

Service Desk - Bug #1436

Edit Button and Resolved is Enabled for the closed Ticket

16/10/2024 03:38 PM - Krishna Kanth A

Status:	Closed	Start date:	16/10/2024
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:	UI
Description			
Hi Bhanu Sir/Praveen, For the Closed ticket, Edit Option is Visible and Resolved Button is Enabled. Could you please check. Kindly refer to the attached screenshot. Example Ticket : ANI2400010 in Andaman Production Application.			

History

- #1 - 16/10/2024 03:44 PM - Durga Konduru
- Status changed from New to In Progress
  - Assignee changed from Durga Konduru to Praveen kumar Bandi
- #2 - 04/11/2024 10:41 AM - Narayana Akkipalli
- Status changed from In Progress to Deployed in Dev
  - Deployed In set to QA Environment
  - Category set to UI
- #3 - 22/11/2024 01:23 PM - prathyusha Ramiseti
- File Screenshot 2024-11-22 115400.png added
  - File Screenshot 2024-11-22 115939.png added
- Successfully tested in QA and attached screenshot  
Edit Button and Resolved are disabled for the closed Ticket
- #4 - 25/11/2024 04:58 PM - prathyusha Ramiseti
- Assignee changed from Praveen kumar Bandi to Venkata Suryateja Thripuraribhotla
- #5 - 01/12/2024 11:30 AM - Krishna Kanth A
- Deployed In changed from QA Environment to Production Environment
- #6 - 01/12/2024 11:31 AM - Redmine Admin
- Status changed from Deployed in Dev to Closed

Tested in Prod Successfully, proceeding for ticket closure.

Files

Closed ticket_Edit Enabled.jpg	227 KB	16/10/2024	Krishna Kanth A
Screenshot 2024-11-22 115400.png	160 KB	22/11/2024	prathyusha Ramiseti
Screenshot 2024-11-22 115939.png	169 KB	22/11/2024	prathyusha Ramiseti