



Weekly report of the issues created

Friday 07 of September 2018 at 09:41

This week there were 29 jira cases created

- 1 Emergency cases
- 4 Critical cases
- 10 Major cases
- 10 Medium cases
- 4 Low cases

Details:

21 cases created this last week are still open

1 case In Progress

1 case resolved but not closed

5 cases closed

1 case ready for QA

1 Emergency case created:

Case 1:

Snakes and Ladders service failure

<https://jira.realtimemegaming.com/browse/CAS-41756>

Created on Wednesday 05 of September 2018 at 10:45

Updated on Wednesday 05 of September 2018 at 16:56

Currently assigned to mjimenez Email: mjimenez@techona.com

Reported by jmontero Email: smontero@techona.com

Current Status In Progress (Created 46 hours ago)

4 critical cases created:

Case 1:

Asia Web Lobby_No fund balance after login_Insufficient fund to play game

<https://jira.realtimemegaming.com/browse/CAS-41739>

Created on Wednesday 05 of September 2018 at 05:22

Updated on Wednesday 05 of September 2018 at 07:43

Currently assigned to elim Email: eugene.lim@rtgasia.com

Reported by elim Email: eugene.lim@rtgasia.com

Current Status Resolved (Created 2 days ago)

Case 2:

I, Zombie there are no sounds during Individual win presentation

<https://jira.realtimemgaming.com/browse/CAS-41702>

Created on Tuesday 04 of September 2018 at 20:00

Updated on Thursday 06 of September 2018 at 21:02

Currently assigned to rmatarrita Email: rmatarrita@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 3:

Issue with Web Lobby on release 18.09

<https://jira.realtimemgaming.com/browse/CAS-41694>

Created on Tuesday 04 of September 2018 at 19:45

Updated on Thursday 06 of September 2018 at 11:02

Currently assigned to mtaylor Email: mtaylor@techona.com

Reported by mtaylor Email: mtaylor@techona.com

Current Status Closed

Case 4:

Spin Promotion is not synced between MCA DB and Instawin-SG8 DB

<https://jira.realtimemgaming.com/browse/CAS-41593>

Created on Monday 03 of September 2018 at 08:47

Updated on Thursday 06 of September 2018 at 14:11

Currently assigned to clipinski Email: craig.lipinski@xdevservices.com

Reported by bliew Email: bihling.liew@rtgasia.com

Current Status Ready for QA (Created 4 days ago)

10 major cases created:

Case 1:

The table Games Limit not load in the casino Slots Hall.

<https://jira.realtimemgaming.com/browse/CAS-41884>

Created on Thursday 06 of September 2018 at 13:01

Updated on Thursday 06 of September 2018 at 14:13

Currently assigned to jvasquez Email: jvasquez@desertdevco.com

Reported by amurillo Email: amurillo@desertdevco.com

Current Status Closed

Case 2:

[Laba360] BR is missing in Panda's Gold

<https://jira.realtimemegaming.com/browse/CAS-41820>

Created on Wednesday 05 of September 2018 at 14:28

Updated on Thursday 06 of September 2018 at 11:54

Currently assigned to izur Email: izur@techona.com

Reported by izur Email: izur@techona.com

Current Status Open (Created 43 hours ago)

Case 3:

I, Zombie Animations are presenting Z-order issues

<https://jira.realtimemegaming.com/browse/CAS-41709>

Created on Tuesday 04 of September 2018 at 20:22

Updated on Wednesday 05 of September 2018 at 21:43

Currently assigned to Unassigned Email: oguerrero@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 4:

I, Zombie win-frame indicating the winning line combination is displaying over the Wild animation

<https://jira.realtimemegaming.com/browse/CAS-41708>

Created on Tuesday 04 of September 2018 at 20:21

Updated on Wednesday 05 of September 2018 at 23:14

Currently assigned to rmatarrita Email: rmatarrita@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 5:

I, Zombie The sound for "+2 free games" animation has a delay and doesn't ends at the same time as the animation.

<https://jira.realtimemegaming.com/browse/CAS-41707>

Created on Tuesday 04 of September 2018 at 20:20

Updated on Thursday 06 of September 2018 at 22:58

Currently assigned to rmatarrita Email: rmatarrita@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 6:

I, Zombie Transition from base game to free game is not smooth

<https://jira.realtimemegaming.com/browse/CAS-41704>

Created on Tuesday 04 of September 2018 at 20:03

Updated on Thursday 06 of September 2018 at 21:41

Currently assigned to rmatarrita Email: rmatarrita@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 7:

I, Zombie Game title in Chinese is being displayed over the Wild animation

<https://jira.realtimemegaming.com/browse/CAS-41700>

Created on Tuesday 04 of September 2018 at 19:58

Updated on Thursday 06 of September 2018 at 06:39

Currently assigned to Unassigned Email: oguerrero@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 8:

Some flash games are not loading in InstantPlay for Diamond Reels Casinos

<https://jira.realtimemegaming.com/browse/CAS-41685>

Created on Tuesday 04 of September 2018 at 16:52

Updated on Thursday 06 of September 2018 at 16:36

Currently assigned to ncastro Email: ncastro@desertdevco.com

Reported by mtaylor Email: mtaylor@techona.com

Current Status Open (Created 2 days ago)

Case 9:

Web lobby hangs after finished free spins

<https://jira.realtimemegaming.com/browse/CAS-41643>

Created on Tuesday 04 of September 2018 at 11:50

Updated on Wednesday 05 of September 2018 at 11:13

Currently assigned to lwong Email: lana.wong@rtgasia.com

Reported by lwong Email: lana.wong@rtgasia.com

Current Status Closed

Case 10:

