

Compac Help Desk - Issues

#	Tracker	Status	Priority	Subject	Assignee	Updated
11323	Bug	New	High	In whole app search functionality should also work without dates	Kanisk Kumar	11/05/2024 03:43 PM
11322	Bug	New	High	Handle null value properly in the whole application	Kanisk Kumar	11/05/2024 03:43 PM
11320	Bug	New	High	In spare requirements item count is different and item names are different	Kanisk Kumar	11/05/2024 03:42 PM
11319	Bug	New	High	Profile pic is not appearing of customer details in detail view	Kanisk Kumar	11/05/2024 03:42 PM
11318	Bug	New	High	User should not be able to add items without selecting spare type	Kanisk Kumar	11/05/2024 03:42 PM
11317	Bug	New	High	User should not able to edit the roles from view mode and check from Manage Roles also	Kanisk Kumar	11/05/2024 03:41 PM
11316	Bug	New	High	I technician details on search when i download excel and csv whole result are appearing not a single result	Kanisk Kumar	11/05/2024 03:41 PM
11315	Bug	New	High	In item master in excel and in csv data is appearing different in some items of the order	Kanisk Kumar	11/05/2024 03:41 PM
11314	Bug	New	High	In item master csv and excel in spare type different data is appearing as compared to web	Kanisk Kumar	11/05/2024 03:40 PM
11313	Bug	New	High	In item master, in edit update is showing success but it is not getting reflected in the web	Kanisk Kumar	11/05/2024 03:40 PM
11311	Bug	New	High	In Exception report while updating remarks there is an error message is appearing	Kanisk Kumar	11/05/2024 03:39 PM
11306	Bug	New	High	User should not able to edit the roles, remove access for editing	Kanisk Kumar	11/05/2024 03:38 PM
11304	Bug	New	High	While i'm editing technician map is not appearing	Kanisk Kumar	11/05/2024 03:37 PM
11303	Bug	New	High	Employee code can not be same while editing or adding technician	Kanisk Kumar	11/05/2024 03:37 PM
11302	Bug	New	High	In down time reports in detail view in faulty parts download and print is not working, in exception report also, check in all reports	Kanisk Kumar	11/05/2024 03:36 PM
11301	Bug	New	High	If there is two dispatched spare then if i received one then i should not be able to complete that job	Kanisk Kumar	11/05/2024 03:36 PM
11300	Bug	New	High	In spare i'm not able to update two or more than two spare at a same time	Kanisk Kumar	11/05/2024 03:35 PM
11299	Bug	New	High	Complaint time is not getting refresh if i went through another complaint, start one complaint then start different complaint now check the time	Kanisk Kumar	11/05/2024 03:35 PM
11298	Bug	New	High	In mobile app and in web back to home slider and availability slider should work same in both of technician	Kanisk Kumar	11/05/2024 03:35 PM
11296	Bug	New	High	Open any customer, by default it will be in edit mode > move the maps> then click on update . location is not updated	Kanisk Kumar	11/05/2024 03:34 PM
11295	Bug	New	High	On edit details of customer nothing is changing by map	Kanisk Kumar	11/05/2024 03:34 PM
11292	Bug	New	High	I'm able to edit items data same as already exist	Kanisk Kumar	11/05/2024 03:33 PM
11291	Bug	New	High	While editing item details we should not be able to select consumable and returnable both at same time and we should not be able to update with empty fields with only space	Kanisk Kumar	11/05/2024 03:32 PM
11290	Bug	New	High	While adding item nothing is happening if i click on save without filling mandatory options	Kanisk Kumar	11/05/2024 03:32 PM
11289	Bug	New	High	In dashboard technician jobs after performing search, in csv and excel file availability field is appearing blank	Kanisk Kumar	11/05/2024 03:32 PM
11288	Bug	New	High	In spare part details i'm able to delete spare requirement without any reason with only space	Kanisk Kumar	11/05/2024 03:31 PM
11287	Bug	New	High	Loader should be there in the application while performing search	Kanisk Kumar	11/05/2024 03:30 PM
11285	Bug	New	High	In dashboard, dispenser number search is not working	Kanisk Kumar	11/05/2024 03:30 PM
11284	Bug	New	High	In rejected calls when i click on approve button, menu of csv and excel gets shifted	Kanisk Kumar	11/05/2024 03:30 PM

