



# AJAX Error When Backing Up Files Open



Shawn Lioyryan  
5 months ago

Please run a backup of our files including these categories from June 2020 to current.

1. Owner files
2. Report card files
3. pet profile images
4. agreement signatures



Rhiannon E.  
5 months ago

Hello Shawn,

Thanks for reaching out to Gingr Support!

When attempting to back up the desired files for the date range specified, your app is throwing an AJAX error and is unable to complete the process. This error has been previously reported and the development team is working on getting this fixed as soon as they can—we appreciate your patience as our team

<b>Id</b>	#2605476
<b>Requester</b>	Shawn Lioyryan
<b>Created</b>	July 2, 2025 at 10:45 AM
<b>Last activity</b>	October 24, 2025 at 7:48 AM
<b>Assigned to</b>	Rhiannon E.
<b>Priority</b>	Normal
<b>How can we support you today?</b>	I have a technical issue or error
<b>Gingr Product Category</b>	Other > Other
<b>API Title/Summary</b>	–
<b>API Key</b>	–

works to resolve this issue.

I have reported your specific case to our development team, and we will be in touch if we need any more information from you. This ticket will be put on hold and you will receive automated email updates when a fix for this issue is released. Please let me know if you have any other questions.

Sincerely,  
Rhiannon E.

Tier 1 Customer Support Agent  
Gingr | Revelation Pets gingrapp.com | revelationpets.com

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Shawn Lioyryan  
4 months ago

This is going on three weeks. When will this be ready?



Rhiannon E.  
4 months ago

Hi Shawn,

Thanks for your reply.

At this time we do not have an ETA regarding when this bug will be resolved. Once we have more information from our product team, we will update you via this ticket.

This ticket will be put on hold and you will receive automated

(last 5  
digits)

API –  
Endpoint  
and  
Versions

API –  
Request  
Details

API –  
Response  
Details

API –  
Expected  
Behavior

API –  
Environmental  
Details

API –  
Impact

What –  
date/date  
range  
are you  
running  
the  
report  
for?

Invoice –  
ID

email updates when a fix for this issue is released. Please let me know if you have any other questions.

Thank you for your patience!

Kindly,  
Rhiannon E.

Tier 1 Customer Support Agent  
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*I*



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