | Mark Williams

MC

8/29/2024 10:01 PM|Public|Mounika Chakka

Hello Mark,

We would like to follow up on our previous update which was shared on 26th August:

We would like to schedule a screen-sharing session with you. Could you please share your availability for the next three working days anytime before 10AM EST. Kindly let us know the day and time that works best for you.

Thanks

Mounika

8/29/2024 10:01 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

RG

8/29/2024 10:55 AM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

Hi Mounika,

Could you share me the latest details for

APAR Summary:

APAR Created Date:

APAR Description:

Notified: @Mounika Chakka

RG

8/27/2024 10:52 AM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

There is no action item pending from Dev side as case is validated for GIS tab.

8/27/2024 10:52 AM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Needed > SME Work Complete | Riya Gupta

MC

8/26/2024 10:40 AM|Public|Mounika Chakka

Hello Mark,

We would like to schedule a screen-sharing session with you. Could you please share your availability for the next three working days anytime before 10AM EST. Kindly let us know the day and time that works best for you.

Thanks

Mounika.

8/26/2024 10:40 AM | CaseHistory: Internal Status Changed | IBM is working > Waiting on Client | Mounika Chakka

MC

8/21/2024 2:58 PM|Internal|Mounika Chakka

Had internal call with Riya , according to her the validation is done only for GIS tab. Support will have discussion with Ashita to cancel the APAR that is created and will update customer on raising a new case on behalf of them. Currently Ashita is on Vacation , will reach out to her once she is back.

Also support informed dev team to continue their analysis on the BIM tab , as it is critical for customer.

MC

8/21/2024 2:26 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Please find the details of APAR.

APAR ID: IJ52145

APAR Created data: 2:23pm IST.

APAR Summary

Problem Type:

Platform - GIS/BIM Viewer Section Hardcoded Height.

Found in Product Version:

Reported and replicated in 4.5.3/11.5.

Problem Title:

GIS/BIM Viewer Section Hardcoded Height.

Symptom/Description:

Sections such as the GIS and BIM Viewer tabs resize their width with changes to the browser window size. However, the height of these sections remains fixed and does not adjust based on browser window size changes.

Replication Steps:

Log in to TRIRIGA.

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Expected Fix in Version:

Reported in 3Q2023. We are still determining the target release date.
Expected Fix Description:
The fix should enable the height of the GIS and BIM Viewer tabs to resize.
Key Words:
GIS, BIM Viewer, Height, etc.
Notified: @Riya Gupta

8/21/2024 2:26 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME Work Complete > SME is Needed | Mounika Chakka

RG

8/21/2024 11:42 AM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

Hi @Support
Based on the confirmation from SMEs and Architects for the analysis that has been done as part of this case, we are validating this.
Please go ahead and create an APAR and provide us the below details once it is done.
APAR Summary:
APAR Created Date:
APAR Description:

8/21/2024 9:00 AM | CaseHistory: Internal Status Changed | Client has replied > IBM is working | Mounika Chakka

MW

8/20/2024 1:10 PM|Public|Mark Williams (Customer)

OK excellent. Thanks Mounika. I am very happy that you have a proposed solution. Hopefully it won't take too long to share it with us. Thank you

8/20/2024 1:10 PM | CaseHistory: Internal Status Changed | IBM is working > Waiting for Development | Mounika Chakka

MC

8/20/2024 1:08 PM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well. Our development team has proposed a solution and shared their analysis with the Architects. We will keep you updated on the progress as soon as we receive feedback from the team.
Thanks
Mounika

8/20/2024 1:08 PM | CaseHistory: Status Changed | Waiting for IBM > IBM is working | Mounika Chakka

MC

8/20/2024 1:05 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Please find below update from customer

"Keen to get an update on this as the client has classified it as a defect that is stopping go-live. I may need to up the Severity.

Contrary to my previous advice, I don't think it is the Esri JS code as the same behaviour is for any 'custom' form section in TRIRIGA.

It is totally unusable. See the attached screenshots to compare the 'custom' form section to other form sections."

Could you please prioritise this case.

Thanks,

Mounika

RG

8/19/2024 5:29 PM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

I have proposed one solution and shared to SME's for Review.

Once i get the response from them i'll update.