#	Tracker	Status	Priority	Subject	Assignee	Updated
11281	Bug	New	High	On client side pagination is not correct, total number are different & pagination is different	Kanisk Kumar	11/05/2024 03:28 PM
11280	Bug	New	High	On spare details in docket number edit popup i'm able to submit blank docket number with space	Kanisk Kumar	11/05/2024 03:28 PM
11277	Bug	New	High	Admin side port and client side port when i copy admin side url then paste it in client-side then port should not change and user should be logged out	Kanisk Kumar	11/05/2024 03:27 PM
11276	Bug	New	High	In Client side in complaint registration page eye icon is not clickable	Kanisk Kumar	11/05/2024 03:27 PM
11272	Bug	New	High	On the client side, blank data appears on hyperlink complaint number	Kanisk Kumar	11/05/2024 03:26 PM
11271	Bug	New	High	In transit report i'm not able to download csv and excel file	Kanisk Kumar	11/05/2024 03:25 PM
11267	Bug	New	High	In client side search is not working properly in complaint registration page	Kanisk Kumar	11/05/2024 03:24 PM
11262	Bug	New	High	In part consumption details search is not working on date basis	Kanisk Kumar	11/05/2024 03:21 PM
11204	Bug	New	High	Open any customer, by default, it will be in edit mode > move the maps> then click on update. location is not updated	Kanisk Kumar	11/05/2024 02:18 PM
11203	Bug	New	High	If I'm changing my location in customer details then it should reflect in the dispenser also, if the dispenser is allotted to that location	Kanisk Kumar	11/05/2024 02:18 PM
11198	Bug	New	High	Customer should not get deleted if the dispenser is allotted to that customer	Kanisk Kumar	11/05/2024 01:33 PM
11196	Bug	New	High	After updating one dispenser and deleting the previous location, the new location is not coming in auto search	Kanisk Kumar	11/05/2024 01:33 PM
11195	Bug	New	High	In edit if I edit one dispenser then if I delete that previous location then the location is created Automatically	Kanisk Kumar	11/05/2024 01:32 PM
11191	Bug	New	High	While adding the location map is not moving	Kanisk Kumar	11/05/2024 01:31 PM
11187	Bug	New	High	I have deleted one dispenser but still I'm able to create a complaint with that dispenser	Kanisk Kumar	11/05/2024 01:30 PM
11186	Bug	New	High	If the email is changed then I'm not able to log in with the previous email	Kanisk Kumar	11/05/2024 01:29 PM
11176	Bug	New	High	On customer details in the location I'm not able to move the map icon	Kanisk Kumar	11/05/2024 01:25 PM
11170	Bug	New	High	Auto search is not working properly in the edit dispenser	Kanisk Kumar	11/05/2024 01:23 PM
11169	Bug	New	High	In the edit dispenser I'm not able to update the GA, RO details or dispenser	Kanisk Kumar	11/05/2024 01:23 PM
11167	Bug	New	High	Deactivate/reset password / Change password/ Activate is not working properly	Kanisk Kumar	11/05/2024 01:22 PM
11166	Bug	New	High	On edit details of the customer nothing is changing by map	Kanisk Kumar	11/05/2024 01:21 PM
11163	Bug	New	High	GA, RO details is not working properly	Kanisk Kumar	11/05/2024 01:20 PM
10281	Bug	New	High	Action taken is not coming in report of downtime excel and csv both	Kanisk Kumar	07/18/2024 05:21 PM
10277	Bug	New	High	Delay time is coming zero in part consumption report	Kanisk Kumar	07/18/2024 05:19 PM
10276	Bug	New	High	Total spare time calculation is not correct in downtime/exception reports	Kanisk Kumar	07/18/2024 05:19 PM
10274	Bug	New	High	I'm unable to download SLA report	Kanisk Kumar	07/18/2024 05:18 PM
10273	Bug	New	High	In job complete but under observation no CSV file option is coming	Kanisk Kumar	07/18/2024 05:18 PM
10268	Bug	New	High	While changing the status of job, remark is not changing other than remark action taken is changing according to the status	Kanisk Kumar	07/18/2024 04:21 PM
10267	Bug	New	High	On clicking on "Profile Info" option user is getting logged out in client web app portal	Kanisk Kumar	07/18/2024 04:21 PM
10266	Bug	New	High	In module permission page if i'm giving permission to someone then server error is coming	Kanisk Kumar	07/18/2024 04:15 PM

