**181309: 618182: Removing a Document that is attached to a Case**



Creation Date: May 19, 2018 10:58:30 AM (UTC-05:00) Last Modified: May 19, 2018 11:00:29 AM (UTC-05:00)

State: Draft

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Test Data: Unassigned

Description: 618182: Removing a Document that is attached to a Case

# Summary

**Categories**

Function: Unassigned

Test Phase: Integration Test

# Formal Review

General Comments

**Manual Steps**

**Step 1**

**Execution Step**

Description\*

**PA**

Open an Interaction that has attachments in both the

Interaction and child Request forms

In the Interaction form, double-click one of the attachments.

Click the Remove Attachment button.

Verify you are required to enter a reason for the removal. Supply one.

Verify the fields lock, the buttons are hidden, and the Attachment record is read-only.

Dismiss the Attachment session tab; Return to the Interaction session tab

Refresh the Attachments grid and verify the deleted attachment is not displayed in the grid.

Expected Results

Able to remove attachments from an active Interaction.

Comments

Validates

Attachments

**Step 2**

**Execution Step**

Description\*

**PA**

Open an Interaction that has attachments in both the

Interaction and child Request forms

In the Interaction form, double-click one of the attachments.

Click the Remove Attachment button.

Verify you are required to enter a reason for the removal. Supply one.

Verify the fields lock, the buttons are hidden, and the Attachment record is read-only.

Dismiss the Attachment session tab; Return to the Interaction session tab

Refresh the Attachments grid and verify the deleted attachment is not displayed in the grid.

Expected Results

Able to remove attachments from an active Interaction.

Comments

Validates

Attachments

**Step 3**

**Execution Step**

Description\*

**PA**

Open the child Request form. If there are no

attachments, add some.

In the Interaction form, double-click one of the attachments.

Click the Remove Attachment button.

Verify you are required to enter a reason for the removal. Supply one.

Verify the fields lock, the buttons are hidden, and the Attachment record is read-only.

Dismiss the Attachment session tab; Return to the

Interaction session tab

Refresh the Attachments grid and verify the deleted attachment is not displayed in the grid.

Expected Results

Able to remove attachments from an active Request. Comments

Validates

Attachments

**Step 4**

**Execution Step**

Description\*

**PASUP**

Find the interaction the PA just removed attachments

from. Load it.

Note that the attachments were uploaded by someone else (PA in this case).

Double-click one of the attachments on the Interaction form.

Verify the Remove Attachment button is not displayed, and the record is read-only.

Expected Results

Other users cannot delete the attachment

Comments

Validates

Attachments

**Step 5**

**Execution Step**

Description\*

**PASUP**

Using Advanced Find, search for all Attachments that

are status=Inactive.

Verify the deleted attachments are populated in the grid.

Verify the file name is included in the grid.

Expected Results

Deleted attachments can be found in Advanced Find

Comments

Validates

Attachments

**Associated E-Signatures**

**Signed Action Signer Comment Additional Information**