From:	Carter, Mike (SAO)
To:	Liu, Joseph (WaTech)
Subject:	RE: Website Support Request; Mike Carter; https://sao.wa.gov/the-audit-connection-blog/2023/34-unresolved-findings-and-12-billion-questioned-summary-saos-audit-washingtons-federal-spending
Date:	Thursday, January 18, 2024 10:30:00 AM

Thanks, Joseph. So all future infogram-related posts should be good to go?
-Mike

From: Liu, Joseph (WaTech) <joseph.liu@watech.wa.gov>
Sent: Thursday, January 18, 2024 10:27 AM
To: Carter, Mike (SAO) <mike.carter@sao.wa.gov>
Subject: RE: Website Support Request; Mike Carter; https://sao.wa.gov/the-audit-connection-blog/2023/34-unresolved-findings-and-12-billion-questioned-summary-saos-audit-washingtons-federal-spending

Hi Mike,
The infogram should be working now. There was a patch that needed to be updated.
https://sao.wa.gov/the-audit-connection-blog/2023/34-unresolved-findings-and-12-billion-questioned-summary-saos-audit-washingtons-federal-spending

Let me know if you need anything else.
Thanks!

Joseph Liu | (he/him)
Washington Technology Solutions

Drupal Web Developer
Need help? Contact us through our **Customer Portal** or 360-586-1000 | 1-855-WaTech1.

Legal Notice: Under Washington's Public Records Act, all emails sent by or to me on this state-owned email account may be subject to public disclosure.

From: noreply@formstack.com <noreply@formstack.com>
Sent: Thursday, January 18, 2024 9:02 AM
To: WaTech mi Support Center <Support@WaTech.wa.gov>; Darrin, Dina (WaTech) <dina.darrin@watech.wa.gov>; Heisel, Dan (WaTech) <dan.heisel@watech.wa.gov>; Wickstrom, Wendy (WaTech) <wendy.wickstrom@watech.wa.gov>; Lightfoot, Joshua (WaTech) <joshua.lightfoot@watech.wa.gov>; Swain, Ryan (WaTech) <ryan.swain@watech.wa.gov>; Lee, Jung (WaTech) <jung.lee@watech.wa.gov>; Liu, Joseph (WaTech) <joseph.liu@watech.wa.gov>
Subject: Website Support Request; Mike Carter; https://sao.wa.gov/the-audit-connection-blog/2023/34-unresolved-findings-and-12-billion-questioned-summary-saos-audit-washingtons-federal-spending

External Email

Formstack Submission For: Website Support Request
Submitted at 01/18/24 9:02 AM

Your Name:	Mike Carter
Email:	mike.carter@sao.wa.gov
Phone:	(253) 275-8030
Your Agency, Office, or Business Name:	Office of the Washington State Auditor
Website Domain or Link to Page:	https://sao.wa.gov/the-audit-connection-blog/2023/34-unresolved-findings-and-12-billion-questioned-summary-saos-audit-washingtons-federal-spending
Details (What do you need?):	Hi there, I stumbled upon a glitch in one of our blog posts that features an embedded infogram media project, and was hoping you could help (blog post URL above). The content doesn't show up and it's giving an error message that the 'the thumbnail dimensions must be greater than zero.' (screenshot attached) This is the only new infogram post we've done since we migrated to Drupal last July, so I'm thinking perhaps something glitched when we updated to version 10? The other blog posts with infograms created earlier that migrated over seem to working fine. Thank you. Regards, Mike

Urgency of Request:	Medium
Upload a file (optional):	View File
Create a Support Ticket with the WaTech Support Center?:	Yes
Is there anyone on the Web Team who usually helps with your site?:	
How do you rate our service?:	
What can we do better?:	

Copyright © 2024 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038