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10265	Bug	New	High	In customer web app portal i'm not able to click on view report icon (eye) in action of exception reports(client)	Kanisk Kumar	07/18/2024 04:15 PM
10262	Bug	New	High	If there is a null value then we should handle it properly	Kanisk Kumar	07/18/2024 03:59 PM
10261	Bug	New	High	Technician's name is getting auto picked when i'm entering complaint number part dispatch report	Kanisk Kumar	07/18/2024 03:58 PM
10257	Bug	New	High	Delete & download functionality in image is not working properly	Kanisk Kumar	07/18/2024 03:56 PM
10256	Bug	New	High	Delete functionality in pdf is not working properly	Kanisk Kumar	07/18/2024 03:56 PM
10254	Bug	New	High	Xslx file is taking so much time to download	Kanisk Kumar	07/18/2024 03:51 PM
10252	Bug	New	High	Image functions are not visible in submit report like (Delete,Crop,Rotate,Download,Print)	Kanisk Kumar	07/18/2024 03:51 PM
10251	Bug	New	High	PDF/Image is not coming in complete job status	Kanisk Kumar	07/18/2024 03:50 PM
10250	Bug	New	High	Add three fields in excel report of dispatch report (Item Code, Item Name, Courier details)	Kanisk Kumar	07/18/2024 03:50 PM
10248	Bug	New	High	In part consumption report we need to modify the excel sheet according to the points in the meeting	Kanisk Kumar	07/18/2024 03:37 PM
10233	Bug	New	High	If technician turns on back to home feature then it is not reflecting in the web app	Kanisk Kumar	07/17/2024 06:31 PM
10232	Bug	New	High	In mobile app, if technician turns on the back to home then availability should be turned off automatically and vice versa	Kanisk Kumar	07/17/2024 06:31 PM
10231	Bug	New	High	Back to home slider is not working properly	Kanisk Kumar	07/17/2024 06:29 PM
10229	Bug	New	High	Confirmation Popup message should be there in breakdown type if i have selected dispenser no. first without selecting the category of breakdown	Kanisk Kumar	07/17/2024 06:24 PM
10228	Bug	New	High	Sound and notification in mobile app is not coming when job is coming after getting rejected	Kanisk Kumar	07/17/2024 06:24 PM
10227	Bug	New	High	"Date and time format should be same in the whole app DD-MM-YY, H-M-S 12hr format and the calculation of time is also not correct in excel report like exception report, down time, etc"	Kanisk Kumar	07/17/2024 06:23 PM
10226	Bug	New	High	Yellow color should be there at spare requirements if spare is partially received	Kanisk Kumar	07/17/2024 06:22 PM
10225	Bug	New	High	In completed job after uploading pdf popup in service details is not getting closed	Kanisk Kumar	07/17/2024 06:22 PM
10224	Bug	New	High	while registering a complaint select this dispenser no. "19E-14795201-25" you will be able to create job without entering mandatory fields	Kanisk Kumar	07/17/2024 06:21 PM
10222	Bug	New	High	In complete status uploaded file should be visible	Kanisk Kumar	07/17/2024 06:20 PM
10221	Bug	New	High	Excel file in report taking too much time than expected to get download	Kanisk Kumar	07/17/2024 06:18 PM
10220	Bug	New	High	If I have selected the same date two time to search then it is taking the date i have selected and today's date for search	Kanisk Kumar	07/17/2024 06:17 PM
10219	Bug	New	High	While selecting date in search in any page when calendar down there is a different date format and after selection there is a different date format	Kanisk Kumar	07/17/2024 06:13 PM
10218	Bug	New	High	In dispatch reports after entering dates search functionality is not working properly	Kanisk Kumar	07/17/2024 06:12 PM
10217	Bug	New	High	Time is taking same after assigning 1st technician again after rejecting two technician(See test step for scenario)	Kanisk Kumar	07/17/2024 06:12 PM
10216	Bug	New	High	Complaint forward date and time is not coming in excel report of exception report	Kanisk Kumar	07/17/2024 06:11 PM
10210	Bug	New	High	If the technician rejects the job then the state of the complaint should change automatically	Kanisk Kumar	07/17/2024 06:04 PM
10209	Bug	New	High	After completing the job we should not be able to assign the technician again	Kanisk Kumar	07/17/2024 06:02 PM
