

SALESFORCE CASE ANALYSIS REPORT

Generated on: 2025-09-24 13:49:40

Ticket ID: TS015475137

Case Title: [APAR # IJ51197][question]Change TRIRIGA notification content links

CASE DESCRIPTION

=====

PROBLEM TITLE: Change TRIRIGA notification content links

DESCRIPTION REPORTED BY CUSTOMER:

We are looking for some guidance on how to modify certain links on notification contents to use the SSO link as opposed to the native one. We have received questions from the client on why sometimes users are taken directly to the specific record they are being emailed about, while other times they are taken to the native login page even though they should be directed to the SSO page worst case scenario. This specific use case is impacting their internal employees and we need some help with the solution.

ACTION TAKEN BY SUPPORT TEAM:

This case was transferred to us by CDS team.

We went on a webex call with customer and customer explained that they have a requirement to navigate the notification link to OAUTH SSO url instead of native login.

We have suggested client to use below web.properties to help them navigate to their sso :

FRONT_END_SERVER

EXTERNAL FRONT END URL

But customer is using OAUTH sso url . The format for OAUTH SSO url for TRIRIGA is something like this : <https://<your-tririga-hostname>/p/oauth/<your-oauth-settings-profile-name>/tririga>.

In our web. properties , we cannot add context path . We can add upto <https://<your-tririga-hostname>> ,

We have replicated the issue on tas 4.5/11.5 (<https://cpd96023-ibm-tas-115-prod.apps.tas-lg05.tririga-dev.com/index.html>) and the context path it is picking up is "index.html"

ADDITIONAL INFORMATION GATHER FROM CUSTOMER:

Customer is using TAS 4.5.1/11.5 but we do not use TAS for 4.5.1 in OOTB, hence tested with tas 4.5/11.5.

Their Test and PROD URL's:

Test Environment:

non SSO url - <https://slb-test.suite.tririga.com/index.html>

SSO url - <https://slb-test.suite.tririga.com/p/oauth/sso/tririga>

Production Environment:

non SSO url - <https://slb.suite.tririga.com/app/tririga/#>

SSO url - <https://slb.suite.tririga.com/p/oauth/sso/tririga>

When they have configured FRONT_END_SERVER : <https://slb-test.suite.tririga.com/p/oauth/sso/tririga> , they are getting this error:
https://ecurep.mainz.de.ibm.com/rest/download/TS014656566/0-all_data/SSO_TRIRIGA_login_attempt_2024.png?fileSize=22446&clientId=ae5 as it is picking up index.html as a context path.

STEPS FOLLOWED TO REPRODUCE THE ISSUE BY SUPPORT:

1. Take TAS enabled OAUTH SSO environment.

Configure the below web.properties:

FRONT_END_SERVER : <https://<your-tririga-hostname>>

EXTERNAL FRONT END URL : <https://<your-tririga-hostname>>

Also configure, smtp properties and wf notification properties

2. Create 2 admin users(Include your mail Id in profile)

3. login with user 1 , go to tasks-> manage tasks -> work task -> create a new task.

4. Give name in general tab and go to notification tab and add second user as manual approver.

5. save and activate.

6. You will receive a notification mail and click on the link and you could see it is redirecting us to native url.

(CUSTOMER's PRODUCT VERSION/ENVIRONMENT DETAILS:

Platform : Tas 4.5.1

Application: 11.5

product = WebSphere Application Server 23.0.0.10 (wlp-1.0.82.cl231020231002-1201)

wlp.install.dir = /opt/ibm/wlp/

server.output.dir = /opt/ibm/wlp/output/defaultServer/

java.home = /opt/ibm/java/jre

java.version = 1.8.0_381

java.runtime = Java(TM) SE Runtime Environment (8.0.8.11 - pxa6480sr8fp11-20230901_01(SR8 FP11))
os = Linux (4.18.0-477.27.1.el8_8.x86_64; amd64) (en_US)
process = 359@172.30.224.79
Classpath = /opt/ibm/wlp/bin/tools/ws-server.jar:/opt/ibm/wlp/bin/tools/ws-javaagent.jar
Java Library path =
/opt/ibm/java/jre/lib/amd64/compressedrefs:/opt/ibm/java/jre/lib/amd64:/usr/lib64:/usr/lib

ECUREP LINK OF THE DATA SHARED BY CUSTOMER:

https://ecurep.mainz.de.ibm.com/ae5/#id=TS014656566&path=TS014656566%2F0-all_data%2F

WHAT IS EXPECTED OF DEVELOPMENT:

Need help to answer client's query on redirecting the notification links to OAUTH URL.

