

Gisaf - Feature #12713

Gisaf not loading on some devices and software

16/08/2021 09:20 - Giulio Di Anastasio

Status:	Closed	Start date:	16/08/2021
Priority:	Normal	Due date:	
Assignee:	Philippe May	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description			
It has been reported by Yann (Aurore's husband? - Transformation) that Gisaf does not open on Chrome and Firefox on iPad. I don't know if this can be tested and how it can be resolved			

History

#1 - 16/08/2021 13:39 - Giulio Di Anastasio

- File Yann Gisaf error - PastedGraphic-1.png added

Today the same person (Yann) has informed that he cannot load Gisaf even on his computer, and he gets an "Unauthorized" message - see attached file

#2 - 16/08/2021 15:03 - Philippe May

I think it's a "user error". Just replied to Yann:

I think it's actually very simple: you need to click on the "Map" tab on the top of the screen.

In the future, Gisaf could be updated to hide buttons to dashboards that aren't available for the user, due to permission/access rights.

#3 - 16/08/2021 15:53 - Philippe May

- Status changed from New to Closed

Indeed, Yann got confused with a dashboard page.

#4 - 16/08/2021 15:55 - Giulio Di Anastasio

Thanks Philippe, it was just a simple problem, but I had not realized that he was clicking on the wrong button...

Giulio

Files

Yann Gisaf error - PastedGraphic-1.png	48.7 KB	16/08/2021	Giulio Di Anastasio
--	---------	------------	---------------------