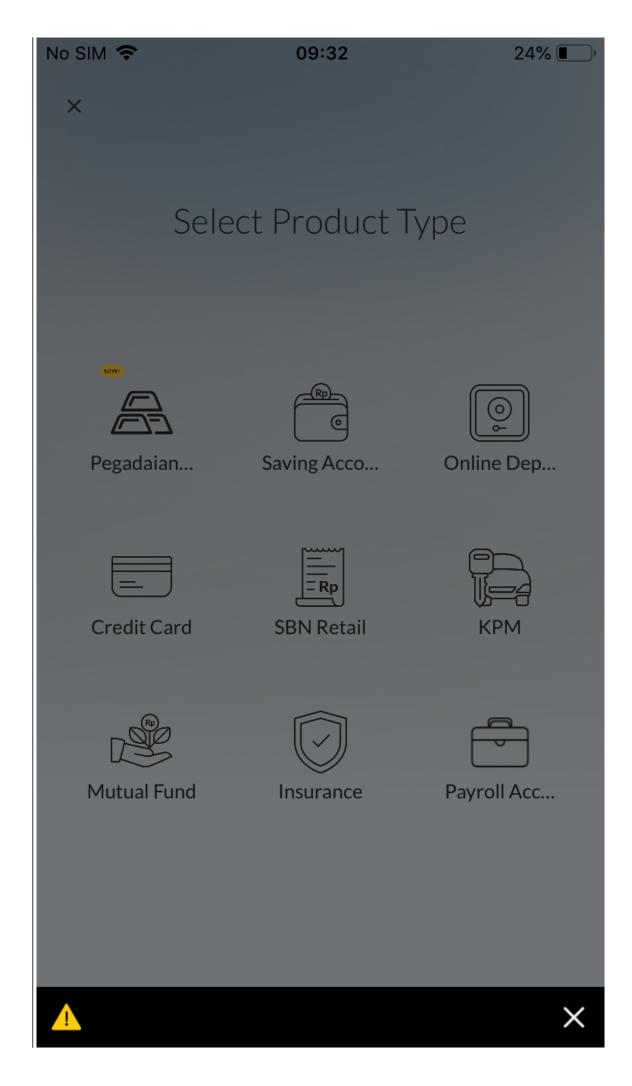# PENGADIAN EMAS - Bug #15825

iOS[EMAS][REGISTRATION][NEGATIVE SCENARIO] Issue When M2U Services Down Part 1

22 February 2023 01:43 PM - yap chekying

Status:	Closed		**Start date:**	22 February 2023
Priority:	Urgent		**Due date:**	
Assignee:	yap chekying		**% Done:**	0%
Category:			**Estimated time:**	0.00 hour
Target version:			**Spent time:**	0.00 hour

Description

Issue 1:
During M2U ws down (any ws), show black screen or empty pop up when back to previous screen. Refer to BlackScreen.MP4

✕

Select Product Type

NEW!

Pegadaian...

Saving Acco...

Online Dep...

Credit Card

SBN Retail

KPM

Mutual Fund

Insurance

Payroll Acc...

⚠️   ✕

Expected Result:
Should not show black screen or empty pop up.

Issue 2:
During check-account ws down, no error message show on screen when tap on "CREATE PEGADAIAN ACCOUNT" button. Refer to checkAccount (1).mp4

Expected Result:
Should show error message below:
ENG: We apologize, system is currently unavailable. Please try again later
IND: Mohon maaf, saat ini sistem tidak tersedia. Silahkan coba kembali beberapa saat lagi.

Issue 3:
During getDropDown ws down, app crashed when tap on "CREATE PEGADAIAN ACCOUNT" button. Refer to getDropDown.MP4

Expected Result:
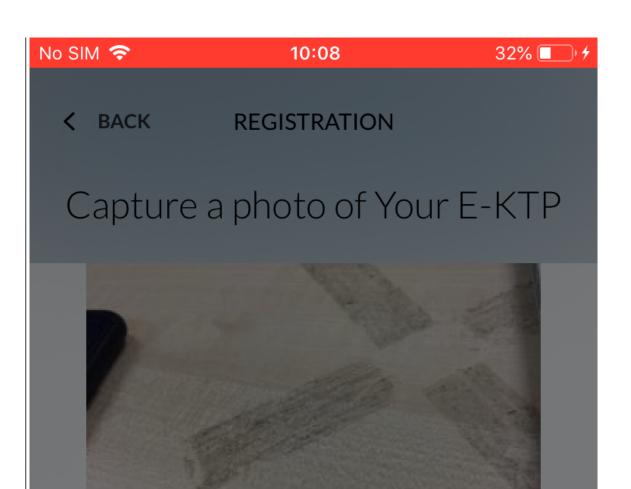App should not crash and should show error message below:
ENG: We apologize, system is currently unavailable. Please try again later
IND: Mohon maaf, saat ini sistem tidak tersedia. Silahkan coba kembali beberapa saat lagi.

Issue 4:
During store-image ws down at e-KTP screen, hit "System Unavailable" error when tap on "CONTINUE" button.

Capture a photo of Your E-KTP

- Ensure that the information in your e-KTP photo is readable

- Must be a photo of your physical e-KTP (not a copy)

- No background light or shadow on your e-KTP photo

- Ensure your e-KTP fills the whole photo area

Make sure your e-KTP is still valid because the information in

⚠ SYSTEM UNAVAILABLE   ✕

Expected Result:
Should show error message below:
ENG: We apologize, system is currently unavailable. Please try again later
IND: Mohon maaf, saat ini sistem tidak tersedia. Silahkan coba kembali beberapa saat lagi.

History

#1 - 22 February 2023 05:58 PM - salim wijaya

- Status changed from New to Resolved

- Assignee changed from salim wijaya to yap chekying

#2 - 03 May 2023 03:41 PM - yap chekying

- Status changed from Resolved to Closed

Files

emptyErrorPopUp.PNG	437 KB	22 February 2023	yap chekying
BlackScreen.MP4	4.16 MB	22 February 2023	yap chekying
store-image.PNG	413 KB	22 February 2023	yap chekying
getDropDown.MP4	2.04 MB	22 February 2023	yap chekying
checkAccount (1).mp4	2.6 MB	22 February 2023	yap chekying