RTC TICKET NUMBER WHICH MIGHT BE RELATED TO THE ISSUE

<https://rtc.tririga-dev.com/rtc/resource/itemName/com.ibm.team.workitem.WorkItem/86438>

VERSION ANALYSIS

Case Type:	Standard Case
Platform Version:	Need confirmation from customer
Application Version:	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 12:37 PM | SCTS016842135 | CaseHistory: Internal Status Changed | SME Work Complete > IBM Closed | Mounika Chakka](#)

[8/21/2025 12:37 PM | SCTS016842135 | CaseHistory: Status Changed | SME Needed > Resolution Provided | Mounika Chakka](#)

[8/21/2025 12:37 PM | SCTS016842135 | Event: Closed Record | Mounika Chakka](#)

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

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

By: @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

By: Notified: @Riya Gupta

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?.

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

By: Notified: @Riya Gupta

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.

RG

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

By: @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 3:17 PM|Internal|Mounika Chakka on SCTS016842135at TRI|TRI: Default

By: Notified: @Riya Gupta

Hi Riya

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

Thanks

Mounika.

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

9/2/2024 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

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

By: Notified: @Mounika Chakka

Hi Mounika,

Could you share me the latest details for

APAR Summary:

APAR Created Date:

APAR Description:

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

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

By: Notified: @Riya Gupta

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.

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.

8/21/2024 2:26 PM | SCTS016842135 | CaseHistory: Status Changed | IBM is working > SME Needed | Mounika Chakka

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

By: 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 11:42 AM | SCTS016842135 | CaseHistory: Internal Status Changed | SME is Working > SME Work Complete | Riya Gupta

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 | 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 2:58 PM | SCTS016842135 | Event: Set Needs Attention | Mark Williams

8/19/2024 2:58 PM | SCTS016842135 | CaseHistory: Severity Changed | 3 > 2 | Mark Williams

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

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

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: Status Changed | IBM is working > SME Needed | Mounika Chakka

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

By: 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

By: Notified: @Riya Gupta

Hi Riya,

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

Thanks,

Mounika.

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

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

MC

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

By: Notified: @Riya Gupta

Hi Riya,

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

Thanks,

Mounika.

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 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>
<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: Status Changed | SME is Working > SME Needed | Mounika Chakka

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

7/31/2024 4:51 PM|Internal|Riya Gupta on SCTS016842135at TRI|TRI: Default
By: 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 10:27 AM SCTS016842135 CaseHistory: Owner Changed Manual IoT TRIRIGA > Riya Gupta Viswanadh Ganti
7/30/2024 10:27 AM SCTS016842135 CaseHistory: Status Changed SME Needed > SME is Working Viswanadh Ganti
7/29/2024 8:00 PM SCTS016842135 Event: Routed to a Mission Team null > TRI: Default backend
7/29/2024 7:58 PM SCTS016842135 CaseHistory: Internal Status Changed SME Work Complete > SME is Needed Sivakumar Veeramanikkam
7/29/2024 7:58 PM SCTS016842135 CaseHistory: Status Changed IBM is working > SME Needed Sivakumar Veeramanikkam
7/29/2024 7:57 PM SCTS016842135 Event: Routed to a Mission Team TRI: Default > null Sivakumar Veeramanikkam
7/29/2024 7:57 PM SCTS016842135 CaseHistory: Owner Changed Sivakumar Veeramanikkam > Manual IoT TRIRIGA Sivakumar Veeramanikkam
<p>7/29/2024 7:57 PM Internal Sivakumar Veeramanikkam on SCTS016842135at TRI TRI: Default</p> <p>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.</p> <p>Moving it to Dev to review and confirm on the same.</p>
7/29/2024 7:57 PM SCTS016842135 CaseHistory: Internal Status Changed SME is Working > SME Work Complete Sivakumar Veeramanikkam
7/29/2024 7:53 PM SCTS016842135 CaseHistory: Internal Status Changed SME is Needed > SME is Working Sivakumar Veeramanikkam
7/29/2024 7:53 PM SCTS016842135 CaseHistory: Status Changed SME is Working > IBM is working Sivakumar Veeramanikkam
7/29/2024 4:52 PM SCTS016842135 CaseHistory: Status Changed SME Needed > SME is Working Mallapu Deepthi
7/29/2024 4:52 PM SCTS016842135 CaseHistory: Owner Changed Manual IoT TRIRIGA > Sivakumar Veeramanikkam Mallapu Deepthi

7/29/2024 4:10 PM | SCTS016842135 | Event: Routed to a Mission Team | null > TRI: Default | backend

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 | Event: Created Record | Mounika Chakka

7/29/2024 4:04 PM | SCTS016842135 | CaseHistory: Severity Changed | 2 > 3 | Mounika Chakka

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

MW

Total Feed Items: 65