

Street Manager Known Issues - PDF

Street Manager is developed in an agile and iterative way, which means that the functionality is being continuously enhanced to improve the service. As a result, some functionality is not yet fully developed so a list of known issues has been created and shared with you for full transparency.

 If you notice that something is missing on this list, please contact us with the [Ask a question form](#) and let us know.

Key	Summary	Release Notes	Workaround	Linked Issues
SM-12448	HS2 users - error when attempting to create work on Private street - 'enter the road type'	The current workaround is to preemptively raise a Private Street Notification rather than a regular permit	The proposed change will ensure that permits on Private Streets are treated the same under a HS2 login as for other organisations	SPBS-14238
SM-12405	Images no longer included when Printing to PDF	The current workaround is to print the permit as a screenshot	The proposed change will allow the printing to pdf of the permit including images such as the map	SPBS-14380, SPBS-14188, SPBS-14195, SPBS-14205, SPBS-14218, SPBS-14283
SM-12381	Add activity type to the FPN export	the current workaround is to use the FPN reference and work reference to manually determine the activity type	The proposed change will ensure the activity type is added to the existing FPN export	SPBS-14131
SM-12290	Add final_reinstatement for work/permit tab exports	The current workaround is to use the reinstatement lists and exports to identify permits which are currently awaiting a final reinstatement	The proposed change will add the 'Final Reinstatement yes/no' information to the work and/or permit list page exports	SPBS-13993
SM-12283	Event API permit/search returning incorrect value for excavation_carried_out field	The current workaround is to use the Work API to retrieve the permit details	The proposed change will ensure the correct excavation_carried_out field value is returned	SPBS-13930
SM-12215	Public/Private street - cannot select Road Type on new Public Permit	The current workaround is to drop a pin on a nearby public USRN, but mark the actual work area in the correct place	The proposed change will ensure the user can select to create a public permit on a dual public/private street	SPBS-13897

SM-12110	<ul style="list-style-type: none"> Comments page throwing error 	The current workaround is to add additional date filters to the comment search in order to speed up the search	The proposed change will ensure that the comments page loads correctly	SPBS-13689
SM-12016	Accepted duration challenge followed by CR resets Reasonable period end date	The current workaround is for the appropriate authority to reject the erroneous change request	The proposed change will ensure that the reasonable period end date is not reset by a change request	SPBS-13348, SM-11785
SM-11928	Multiple rapid-fire work-stops being registered	The current workaround is for the API user to hold off on retries or additional requests until confirmation/rejection of the previous call has occurred	The proposed change will ensure that multiple duplicate API requests are dealt with appropriately	SPBS-13068
SM-11897	Fee export "Download all promoters in separate reports" cut off 16th February	The current workaround is to use the "Download all promoters in one report" and "Download a single promoter report" reports	The proposed change will ensure that reported figures in the individual .csv files is correct	SPBS-12963
SM-11799	Add 'View in map in new tab' link for S-81 Inspections	The current workaround is to manually find the S-81 location on the map screen	The proposed change will ensure that the S-81 location can be viewed on the map when creating an inspection for the same	SPBS-12793
SM-11793	Duration Challenge response on cancelled permit throws error	The current workaround is to perform the duration challenge response before cancelling the permit	The proposed change will ensure that selecting a duration-challenge-response on a cancelled permit will not result in an error	SPBS-12810
SM-11785	Unaccepted duration challenge CR followed by new CR allows forcing of Promoters Proposed End Date.	The current workaround is for HA to be diligent in checking a Change-Requests contents as well as the permits change history	The proposed change will ensure Promoters cannot bypass a HA's challenge to a proposed end date	SPBS-12738, SPBS-13348, SM-12016
SM-11690	Display user on Work History if provided not just username	The current workaround is to add a comment specifying who made the change if a generic API username is logged on	The proposed change will display the name (if provided) of the user who added an audit entry as well as the username	SPBS-12391