8/19/2024 2:58 PM | Automation Update | CT_Summarization - Incremental

Customer reported an issue with the height of custom sections in TRIRIGA forms, which appears to be fixed regardless of browser window size.

IBM Support suggested a way to increase the height for the graphic section, but the customer clarified that they meant the BIMviewer tab.

IBM Support is checking with the team to confirm if there is a way to change the height for the GIS or BIM Viewer tab.

Customer is asking for an update on this issue as it is classified as a defect that is stopping go-live.

IBM Support is still waiting for a response from the Architect team.

Customer is keen to get an update on this issue and provided screenshots to compare the 'custom' form section to other form sections.

Accuracy:

Readability:

Used

Detailed Feedback

8/19/2024 2:58 PM | SCTS016842135 | Automation Update | CT_Summarization - Incremental

Customer reported an issue with the height of custom sections in TRIRIGA forms, which appears to be fixed regardless of browser window size. They would like to know if there is a way to change the height or for it to dynamically resize to the browser window.

IBM Support analyzed the issue and discussed with the development team, who confirmed that it is working as designed. The customer is not satisfied with the answer and requested to speak with the architects to understand the use case for hardcoded height.

IBM Support is currently having internal discussions with the architects and asked the customer to provide information about the device they are using for viewing the GIS tab. The customer confirmed that they are using a laptop.

The issue is still open and under investigation.

Accuracy:

Readability:

Used

Detailed Feedback

8/19/2024 2:50 PM | Event: Diagnostic Data Uploaded | ECUREP

2024-08-19/Screenshot_2024-08-19_at_7.09.14_pm.png

8/19/2024 2:50 PM | Event: Diagnostic Data Uploaded | ECUREP

2024-08-19/Screenshot_2024-08-19_at_7.09.48_pm.png

8/19/2024 2:50 PM | CaseHistory: Internal Status Changed | Client has replied > Diagnostic File has been received | ECUREP

MW

8/19/2024 2:47 PM|Public|Mark Williams (Customer)

Hi Mounika,

Keen to get an update on this as the client has classified it as a defect that is stopping go-live. I may need to up the Severity.

Contrary to my previous advice, I don't think it is the Esri JS code as the same behaviour is for any 'custom' form section in TRIRIGA.

It is totally unusable. See the attached screenshots to compare the 'custom' form section to other form sections.

Thanks

8/16/2024 10:26 AM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Needed > SME is Working | Riya Gupta

MC

8/14/2024 3:32 PM|Public|Mounika Chakka

Hello Mark,

We are yet to response from the Architect team and we are following with them .Please do allow us sometime, We will keep you posted as soon as we have an update from the team.

Thanks

Mounika.

8/14/2024 3:32 PM | Event: outboundCommunication | Web/Email | Mounika Chakka

MC

8/14/2024 2:26 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

I had a screen sharing session with customer and in the call they are using laptop.

Please do let me know if you need more information on the same.

Thanks.

Mounika

8/14/2024 2:26 PM | SCTS016842135 | CaseHistory: Internal Status Changed | Diagnostic File Needed > SME is Needed | Mounika Chakka

RG

8/13/2024 12:40 PM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

Hi @Support,

I'm having internal discussions with Architects on the same, meanwhile can you please check with customer which device they are using for viewing GIS tab.

8/13/2024 12:40 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Working > Diagnostic File Needed | Riya Gupta

MC

8/13/2024 9:52 AM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Could you please help us with customer query at your earliest possibility.

Thanks,

Mounika.

Notified: @Riya Gupta

8/12/2024 5:45 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Needed > SME is Working | Riya Gupta

MC

8/9/2024 10:37 AM|Public|Mounika Chakka

Hello Mark,

We are working with our Architect team on this issue.Please do allow us sometime, We will keep you posted as soon as we have an update from the team.

Thanks

Mounika.

8/9/2024 10:37 AM | Event: outboundCommunication | Web/Email | Mounika Chakka

RG

8/8/2024 4:22 PM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

Hi Mounika,

I emailed Tom and Scott regarding this. I didn't heard back as they are on vacation.

I'll update once i got the response from them.

MC

8/8/2024 10:44 AM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Could you please help us with customer query at your earliest possibility.

Thanks,

Mounika.

