

TOEFL - Bug #2964

Unable to respond to a doubt posted via Ask an Expert

06/13/2024 04:37 AM - Aswathy Aswathy Mohandas

Status:	Resolved	Start date:	06/13/2024
Priority:	Immediate	Due date:	
Assignee:	Sindhuja QA	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
factor:	Environment Issues (Hardware, Software or Configurations)		

Description

The discussion box on the platform, where we respond to students' doubts, does not allow me to add my response. The screen shows a TinyMCE error. I have attached a screenshot of the same.

History

#1 - 06/13/2024 04:53 AM - Aswathy Aswathy Mohandas

Darshana, too, is unable to respond to the doubt. Cannot check with Divya as she is on leave, but it does look like a common issue for all of us.

#2 - 06/24/2024 04:27 AM - Aswathy Aswathy Mohandas

- Attachments Ask an Expert.png added

A student has complained that Ask an Expert is not working. This must be true because we too have not been receiving any new doubts since we raised this bug.

#3 - 06/25/2024 11:41 AM - Sindhuja QA

- Status changed from New to Resolved

- factor Environment Issues (Hardware, Software or Configurations) added

Files

Doubt box issue.png	41 KB	06/13/2024	Aswathy Aswathy Mohandas
Ask an Expert.png	104 KB	06/24/2024	Aswathy Aswathy Mohandas