Weekly report of the issues created

Wednesday 31 of October 2018 at 13:35

This week there were 20 jira cases created

1	Emergency cases
2	Critical cases
5	Major cases
11	Medium cases
1	Low cases

Details:

16 cases created this last week are still open
1 case resolved but not closed
2 cases closed
1 case ready for QA

1 Emergency case created:

Case 1:
Test Bug

https://jira.realtimegaming.com/browse/CAS-45388
Created on Saturday 27 of October 2018 at 03:39
Updated on Sunday 28 of October 2018 at 23:02
Currently assigned to jmarin Email: jmarin@desertdevco.com
Reported by jmarin Email: jmarin@desertdevco.com

Current Status Closed

2 critical cases created:

Case 1:
Navigation buttons are not working, the player is not able to return to the lobby after loading any game

https://jira.realtimegaming.com/browse/CAS-45467
Created on Monday 29 of October 2018 at 20:06
Updated on Tuesday 30 of October 2018 at 13:25
Currently assigned to rmatarrita Email: rmatarrita@techona.com
Reported by msequeira Email: msequeira@desertdevco.com

Current Status Open (Created 41 hours ago)

Case 2:
[iPhone Xs MAX\Xr] Games not playable in portrait

https://jira.realtimegaming.com/browse/CAS-45197

Created on Thursday 25 of October 2018 at 11:04
Updated on Wednesday 31 of October 2018 at 10:34
Currently assigned to rmatarrita Email: rmatarrita@techona.com
Reported by amichai Email: amichai@techona.com

Current Status Open (Created 6 days ago)

5 major cases created:

Case 1:
Cashier Coupon Set not allow a domain with extension .casino

https://jira.realtimegaming.com/browse/CAS-45528
Created on Tuesday 30 of October 2018 at 17:05
Updated on Tuesday 30 of October 2018 at 17:05
Currently assigned to DDC-Investigations Email: DDC-Investigations@ddcinternal.com
Reported by amurillo Email: amurillo@desertdevco.com

Current Status Open (Created 20 hours ago)

Case 2:
"Device or Browser not supported" message is displayed for GTK Games in Chrome through MacBook Pro

https://jira.realtimegaming.com/browse/CAS-45453
Created on Monday 29 of October 2018 at 17:29
Updated on Tuesday 30 of October 2018 at 13:09
Currently assigned to rmatarrita Email: rmatarrita@techona.com
Reported by kgarita Email: kgarita@desertdevco.com

Current Status Open (Created 44 hours ago)

Case 3:
Get details for Key Not Found Exception from GetSkinURI

https://jira.realtimegaming.com/browse/CAS-45445
Created on Monday 29 of October 2018 at 15:55
Updated on Tuesday 30 of October 2018 at 20:00
Currently assigned to chollingsworth Email: charles.hollingsworth@xdevservices.com
Reported by chollingsworth Email: charles.hollingsworth@xdevservices.com

Current Status Closed

Case 4:

CAS API getting 500 error when calling rsvs-game-details and rsvs-game-details-with-icons

https://jira.realtimegaming.com/browse/CAS-45396
Created on Monday 29 of October 2018 at 03:34
Updated on Tuesday 30 of October 2018 at 14:21
Currently assigned to akoay Email: arnold.koay@rtgasia.com
Reported by akoay Email: arnold.koay@rtgasia.com

Current Status Resolved (Created 2 days ago)

Case 5:

[Mobile]Sandwich Menu button not working for Lucky Wheel enabled games

https://jira.realtimegaming.com/browse/CAS-45375
Created on Friday 26 of October 2018 at 20:16
Updated on Tuesday 30 of October 2018 at 13:08
Currently assigned to dcerdas Email: dcerdas@desertdevco.com
Reported by jarias Email: jarias@desertdevco.com

Current Status Open (Created 4 days ago)

11 medium cases created:

Case 1:

Winning bonus is not credited in GoldClub Casino - GCLUB SLOT ONLINE

https://jira.realtimegaming.com/browse/CAS-45539
Created on Wednesday 31 of October 2018 at 04:11
Updated on Wednesday 31 of October 2018 at 09:04
Currently assigned to ldiaz Email: ldiaz@desertdevco.com
Reported by jleong Email: jake.leong@rtgasia.com

Current Status Open (Created 9 hours ago)

Case 2:

Plentiful Treasure - Sack Animation Displays twice on Bonus Jackpot Feature Triggering Animation

https://jira.realtimegaming.com/browse/CAS-45536
Created on Tuesday 30 of October 2018 at 23:51
Updated on Tuesday 30 of October 2018 at 23:59