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 dlaidanski Email: dlaidanski@techona.com

Reported by lbadilla Email: lbadilla@desertdevco.com

Current Status Open (Created 6 days ago)

10 medium cases created:

Case 1:

"Game Name" and "Game #" not being displayed for Screen Capture info for HTML5 games

<https://jira.realtimegaming.com/browse/CAS-41977>

Created on Thursday 06 of September 2018 at 22:25

Updated on Thursday 06 of September 2018 at 22:30

Currently assigned to ogatjens Email: ogatjens@desertdevco.com

Reported by julate Email: julate@desertdevco.com

Current Status Open (Created 11 hours ago)

Case 2:

TAG - Edit player information on Admin page doesn't update customer info on TAG

<https://jira.realtimegaming.com/browse/CAS-41904>

Created on Thursday 06 of September 2018 at 14:58

Updated on Thursday 06 of September 2018 at 14:58

Currently assigned to DDC-Investigations Email: DDC-Investigations@ddcinternal.com

Reported by jjaraya Email: jjaraya@desertdevco.com

Current Status Open (Created 18 hours ago)

Case 3:

Banana Jones SNL / Background image displayed during Portrait mode

<https://jira.realtimegaming.com/browse/CAS-41886>

Created on Thursday 06 of September 2018 at 13:29
Updated on Thursday 06 of September 2018 at 17:28
Currently assigned to dcabezas Email: dcabezas@techona.com
Reported by dcabezas Email: dcabezas@techona.com

Current Status Closed

Case 4:

Funny Fatty for Forward Logic Group and Milestone-GU not showing up

<https://jira.realtimemegaming.com/browse/CAS-41741>

Created on Wednesday 05 of September 2018 at 07:55
Updated on Thursday 06 of September 2018 at 23:46
Currently assigned to lwong Email: lana.wong@rtgasia.com
Reported by lwong Email: lana.wong@rtgasia.com

Current Status Closed

Case 5:

I, Zombie Game restore during a feature triggering spin is causing the wheel box to appear before the intro panel.

<https://jira.realtimemegaming.com/browse/CAS-41705>

Created on Tuesday 04 of September 2018 at 20:15
Updated on Thursday 06 of September 2018 at 06:48
Currently assigned to Unassigned Email: oguerrero@techona.com
Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 6:

I, Zombie winning amount is out of the container on Outro Panel

<https://jira.realtimemegaming.com/browse/CAS-41703>

Created on Tuesday 04 of September 2018 at 20:01
Updated on Thursday 06 of September 2018 at 21:18
Currently assigned to dcarcache Email: dcarcache@desertdevco.com
Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 7:

I, Zombie Percentage is not being displayed on Progress bar

<https://jira.realtimemegaming.com/browse/CAS-41701>

Created on Tuesday 04 of September 2018 at 19:58

Updated on Wednesday 05 of September 2018 at 08:56

Currently assigned to Unassigned Email: oguerrero@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 8:

I, Zombie birds particles are always following the same path

<https://jira.realtimemegaming.com/browse/CAS-41697>

Created on Tuesday 04 of September 2018 at 19:53

Updated on Thursday 06 of September 2018 at 21:01

Currently assigned to rmatarrita Email: rmatarrita@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 9:

Over state Continue button asset is showing lines on borders

<https://jira.realtimemegaming.com/browse/CAS-41695>

Created on Tuesday 04 of September 2018 at 19:47

Updated on Thursday 06 of September 2018 at 06:37

Currently assigned to Unassigned Email: oguerrero@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 10:

Player Event Log - Total Net Amount and Total Gross Amount is 0

<https://jira.realtimemegaming.com/browse/CAS-41549>

Created on Friday 31 of August 2018 at 15:11

Updated on Monday 03 of September 2018 at 22:32

Currently assigned to dcerdas Email: dcerdas@desertdevco.com

Reported by mtaylor Email: mtaylor@techona.com

Current Status Open (Created 6 days ago)

4 low cases created:

Case 1:

Splash Screen of Shanghai Lights, Cai Hong and Lucha Libre 2 is not centered on smartphone portrait

<https://jira.realtimemgaming.com/browse/CAS-41813>

Created on Wednesday 05 of September 2018 at 13:41

Updated on Wednesday 05 of September 2018 at 14:29

Currently assigned to relizondo Email: relizondo@desertdevco.com

Reported by jovillalobos Email: jovillalobos@desertdevco.com

Current Status Open (Created 43 hours ago)

Case 2:

I, Zombie Re-trigger feature shows an extra layout in the platform bar

<https://jira.realtimemgaming.com/browse/CAS-41710>

Created on Tuesday 04 of September 2018 at 20:24

Updated on Wednesday 05 of September 2018 at 08:51

Currently assigned to emata Email: emata@desertdevco.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 3:

I, Zombie Jumping wilds spin notes showing "Jumping Wilds!" title to many times

<https://jira.realtimemgaming.com/browse/CAS-41699>

Created on Tuesday 04 of September 2018 at 19:56

Updated on Wednesday 05 of September 2018 at 08:51

Currently assigned to Unassigned Email: oguerrero@techona.com

Reported by cbell Email: cliff.bell@xdevservices.com

Current Status Open (Created 2 days ago)

Case 4:

Not able to show payable/ game rules when free spin coupon is redeem and play in mobile

<https://jira.realtimemgaming.com/browse/CAS-41592>

Created on Monday 03 of September 2018 at 06:57

Updated on Monday 03 of September 2018 at 22:28

Currently assigned to dcerdas Email: dcerdas@desertdevco.com

Reported by jphung Email: jc.phung@rtgasia.com

Current Status Open (Created 4 days ago)