SM-11678	Work record export not indicating attachments in 'Has attachments?' column. Permit record export also?	The current workaround is to manually check the work record pages for the relevant works	The proposed change will ensure the work record export will indicate all works where an attachment has been added, no matter at which point the attachment was uploaded.	SPBS-12452
SM-11588	Inspections - make inspector name mandatory	The current workaround is user education - ensure users fill out the inspectors details	The proposed change will make the Inspector details mandatory when raising an inspection	SPBS-12209, SPBS-12624
SM-11560	Having Geographical Areas applied causes the expiring interim reinstatements page to error	The current workaround is to deselect all Geographical Areas.	The proposed change will ensure that the expiring interim reinstatements page will no longer error if a geographical area is applied	SPBS-12098
SM-11522	Add 'Auto Acknowledged' filter	The current workaround is to manually check if an inspection has been auto-acknowledged	The proposed change will add an auto-acknowledged filter to the inspections list screen	SPBS-11904, SM-11351
SM-11501	S-74 Filters - add options for Promoter responses	The current workaround is to check the S74's individually for Promoter responses	The proposed change will add an additional set of Promoter filters to the S-74 list screen	SPBS-11867, SPBS-12800, SPBS-11744
SM-11377	Expiring interim reinstatements list screen shows Permanent reinstatement duplicates	No workaround is currently available.	The proposed change will add an expiring interim reinstatement list screen which will be updated to prevent permanent reinstatement list items showing.	SPBS-11573
SM-11335	PBI - Update Details link for Org still present when unable_to_complete progress has been made.	The current workaround is do not try to update an organisation's inspection target once unable to complete inspections have been logged.	The proposed change is that the Update Details link now correctly hidden in all cases where inspection progress has been made, including the logging of unable to completes.	SPBS-12060, SM-11198, SPBS-11418

SM-11227	Add a 'Withdrawn' status filter for inspections for HA's	The current workaround is to manually check the inspections or export for the 'withdrawn' status	The proposed change will add an additional 'Withdrawn' status to the inspections list filters	SPBS-10641
SM-11184	Section 58's Closing - early or late?	The current workaround is user education - i.e awareness that the section_58 will close on Production at 7am	The proposed change will ensure the Section 58 is open for all of its last day	SPBS-9025
SM-11130	Add Sample Inspection date filter to Sample Inspection List screen filter options	The current workaround is to export the list as a csv and use the additional information to determine dates	The proposed change will add additional date filter options to the Sample Inspection List screen	SPBS-10632
SM-11129	Add 'Ancillary' filter to Applications and Permits list page	The current workaround is to manually check the permit details to determine if it has additional Ancillary information.	The proposed change will add an additional 'Ancillary' filter to the existing Applications and Permits list screen to allow the filtering out of permits with Ancillary information added.	SPBS-10676
SM-11103	Expiring Interim Reinstatements Export contains Permanent reinstatements	No workaround is currently available.	The proposed change would mean that the expiring interim reinstatement export does not include permanent reinstatements	SPBS-11578SPBS-10041, SPBS-10687, SPBS-11578
SM-11098	Contractors unable to progress past 'Select Organisation' screen	The current workaround is to click one of the items on the horizontal menu at the top of the screen - for example 'Applications and Permits'	The proposed change will ensure that contractor users can successfully navigate away from the 'Select Organisation' screen	SPBS-10645, SPBS-10628, SPBS-10681, SPBS-11008, SPBS-14115
SM-11055	Identify if a work starts/stops on a working day in the DAMD report	The current workaround is to manually compare the work's recorded start/stop time against a calendar to determine if it was a working day or not	The proposed change will include an indicator in the Download All My Data export as to whether a given work was started/stopped on a working day, as opposed to a weekend/public-holiday	SPBS-10578

SM-11016	CR's on closed Permits still valid after new permit raised	The current workaround is for HA's to ensure that they do not allow change requests to sit beyond the life of their parent Permit without being actioned or revert the works stop and then you can accept the change request.	The proposed change will ensure that change requests attached to PREVIOUS permits will not deem after a NEW permit is active	SPBS-10390, SPBS-11831
SM-10995	Ancillary information label incorrect - 'Spoil compound for the works'	The current workaround is to ensure users are aware of the discrepancy in labeling	The proposed change will ensure the correct label is displayed	SPBS-10361
SM-10986	ASD's are able to be selected as impacted and not impacted at the same time	The current workaround is to identify and ignore the erroneous ASD, or prevent it being submitted via API in the first place	The proposed change will ensure that erroneous ASD's do not duplicate or display as impacted/not-impacted	SPBS-10325, SPBS-10331, SPBS-12330
SM-10885	Recurrence - Problem with USRN access - USRN 34101730 - excess ASD's	The current workaround is to select an adjacent street which belongs to the same primary authority, and drop your pin there. Once you proceed to the next step (indicating the works area) - drop your point/line/polygon on the ACTUAL work area. That way the permit gets sent to the correct authority with the correct work area indicated	The proposed change will allow users to create works on this USRN as normal, without having to use a workaround.	SPBS-9991
SM-9579	Update GET Pbi-Sample-Inspection-Targets endpoint to target individual promoters	The current workaround is to retrieve all targets associated with the HA and then filter out the required one	The proposed change will allow API users to retrieve PBI targets for individual promoters	SPBS-9666
SM-8482	Zipped OD Archive files showing error on Windows	The current workaround is to use the 7Zip utility on Windows machines, this will allow you to push past the error and access the unzipped file contents	The proposed change will ensure that the zipped archive files can be opened cleanly on the Windows Operating System as well as Mac	SPBS-8870, SPBS-9154, SPBS-9195, SPBS-11807, SPBS-12525, SPBS-9376