Notified: @Riya Gupta

MC

8/6/2024 10:14 AM|Public|Mounika Chakka

Hello Mark,

We are working with our dev team on this issue. Please do allow us sometime, We will keep you posted as soon as we have an update from the team.

Thanks

Mounika.

8/6/2024 10:14 AM | CaseHistory: Internal Status Changed | Client has replied > Waiting for Development | Mounika Chakka

MC

8/5/2024 10:47 AM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Hi Riya,

Please find below update from customer

"Hi Mounika,

Sorry but I don't accept this answer.

When is a custom form tab section like GIS used from a mobile or tablet? It is not. This is what UX Perceptive apps are for.

Why does the width dynamically resize to the device / frame size but not the height?

I would be happy to get on a call with our Architects. Perhaps they can convince me of a use case where dynamic width is fine and hardcoded height is beneficial. Please revert to them with my feedback.

Plus, I think you will find that the height is hardcoded in the EsriJS_Assets.zip indexBody.htm file:

```
<div id='header'>
<div id='contentNode' style='display:none'>
<table width='100%' id='contentNodeTable'>
<tr valign='top'>
<td align='left' id='tdBase'>
<div id='mapType' style='position: absolute; left: 5px; top: 5px; padding: 1px; z-Index: 999;'>
<table cellspacing="0" cellpadding="0">
<tr>
<td valign="top" style="padding-right:10px">
<div data-dojo-type="dijit/TitlePane" closable="false" open="false" id='Switch.Basemap'>
<div data-dojo-type="dijit/layout/ContentPane" style="width:270px; height: 280px; overflow: auto;">
<div id="basemapGallery" ></div>
</div>
</div>
</td>
<td valign="top" style="padding-right:5px; width:300px; ">
<div id='searchDiv'></div>
</td>
</tr>
</table>
</div>
</td>
<td>
<div id='layers' style='padding-top:35px;'></div>
</td>
<td align='right' id='tdList'>
```

```
<table cellpadding="0" cellspacing="0"><tr><td>
<select data-dojo-type='dijit/form/Select' id='queryList'></select>
</td><td>
<button id='queryListBtn' data-dojo-type='dijit/form/Button'></button>
</td></tr></table>
<div id='userPrefs'>
<table cellpadding="0" cellspacing="0"><tr><td>
<button id='saveUserPrefsBtn' data-dojo-type='dijit/form/Button'></button>
Thanks
Mounika
```

8/5/2024 10:47 AM | SCTS016842135 | CaseHistory: Internal Status Changed | SME Work Complete > SME is Needed | Mounika Chakka

MW

8/5/2024 10:42 AM|Public|Mark Williams (Customer)

Hi Mounika,

Sorry but I don't accept this answer.

When is a custom form tab section like GIS used from a mobile or tablet? It is not. This is what UX Perceptive apps are for.

Why does the width dynamically resize to the device / frame size but not the height?

I would be happy to get on a call with our Architects. Perhaps they can convince me of a use case where dynamic width is fine and hardcoded height is beneficial. Please revert to them with my feedback.

Plus, I think you will find that the height is hardcoded in the EsriJS_Assets.zip indexBody.htm file:

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<div id='mapType' style="position: absolute; left: 5px; top: 5px; padding: 1px; z-index: 999;">
<table cellpadding="0" cellspacing="0">
<tr>
<td valign="top" style="padding-right:10px">
<div data-dojo-type="dijit/TitlePane" closable="false" open="false" id='Switch.Basemap'>
<div data-dojo-type="dijit/layout/ContentPane" style="width:270px; height: 280px; overflow: auto;">
<div id="basemapGallery" ></div>
</div>
</div>
</td>
<td valign="top" style="padding-right:5px; width:300px; ">
<div id='searchDiv'></div>
</td>
</tr>
</table>
</div>
</td>
<div id='layers' style='padding-top:35px;'></div>
```

