

**Islam
Mohammed
Ruzhan**

**Industrial
Training**



Bigledger Sdn Bhd

Company Introduction

About: Founded in 2015, Bigledger is a multi-channel cloud-native application architecture that provides ERP, Point of Sales, CRM features for small to medium size business enterprises through Akaun Platform.

Mission: Empower every business to be run on a cloud native platform that will seamlessly orchestrate business operations & decision making with software agents.

Vision: To revolutionize the productivity and efficiency of the business world by combining the value and benefits of cloud-native application platform & AI technologies.

Training Objectives

- To understand the workflow of the company
- To adapt to the working culture of a software company
- To acquire new knowledge in the field of software development.
- To apply and enhance the knowledge I earned during my course of study.

Types Of Tasks

Main Task:
Assigned by supervisor

Side Task:
**Tasks assigned by other
project managers**

Main Tasks


- Fix the data of the documents.
- Adding or fixing documents in the customer server
- Restart customer server
- Update server
- Execute SQL queries in the AWS database of the server using Git bash CLI
- Fix printable documents using Jasper Studio.
- Perform testing on the server
- Customer support duty on Tuesday every week.

Fix the data of documents

Projects / Wavelet - Helpdesk / WH-51021


RCT1500471 ERROR

[Link issue](#)
[Related issues - JQL Search Extensions](#)
[Add Tempo to plan and track time](#)
[Repeat Issue](#)

 marsjacelyn raised this request via Portal [Hide details](#)
[View request in portal](#)

Due date Jan 12, 2024


Description
 rct1500471 balance should be 0 ,not 140,pls help fixed the error,tq

Priority  Critical


Phone number 0166620329

Root Cause
 None


How to Test

 [Add internal note](#) / [Reply to customer](#)


Pro tip: press **M** to comment


Done  Done
Actions


Your pinned file...


Assignee
 Ruzhan Islam

Details

Satisfaction


Reporter
 marsjacelyn

Request participants
 Tan Chu Chin

Customer Request Type
 General Help Required

Organizations

Fix the data of documents

Projects / Wavelet - Helpdesk / WH-50730

WM Pcimage qty for INF-5135 become -1

Link issue
Related issues - JQL Search Extensions
Add Tempo to plan and track time
Repeat Issue

Link issue

Peter Lim (PC Image) raised this request via Jira
[View request in portal](#)

Due date: Dec 15, 2023

Description
 Can help check why there is -1 Qty for INF-5135 in WM Server. I check ST Fix but there is no listed in tfr

NOTE: RED FONT: ABOVE MAX QTY, GREEN FONT: BELOW MIN QTY, YELLOW BACKGROUND: LIST PRICE BELOW

No.	Actions	Item Code	Selling Price	Member Price	L.Y. Member Price	Dealer Price	Promo Price	Total Qty	(ASSEMBLY)	(DIGITAL)	(MPROSTORE)	(JPD)	(KTM)
1	Newcom / Apple / iPad / 128GB / 12.9"	INF-5135	18.00			9.00		69	2	1	-1		
TOTAL									69	2	1	-1	

INFINITE HDMI PORT (H) TO VGA PORT (F) ADAPT

1:14 4G 82

Add internal note / Reply to customer

Pro tip: press **M** to comment

Done
Done

Actions

Your pinned files

Assignee
 Ruzhan Islam

Details

Reporter
 Peter Lim (PC Image)

Request participants
None

Customer Request Type
General Help Required

Organizations
None

Knowledge base

Server restart

Projects / Wavelet - Helpdesk / WH-51096

BP Healthcare Server Down on 2024-01-06 at 11.39am

[Link issue](#)
[Related issues - JQL Search Extensions](#)
[Add Tempo to plan and track time](#)
[Repeat Issue](#)

Nurul Ifah raised this request via Jira [Hide details](#)

[View request in portal](#)

Description

Phone number: None

Due date: Jan 26, 2024

Root Cause

[Add internal note](#) / [Reply to customer](#)

Pro tip: press **M** to comment

Done [Done](#)
 Actions
 Your pinned files
 Assignee: Ruzhan Islam
 Details
 Reporter: Nurul Ifah
 Customer Request Type: Cloud Services
 Organizations: None
 Knowledge base
 CLIENT-CODE

innovative • entrepreneurial • global

Fix printable documents using Jasper Studio.

Projects / Wavelet Helpdesk / WH-50911

ALLIT - Missing Serial Number Column in RMA Note

Link issue Related issues - JQL Search Extensions Add Tempo to plan and track time Repeat issue

Sean Lee raised this request via Portal [View request in portal](#) [Hide details](#)

Date due: Dec 29, 2023

Description: HQ

For this same link below, there are some users not able to view serial number column in RMA note, while others can, can help to clarify where to set the permission to allow users to view so?