Currently assigned to ajimenez Email: ajimenez@desertdevco.com
Reported by jaguero Email: jaguero@desertdevco.com

Current Status Open (Created 13 hours ago)

Case 3:
CIO settings errors in the casino log

https://jira.realtimegaming.com/browse/CAS-45504
Created on Tuesday 30 of October 2018 at 14:28
Updated on Tuesday 30 of October 2018 at 14:28
Currently assigned to clipinski Email: craig.lipinski@xdevservices.com
Reported by clipinski Email: craig.lipinski@xdevservices.com

Current Status Open (Created 23 hours ago)

Case 4:
API RTGWebAPI/api/cashier is using an incorrect token for InstantPlay

https://jira.realtimegaming.com/browse/CAS-45495
Created on Tuesday 30 of October 2018 at 12:52
Updated on Tuesday 30 of October 2018 at 12:53
Currently assigned to DDC-Investigations Email: DDC-Investigations@ddcinternal.com
Reported by mtaylor Email: mtaylor@techona.com

Current Status Open (Created 24 hours ago)

Case 5:
Quick Deposit window does not close after succesful deposit

https://jira.realtimegaming.com/browse/CAS-45478
Created on Tuesday 30 of October 2018 at 08:24
Updated on Tuesday 30 of October 2018 at 14:44
Currently assigned to chollingsworth Email: charles.hollingsworth@xdevservices.com
Reported by tnguyen Email: tnguyen@techona.com

Current Status Open (Created 29 hours ago)

Case 6:
AddConnectionData Attempt to add connection failed

https://jira.realtimegaming.com/browse/CAS-45451
Created on Monday 29 of October 2018 at 16:44
Updated on Monday 29 of October 2018 at 16:44
Currently assigned to dhenry Email: daniel.henry@xdevservices.com

Reported by emoore Email: erin.moore@xdevservices.com

Current Status Open (Created 44 hours ago)

Case 7:
Balance Queue ReadCallback error

https://jira.realtimegaming.com/browse/CAS-45450
Created on Monday 29 of October 2018 at 16:39
Updated on Monday 29 of October 2018 at 16:39
Currently assigned to dhenry Email: daniel.henry@xdevservices.com
Reported by emoore Email: erin.moore@xdevservices.com

Current Status Open (Created 44 hours ago)

Case 8:
Non-standard sql user

https://jira.realtimegaming.com/browse/CAS-45373
Created on Friday 26 of October 2018 at 20:10
Updated on Wednesday 31 of October 2018 at 09:02
Currently assigned to saraujo Email: saraujo@techona.com
Reported by chollingsworth Email: charles.hollingsworth@xdevservices.com

Current Status Open (Created 4 days ago)

Case 9:
Number of spin displayed in player history is incorrect

https://jira.realtimegaming.com/browse/CAS-45258
Created on Friday 26 of October 2018 at 08:43
Updated on Wednesday 31 of October 2018 at 05:58
Currently assigned to dcerdas Email: dcerdas@desertdevco.com
Reported by yyeo Email: yeulind.yeo@rtgasia.com

Current Status Open (Created 5 days ago)

Case 10:
GTK - MaxPayout message triggers a resize on IOS devices affecting Plentiful Treasure

https://jira.realtimegaming.com/browse/CAS-45218
Created on Thursday 25 of October 2018 at 15:30
Updated on Thursday 25 of October 2018 at 16:10
Currently assigned to ajimenez Email: ajimenez@desertdevco.com
Reported by dsamuels Email: dsamuels@desertdevco.com

Current Status Open (Created 5 days ago)

Case 11:
GetStringTable errors in event log are not reporting full details

https://jira.realtimegaming.com/browse/CAS-45135
Created on Wednesday 24 of October 2018 at 14:47
Updated on Tuesday 30 of October 2018 at 15:22
Currently assigned to emoore Email: erin.moore@xdevservices.com
Reported by clipinski Email: craig.lipinski@xdevservices.com

Current Status Ready for QA (Created 6 days ago)

1 low case created:

Case 1:
RSVS - PT: Sack is not reset upon Jackpot Pick Feature Restore

https://jira.realtimegaming.com/browse/CAS-45158
Created on Wednesday 24 of October 2018 at 16:45
Updated on Wednesday 24 of October 2018 at 16:46
Currently assigned to ajimenez Email: ajimenez@desertdevco.com
Reported by jaguero Email: jaguero@desertdevco.com

Current Status Open (Created 6 days ago)