```
</td>
<td align='right' id='tdList'>
<table cellpadding="0" cellspacing="0"><tr><td>
<select data-dojo-type='dijit/form/Select' id='queryList'></select>
</td><td>
<button id='queryListBtn' data-dojo-type='dijit/form/Button'></button>
</td></tr></table>
<div id='userPrefs'>
<table cellpadding="0" cellspacing="0"><tr><td>
<button id='saveUserPrefsBtn' data-dojo-type='dijit/form/Button'></button>
```

8/5/2024 10:42 AM | CaseHistory: Internal Status Changed | Waiting on Client > Client has replied | Mark Williams

MC

8/5/2024 10:31 AM|Public|Mounika Chakka

Hello Mark,

We would like to follow up on our previous update which was shared on 1st August:

I hope this message finds you well.We had discussion with our Architects and they confirmed that the current behavior is indeed working as designed. This design choice ensures that it does not interfere with other viewing properties such as mobile and tablet views.

Thanks

Mounika.

8/5/2024 10:31 AM | Event: Automated Case Follow-up Stopped | Reason: The Next Action DateTime was changed | Mounika Chakka

MC

8/1/2024 10:19 AM|Public|Mounika Chakka

Hello Mark,

I hope this message finds you well.We had discussion with our Architects and they confirmed that the current behavior is indeed working as designed. This design choice ensures that it does not interfere with other viewing properties such as mobile and tablet views.

Thanks

Mounika.

8/1/2024 10:19 AM | CaseHistory: Internal Status Changed | IBM is working > Waiting on Client | Mounika Chakka

RG

7/31/2024 4:51 PM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default

Hi @Support

I analyzed this case and observed this is working as designed. I also discussed the same with the Architects and they confirmed me the same.

It is as designed so that it should not disturb other viewing properties like mobile view, tablet view etc.

7/31/2024 4:51 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Needed > SME Work Complete | Riya Gupta

MC

7/30/2024 3:20 PM|Public|Mounika Chakka

Hello Mark,

We are checking with our dev team if there is a way to change the height to the browser window and we are yet to get response. We will keep you posted as soon as we have an update from the team.

Thanks

Mounika.

7/30/2024 3:20 PM | CaseHistory: Internal Status Changed | Client has replied > IBM is working | Mounika Chakka

MW

7/30/2024 3:06 PM|Public|Mark Williams (Customer)

Hi Mounika,

Any progress on this one?

It is more urgent than the BIM case.

Thanks

7/29/2024 7:57 PM|Internal|Sivakumar Veeramanikkam on SCTS016842135at TRI|TRI: Default

I had a discussion with Craig today regarding this issue and we have tried some workarounds for this but no luck. we feel that it would require an RFE.

Moving it to Dev to review and confirm on the same.

7/29/2024 4:04 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

Case Summary post indicates the current values of these fields, not the values as they were submitted

Subject: [Question] Custom section of TRIRIGA form is hardcoded height

Problem Description:

1: Versions of Apps and Platform:4.5.3 / 11.5

2: Problem Description:

Custom sections in forms resize width as the browser window size is changed but the height appears fixed regardless of browser window size.

The commonly affected form sections are GIS and BIM Viewer tabs.

Is there a way to change the height or for it to dynamically resize to the browser window as it does for width?

See attached screenshots.

3: Data gathered, your observations from it.

Support has observed that , even in our OOTB environments we see that the height size is not equal to browser height.We feel that the functionality is working as designed.

7: Question/Expectation from Dev Team and QA Team

Could you please confirm if this would be a RFE or is there any way to change the height.

7/29/2024 4:04 PM | SCTS016842135 | CaseHistory: Owner Changed | Mounika Chakka > Manual IoT TRIRIGA | Mounika Chakka

MW

7/29/2024 2:42 PM|Public|Mark Williams (Customer)

Hi Chakka,
Going well thanks. Hope you are as well.
4.5.3 / 11.5 / build# 400252
Hoping to get this sorted quickly. Thanks!

7/29/2024 2:42 PM | CaseHistory: Internal Status Changed | Waiting on Client > Client has replied | Mark Williams

MC

7/29/2024 2:39 PM|Public|Mounika Chakka

Hello Mark,
I hope this message finds you well.Could you please confirm us on the Application and Platform version of TRIRIGA.
Thanks
