REALTIME® GAMING

Weekly report of the issues created

Monday 03 of September 2018 at 05:35

This week there were 20 jira cases created

3	Emergency cases
2	Critical cases
6	Major cases
7	Medium cases
2	Low cases

Details:

12 cases still open
1 cases resolved but not closed
6 cases closed
1 cases reopened

3 Emergency cases created:

Case 1:
Download Client & Mobile Tablet Cashier/Deposit button not working

https://jira.realtimegaming.com/browse/CAS-41454
Created on Wednesday 29 of August 2018 at 16:55
Updated on Thursday 30 of August 2018 at 00:21
Currently assigned to jarias Email: jarias@desertdevco.com
Reported by jarias Email: jarias@desertdevco.com

Current Status Closed

Case 2:
IP Whitelisting feature unable to support the ip amount above 200

https://jira.realtimegaming.com/browse/CAS-41352
Created on Tuesday 28 of August 2018 at 05:19
Updated on Thursday 30 of August 2018 at 06:45
Currently assigned to echang Email: eric.chang@rtgasia.com
Reported by echang Email: eric.chang@rtgasia.com

Current Status Closed

Case 3:
Player _nE8bmcVDkWR9ccpd7pNgQ is missing in AS1 casino admin

https://jira.realtimegaming.com/browse/CAS-41351
Created on Tuesday 28 of August 2018 at 03:38
Updated on Thursday 30 of August 2018 at 11:55
Currently assigned to yyeo Email: yeulind.yeo@rtgasia.com
Reported by yyeo Email: yeulind.yeo@rtgasia.com

Current Status Closed

Case 1:
[Native] Game that enable with WOA will FAIL load after CAS-40616

https://jira.realtimegaming.com/browse/CAS-41424
Created on Wednesday 29 of August 2018 at 09:19
Updated on Thursday 30 of August 2018 at 06:27
Currently assigned to wfernandez Email:
Reported by jphung Email: jc.phung@rtgasia.com

Current Status Open

Case 2:
InstawinSG8_NativeApp_Tablet_European Roulette_Graphic misplace

https://jira.realtimegaming.com/browse/CAS-41358
Created on Tuesday 28 of August 2018 at 08:34
Updated on Friday 31 of August 2018 at 14:45
Currently assigned to rmatarrita Email: rmatarrita@techona.com
Reported by elim Email: eugene.lim@rtgasia.com

Current Status Resolved

6 major cases created:

Case 1:
WebAPI - Cashier - common-wallet-deposit and common-wallet-withdrawal consistency issues

https://jira.realtimegaming.com/browse/CAS-41558
Created on Friday 31 of August 2018 at 17:28
Updated on Friday 31 of August 2018 at 18:56
Currently assigned to dliaudanski Email: dliaudanski@techona.com
Reported by lbadilla Email: lbadilla@desertdevco.com

Current Status Open

Case 2:
EGGC_Back office configure maximum bet need to be extended

Created on Thursday 30 of August 2018 at 11:46
Updated on Monday 03 of September 2018 at 04:44
Currently assigned to elim Email: eugene.lim@rtgasia.com
Reported by elim Email: eugene.lim@rtgasia.com

Current Status Open

Case 3:

redirection for asian demo not working when requesting specific URLs other than the base URL

Created on Thursday 30 of August 2018 at 09:26
Updated on Friday 31 of August 2018 at 09:45
Currently assigned to izur Email: izur@techona.com
Reported by izur Email: izur@techona.com

Current Status Reopen

Case 4:
GTK Games are not loading in POS with the required hardware

Created on Thursday 30 of August 2018 at 09:05
Updated on Monday 03 of September 2018 at 02:47
Currently assigned to ajimenez Email: ajimenez@desertdevco.com
Reported by jmora Email: jmora@techona.com

Current Status Open

Case 5:
Instawin SG8 Native App Belly Art not display after Log In

Created on Tuesday 28 of August 2018 at 06:00
Updated on Thursday 30 of August 2018 at 05:51
Currently assigned to eyashar Email: eyashar@techona.com
Reported by elim Email: eugene.lim@rtgasia.com

