GLPI-PROJECT - Bug #5300
Ticket rich text : javascript error when switching to tab "all"

05/05/2015 02:03 PM - orthagh

Status:	Resolved		**Start date:**	05/05/2015
Priority:	Low		**Due date:**	
Assignee:			**% Done:**	70%
Category:	Helpdesk		**Estimated time:**	0.00 hour
Target version:	0.85.5			

Description

With Internet explorer browser, "uploadFile function undefined".

Impact on solution part :

- TinyMCE not initialized in content.
- All dropdown missing.

The js error occurs also on switching from solution to main tab (and vice versa).
On page reload, the error doesn't occur. Only on tab switching.

In attachment, a patch who fixes the issue but I'm not sure of the complete correction.

Associated revisions

Revision 23516 - 06/03/2015 10:19 AM - moyo

Test to fix #5300
Ticket rich text : javascript error when switching to tab "all"

History

#1 - 06/02/2015 04:30 PM - moyo

WHich version of Internet explorer ? I am unable to reproduce.

#2 - 06/03/2015 09:21 AM - orthagh

- File Capture du 2015-06-03 09_15_28.png added
- Priority changed from Normal to Low

Internet explorer 11 (Edge mode).

After some tests with last trunk version (2015/06/03), the js error "uploadFile function undefined" only occurs on "Solution" to "Ticket" tab switching (after page reload). The inverse switching doesn't trigger errors anymore.
So, TinyMce and dropdowns are correctly loaded.

Screenshot attached.

#3 - 06/03/2015 09:36 AM - moyo

I think of a missing rand management.

Will try something

#4 - 06/03/2015 10:19 AM - moyo

- Status changed from New to Resolved

- % Done changed from 0 to 100

Applied in changeset r23516.

#5 - 06/04/2015 09:29 AM - orthagh

- File Capture du 2015-06-04 09_27_09.png added

Not much better

See screenshot

#6 - 06/08/2015 09:43 AM - moyo

- Category set to Helpdesk

- % Done changed from 100 to 70

Si tu as une autre idée ou patch qui fonctionne je suis preneur...

Files

fix_ticket_tab_all.diff	758 Bytes	05/05/2015	orthagh
Capture du 2015-06-03 09_15_28.png	140 KB	06/03/2015	orthagh
Capture du 2015-06-04 09_27_09.png	159 KB	06/04/2015	orthagh