Mounika

7/29/2024 2:39 PM | CaseHistory: Status Changed | Waiting for IBM > Awaiting your feedback | Mounika Chakka

MW

7/25/2024 1:33 PM|Public|Mark Williams (Customer)

OK. Thanks Chakka.
I'd be very disappointed if it can't be changed. The default hight dates back a couple of decades in terms of approach and screen resolutions. Hight should work the same as width. Fit the container.

7/25/2024 1:33 PM | CaseHistory: Status Changed | IBM is working > Waiting for IBM | Mark Williams

MC

7/25/2024 11:51 AM|Public|Mounika Chakka

Hello Mark,
Thanks for your response.I am checking with the team to confirm if there is anyway to change the height in GIS or BIM Viewer tab.We will keep you posted at the earliest.
Thanks,
Mounika

7/25/2024 11:51 AM | CaseHistory: Internal Status Changed | Client has replied > IBM is working | Mounika Chakka

MW

7/24/2024 10:53 AM|Public|Mark Williams (Customer)

Hi Chakka.

Thank you for the quick reply. Greatly appreciated!

My apologies. I meant the BIMviewer tab. Any tab with Custom and a web app URL.

I tried editing the style sheet but it didn't fix the height.

Thanks!!

7/24/2024 10:48 AM | Automation Update | CT_Summarization - Resolution

Confirmed Solution Not Summarized

Solution Attempts *Generated by watsonx*:

To increase the height of the graphic section, follow these steps:

1. Navigate to Tools > Form Builder > Location Module > triBuilding.
2. Click on triGraphic and select Graphics.
3. Under Properties, adjust the height settings.
4. Apply the changes and validate the form before publishing.

Please implement these adjustments in your test environment.

Regarding the GIS section, we are working on it and will provide an update.

Accuracy:

Readability:

Used

Detailed Feedback

MC

7/24/2024 10:47 AM|Public|Mounika Chakka

Solution Attempt

Hello Mark,

Thank you for contacting our product support team.

For the graphic section, you can increase the height by following these steps:

Navigate to Tools > Form Builder > Location Module > triBuilding.

Click on triGraphic and select Graphics.

Under Properties, adjust the height settings.

Apply the changes and validate the form before publishing.

Please implement these adjustments in your test environment.

Regarding the GIS section, we are working on it and will provide you with an update.

Thanks,

Mounika.

7/24/2024 8:46 AM | CaseHistory: Owner Changed | Manual IoT TRIRIGA > Mounika Chakka | Mounika Chakka

MC

7/24/2024 6:27 AM|Public|Mounika Chakka

Dear Customer,

IBM TRIRIGA Product Support received your case. Our Support engineer will assist you with this case shortly.

Regards,

IBM TRIRIGA Product Support

7/24/2024 6:26 AM | Event: Diagnostic Data Uploaded | ECUREP

2024-07-24/Screenshot_2024-07-24_at_10.49.12_AM.png

7/24/2024 6:26 AM | Event: Diagnostic Data Uploaded | ECUREP

2024-07-24/Screenshot_2024-07-24_at_10.49.29_AM.png

7/24/2024 6:25 AM | Automation Update | CT_Summarization - Description

Custom sections in forms resize width as the browser window size is changed but the height appears fixed regardless of browser window size. The commonly affected form sections are GIS and Graphics tabs. Is there a way to change the height or for it to dynamically resize to the browser window as it does for width?

Accuracy:

Readability:

Used

Detailed Feedback

7/24/2024 6:25 AM|Internal|Mark Williams (Customer)

Case Summary post indicates the current values of these fields, not the values as they were submitted

Subject: [APAR-IJ52145]Custom section of TRIRIGA form is hardcoded height

Problem Description:

Custom sections in forms resize width as the browser window size is changed but the height appears fixed regardless of browser window size.

The commonly affected form sections are GIS and Graphics tabs.

Is there a way to change the height or for it to dynamically resize to the browser window as it does for width?

See attached screenshots.

Thanks and Regards

Mark Williams

0427661765

Must Gathers:

Service type : Defect/BreakFix

TRIRIGA SaaS/Cloud clients please ensure you select the "on Cloud" product :

How is this impacting your business? : Poor UX

Product Version : 4.5.X

Platform Component : Platform Builder Tools (Form, Workflow, Portal Builder, etc.)

Type of Concern : Other

7/24/2024 6:25 AM | CaseHistory: Owner Changed | Mark Williams > Manual IoT TRIRIGA | Mark Williams

Feed v3

|

Documentation

|

Feedback

#csp-feed-v2-and-enhanced