Service Desk - Bug #1361

Reports page Ticket count is not matching with the Count in My Tickets view

02/10/2024 10:10 AM - Krishna Kanth A

Status:	Closed	**Start date:**	02/10/2024
Priority:	Normal	**Due date:**	
Assignee:	Venkata Suryateja Thripuraribhotla	**% Done:**	0%
Category:		**Estimated time:**	0:00 hour
Target version:		**Spent time:**	0:00 hour
Deployed In:	Production Environment	**Category:**	

Description

There are 3 issues in this ticket

1) In my Tickets view, the total count is displayed as 8
but on Running the Report for the Tickets Data, 10 Tickets ae displayed.
There is a mismatch in the count generated in the reports page.
Please refer to the below 3 attached screenshots in the attached files.

2) When the Report is generated with the SI Logged in User PACS All are displayed in the line 1 and the single PACS name is
displayed on the Second all as highlighted in the Screenshot. Please check.

3) Though the tickets are raised for 2 PACS, second page for the Report is not Generated.

History

#1 - 18/10/2024 06:06 PM - Krishna Kanth A

- *Status changed from New to Ready for StgDmo*

- *Deployed In set to QA Environment*

#2 - 18/10/2024 06:13 PM - Krishna Kanth A

- *Assignee changed from Krishna Kanth A to Venkata Suryateja Thripuraribhotla*

#3 - 06/01/2025 11:26 AM - Redmine Admin

- *Status changed from Ready for StgDmo to Closed*

- *Deployed In changed from QA Environment to Production Environment*

Files

ReportsCount_1.png	109 KB	02/10/2024		Krishna Kanth A
Dashboard_Count.png	108 KB	02/10/2024		Krishna Kanth A
MyTickets_Count.png	251 KB	02/10/2024		Krishna Kanth A