Wavelet Enterprise Management Portal

Thanks

Priority: Major

Phone number: None

Assignee: Ruchan Islam

Details

Reporter: Sean Lee

Request participants: None

Customer Request Type: General Help Required

Organization: None

"ALL IT HYPERMARKET SDN BHD (599532-M)"

(SP(BRANCH_ADDR1) = null && SP(BRANCH_ADDR1).length() > 0 ? SP(BRANCH_ADDR1) + " " : "") +
 (SP(BRANCH_ADDR2) = null && SP(BRANCH_ADDR2).length() > 0 ? SP(BRANCH_ADDR2) + " " : "") +
 (SP(BRANCH_ADDR3) = null && SP(BRANCH_ADDR3).length() > 0 ? SP(BRANCH_ADDR3) + " " : "") +

RMA# : SP(BRANCH_CODE) + " " + SP(RMA_NO)
 Date : SP
 Issued By : SP(STAFF)

RETURN MERCHANDISE AUTHORIZATION NOTE

Supplier Details

Name : SP(SUPPLIER_NAME)
 Address : (SP(SUPPLIER_ADDR1) != null && SP(SUPPLIER_ADDR1).length() > 0 ? SP(SUPPLIER_ADDR1) + " " : "") +
 Contact Number : (SP(SUPPLIER_PHONE_NO) != null && SP(SUPPLIER_PHONE_NO).length() > 0 ? " " + SP(SUPPLIER_PHONE_NO) : "")

SRV No	Item Code	Item Name	Serial	Problem
SV : SP(SRV_NO)	SP(ITEM_CODE)	SP(ITEM_NAME)	SP(SERIAL)	SP(ITEM_CODE) + " " + SP(ITEM_NAME)

Page Header

Page Footer

Last Page Footer

Side Tasks

- Configure the web pages using JSON
 - Creating Printable format
 - Setting up POS system.

Configure the web pages using JSON



```
{
  "data": "main",
  "style": "",
  "layoutNodeType": "ROW",
  "layoutNodeArray": [
    {
      "data": "header",
      "style": "",
      "layoutNodeType": "WIDGET",
      "layoutNodeArray": [],
      "widgetPlaceholder": {},
      "widgetPlaceholderId": "general-header",
      "widgetPlaceholderConfig": {
        "param": {
          "sticky": false,
          "hideCart": false,
          "searchRoute": "",
          "showSearchBtn": false,
          "textSearchBtn": "",
          "colorSearchBtn": ""
        }
      }
    },
    {
      "data": "slider-button",
      "style": "height: 90vh; overflow: hidden;",
      "layoutNodeType": "WIDGET",
      "layoutNodeArray": [],
      "widgetPlaceholder": {},
      "widgetPlaceholderId": "slider-button-widget",
      "widgetPlaceholderConfig": {
        "param": {
          "textStyle": {
            "font": "Arnhem, Times, serif",
            "color": "#FFF"
          },
          "buttonStyle": {
            "textColor": "#FFF",
            "borderColor": "#FFF"
          }
        },
        "sliderDetails": [
          {
            "time": "07:00 - 23:00",
            "title": "The Dining Room",
            "imageUrl": "https://api.akaun.com/core2/tnt/dm/fn/files/file/raw/290122b2-64cd-4082-ae",
            "imageLink": "page/the-dining-room",
            "buttonText": "Explore Venue"
          },
          {
            "time": "09:00 - 23:00",
            "title": "The Gulai House",
            "imageUrl": "https://api.akaun.com/core2/tnt/dm/fn/files/file/raw/54b9fba7-0344-4698-ac",
            "imageLink": "page/the-gulai-house",
            "buttonText": "Explore Venue"
          },
          {
            "time": "18:30 - 23:00",
            "title": "The Pavilion",
            "imageUrl": "https://api.akaun.com/core2/tnt/dm/fn/files/file/raw/26c1ffb2-6e37-40e1-8e",
            "imageLink": "page/the-pavilion",
            "buttonText": "Explore Venue"
          }
        ]
      }
    }
  ]
}
```

Creating Printable format

IDA COMPANY

JALAN PERDA BARAT, JALAN PERDA
 BARAT, BANDAR PERDA,
 08000 Sungai Petani
 TEL: 012-593 2010

DELIVERY ORDER

Date
 12-01-2024

Page:
 1

No:
1000382

Sold To :

test1

Attn:
 Tel: +60116878766700
 Fax:

Delivery To :

test1

Attn:
 Tel: +60116878766700
 Fax:

Validity Date:	Customer PO NO	Customer No.	Terms days
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No	Item Code	Description	Qty
1	JSGNP	Dried Sugar Crystals	1
2	Personalised Bracelet	Personalised Bracelet	1

Hardware & Software Used

Name	Specification
Laptop	Processor: Intel Core i7 Memory: 8GB OS: Windows 11 64 bit

Hardware used

Name	Description
Visual Studio Code	The IDE that is used during development.
PhpMyAdmin	A tool that allows the management of MySQL database.
Gitbash	It is a tool that can be used as a CLI and is used to execute commands and login to AWS and work on the database.
IntelliJ	It is a tool used for Java development and is very good for collaborations among programmers.
Jasper Studio	An application used to edit and create printable formats such as <u>jrxml</u> .
Crystal Reports	A software used to edit barcodes
Dbeaver	A software that is used to load databases of large organizations.

Software used

Learning Outcome (Technical Skills)

- Learned how to use the AWS console
- Learned how the ERP system works.
- Learn about using complex queries to modify complex datasets
- Get knowledge about how to add widgets to an application.
- Get to know about the accounting terms needed in software industry.
- Learned how to setup POS system in a business organization

Challenges I faced

- Responding to customer complaints properly
- Understanding the flow of the ERP system

How I overcame them

- Take guidelines from my supervisor and seniors
- Play with the demo system and understand the flow and the functionalities

Conclusion

To conclude I can say that my internship program in Bigledger Sdn Bhd has been a very good opportunity for me. I have learned a lot by working here and gained a lot of practical knowledge in the field software development specially technical support. I am very grateful to Bigledger for giving me this wonderful opportunity to be a better version of myself.

Thank You