10206	Bug	New	High	The camera is not opening while completing the job in phone	Kanisk Kumar	07/17/2024 05:33 PM

#	Tracker	Status	Priority	Subject	Assignee	Updated
10200	Bug	New	High	After clicking on cancel functionality i am not able to select options from Spare sent by field on First click, i need to click on the option two time	Kanisk Kumar	07/17/2024 05:28 PM
10189	Bug	New	High	After adding a dispenser with ga null and in the customer tried to delete it the error is coming	Kanisk Kumar	07/17/2024 04:24 PM
10187	Bug	New	High	While adding a dispenser GA details should be mandatory	Kanisk Kumar	07/17/2024 04:23 PM
10183	Bug	New	High	I'm not able to delete the dispenser	Kanisk Kumar	07/17/2024 04:21 PM
10182	Bug	New	High	Open any customer , by default, it will be in edit mode > move the maps> then click on update. location is not updated	Kanisk Kumar	07/17/2024 04:20 PM
10181	Bug	New	High	If I'm changing my location in customer details then it should reflect in the dispenser also, if the dispenser is allotted to that location	Kanisk Kumar	07/17/2024 04:20 PM
10180	Bug	New	High	I have created one customer and then deleted the customer but still I'm able to login to the app with their credentials	Kanisk Kumar	07/17/2024 04:19 PM
10179	Bug	New	High	If there is one field left while making the customer then after filling it I'm unable to make the customer	Kanisk Kumar	07/17/2024 04:13 PM
10178	Bug	New	High	In changing the password we should not be able to add the same password as the old password	Kanisk Kumar	07/17/2024 04:13 PM
10176	Bug	New	High	Customer should not get deleted if the dispenser is allotted to that customer	Kanisk Kumar	07/17/2024 04:12 PM
10174	Bug	New	High	After updating one dispenser and deleting the previous location, the new location is not coming in auto search	Kanisk Kumar	07/17/2024 04:07 PM
10173	Bug	New	High	In edit if I edit one dispenser then if I delete that previous location then the location is created Automatically	Kanisk Kumar	07/17/2024 04:07 PM
10172	Bug	New	High	Able to make dispenser on the same number for multiple customers	Kanisk Kumar	07/17/2024 04:05 PM
10169	Bug	New	High	While adding the location map is not moving	Kanisk Kumar	07/17/2024 04:04 PM
10165	Bug	New	High	If I have deleted one dispenser but still I'm able to create a complaint with that dispenser	Kanisk Kumar	07/17/2024 04:00 PM
10163	Bug	New	High	If I have deleted the location then still I'm able to make the dispenser on that location	Kanisk Kumar	07/17/2024 03:59 PM
10156	Bug	New	High	Time in the customer portal is not showing properly	Kanisk Kumar	07/17/2024 03:53 PM
10152	Bug	New	High	In the edit dispenser company name is not getting auto-picked	Kanisk Kumar	07/17/2024 03:51 PM
10150	Bug	New	High	On the edit dispenser if I'm editing one dispenser then another one is creating an error message coming	Kanisk Kumar	07/17/2024 03:47 PM
10148	Bug	New	High	Auto search is not working properly in the edit dispenser	Kanisk Kumar	07/17/2024 03:46 PM
10147	Bug	New	High	In the edit dispenser I'm not able to update the GA, RO details or dispenser	Kanisk Kumar	07/17/2024 03:45 PM
10145	Bug	New	High	Deactivate/reset password / Change password/ Activate is not working properly	Kanisk Kumar	07/17/2024 03:43 PM
10144	Bug	New	High	On edit details of the customer nothing is changing by map	Kanisk Kumar	07/17/2024 03:43 PM
10140	Bug	New	High	New customer should show in recent in customer details page	Kanisk Kumar	07/17/2024 03:40 PM
7317	Bug	New	High	If the technician is not available, should come a pop up message confirmation on job assign and job reassign.	Sudarshan Jha	08/07/2023 01:12 PM
7184	Bug	New	High	Complaint Details > Delete field service report > Cancel button is not working.	Rohit K	07/17/2023 12:42 PM
7147	Bug	New	High	Receive the spare with status Received with Damage from Android > Pdf file doesn't displayed also technician name also not displayed.	Rohit K	07/11/2023 10:50 AM
6950	Bug	Resolved	High	Technician Jobs > View Details on any technician > Download CSV > Check the alignment of the records, Change the date format , Displaying 0 in first record.	Rohit K	07/19/2023 11:54 AM