Current Status Closed

Case 6:
Extraneous Widget Manager CDK errors in Event Viewer

Created on Monday 27 of August 2018 at 14:49
Updated on Tuesday 28 of August 2018 at 15:34
Currently assigned to clipinski Email: craig.lipinski@xdevservices.com
Reported by clipinski Email: craig.lipinski@xdevservices.com

Current Status Closed

7 medium cases created:

Case 1:
Player Event Log - Total Net Amount and Total Gross Amount is 0

https://jira.realtimegaming.com/browse/CAS-41549
Created on Friday 31 of August 2018 at 15:11
Updated on Friday 31 of August 2018 at 23:04
Currently assigned to ogatjens Email: ogatjens@desertdevco.com
Reported by mtaylor Email: mtaylor@techona.com

Current Status Open

Case 2:
[Lobby] Wheel of Annie (WOA) UI distorted after fix by CAS-40616

https://jira.realtimegaming.com/browse/CAS-41418
Created on Wednesday 29 of August 2018 at 07:21
Updated on Friday 31 of August 2018 at 07:23
Currently assigned to lquesada Email: lquesada@desertdevco.com
Reported by jphung Email: jc.phung@rtgasia.com

Current Status Open

Case 3:
Promotion page problems with parameter <playerClass>

https://jira.realtimegaming.com/browse/CAS-41380
Created on Tuesday 28 of August 2018 at 16:31
Updated on Tuesday 28 of August 2018 at 16:40
Currently assigned to DDC-Investigations Email: DDC-Investigations@ddcinternal.com
Reported by ecoronado Email: ecoronado@desertdevco.com

Current Status Open

Case 4:
Force on Entrance/Exit messages are not visible in the native app.

Created on Tuesday 28 of August 2018 at 15:29
Updated on Thursday 30 of August 2018 at 13:09
Currently assigned to ogatjens Email: ogatjens@desertdevco.com
Reported by mgrigoryeva Email: mgrigoryeva@techona.com

Current Status Open

Case 5:
Instawin SG8 Native App has misconfigured cashier

Created on Tuesday 28 of August 2018 at 09:41
Updated on Thursday 30 of August 2018 at 04:49
Currently assigned to mvyrostko Email: mvyrostko@techona.com
Reported by mvyrostko Email: mvyrostko@techona.com

Current Status Closed

Case 6:
NZD - Missing currency and progressive jackpots in Progressive ticker builder

Created on Monday 27 of August 2018 at 18:24
Updated on Wednesday 29 of August 2018 at 22:25
Currently assigned to rpezo Email: rpezo@desertdevco.com
Reported by ytorrentes Email: ytorrentes@desertdevco.com

Current Status Open

Case 7:
Unable to publish immediately lobby configuration changes

Created on Monday 27 of August 2018 at 16:14
Updated on Friday 31 of August 2018 at 13:35
Currently assigned to Unassigned Email: oguerrero@techona.com
Reported by bspear Email: bridget.spear@xdevservices.com

Current Status Open

2 low cases created:

Case 1:

Mobile - Force on entrance message - Extra window appearing on lobby is blocking player when switching from Practice to Real mode

https://jira.realtimegaming.com/browse/CAS-41382
Created on Tuesday 28 of August 2018 at 16:57
Updated on Tuesday 28 of August 2018 at 17:22
Currently assigned to ogatjens Email: ogatjens@desertdevco.com
Reported by jovillalobos Email: jovillalobos@desertdevco.com

Current Status Open

Case 2:

REG 18.09.00 - upper safety area partially hidden in Safari on Mac

https://jira.realtimegaming.com/browse/CAS-41369
Created on Tuesday 28 of August 2018 at 14:12
Updated on Friday 31 of August 2018 at 13:52
Currently assigned to Unassigned Email: oguerrero@techona.com
Reported by nmoudra Email: nmoudra@techona.com

Current Status Open