SM-8477	After applying for a permit the Map stays stuck on the location selected	The current workaround is to select 'home' on the navigation menu, or logoff and log on again if you get stuck on the map screen	The proposed change will ensure the map screen resets properly after creating a permit	SPBS-9065
SM-8372	<ul style="list-style-type: none"> 3.4.4 Diversionary works 	The current workaround is to compare the current business rules against the CoP definition of diversionary works	The proposed change will clarify the business rules document around Diversionary Works	SPBS-8852
SM-8292	Invalid road types displayed	The current workaround is for the owning authority to remove the row from their NSG upload or to ensure that the required road type is selected when applying for works.	The proposed change will mean that road types will be displayed correctly based on record end date.	SPBS-13158, SPBS-13937, SPBS-11489, SPBS-8444, SPBS-8537, SPBS-10428, SM-11743
SM-8074	the reporting GET /inspections endpoint doesn't include the inspector_name	No workaround is currently available.	The proposed change will include the 'inspector_name' field as part of its response	SPBS-8040
SM-8040	Reinstatement export fails	The current workaround is to re-run the export until it passes	The proposed change will ensure the reinstatement export will process and complete successfully	SPBS-7887, SPBS-7927, SPBS-7948, SPBS-7989, SPBS-8251, SPBS-9049, SM-8284
SM-7930	Incorrect Duration Displayed in UI	The current workaround is to visually confirm the duration is correct and calculate manually if incorrect according to actual start/stop times	The proposed change will ensure the duration on a Permit correctly reflects the actual work carried out	SPBS-7264
SM-7849	specific street not generating correct Search Parameters	The current workaround is to search for other identifying terms for given work records.	The proposed change will ensure that the correct search parameters are generated for all street names	SPBS-7013

SM-7762	Skip PAA stage and raise Major PA by raising permit on refused immediate permit	The current workaround is to cancel any refused immediate permits before applying for Major works.	The proposed change will prevent Major PAs being created by refusing an immediate permit and applying for another permit on the same works without first raising a PAA.	SPBS-6618
SM-7589	As a Promoter I want to record an interim permit/reinstatement even after a permanent one was recorded	No workaround currently available	The proposed change here is to allow promoters to record an interim permit/reinstatement even after a permanent one was recorded	SPBS-6166
SM-7490	If a USRN is removed from NSG database it causes errors in SM	The current workaround is - Manually check that the USRN exists - users can do this via the UI, support can do this via the database.	The proposed change will introduce more graceful error handling in the case where a once valid USRN is removed from the NSG database	SPBS-5978, SPBS-12917, SPBS-8757, SPBS-13550, SPBS-6142, SPBS-8992
SM-7382	'Key Details' Location coordinates not updating after change request	The current and recommended workaround for an API user is to retrieve the coordinates from the latest permit or permit_version table, and for the UI to retrieve the work location from the permit details or mini-map.	The proposed change will ensure the 'Key Details' section is updated accordingly with the latest approved/granted work location	SPBS-5751
SM-7204	Proposed start date and time columns in permit_version.csv file are displaying proposed end date values and vice versa	No workaround currently available.	The proposed change will export the values of the proposed start dates and times and proposed end dates and times to the corresponding columns in the permit_version.csv file contained within the Download All My Data report.	SPBS-5528
SM-6916	'400 Bad Request' - Error returned when uploading files with filename containing Apostrophes to frontend/API	The current workaround is to remove all apostrophes from filenames prior to uploading a file to a work record.	The proposed change is to remove apostrophes in the filename. Currently, uploading a file containing apostrophes in the	SPBS-5402, SPBS-6900, SPBS-7000, SPBS-7024, SPBS-4801, SM-6105

			filename causes the file to be rejected with 400 Bad Request returned.	
SM-6688	Logging a Work start on a permit alters the 'Actual start date and time' on a previous CHANGE REQUEST	No workaround currently available	The proposed change will ensure previously granted change requests will retain all their information	SPBS-4521
SM-6608	Add audit log for Immediate PA's having Granted set after work stop logged.	The current workaround is to retrieve the assessment status directly from the permit details.	Currently, when works stop is logged against an immediate permit that has not yet been granted, we don't add an entry in the works history making it clear that the assessment status of the permit has been changed to Granted(Auto) Proposed change is to add a works history entry for Assessment Status being set to Granted(Auto)	SPBS-4080, SM-6531
SM-6526	Permit Conditions not populated in PermitSummary/Resonse In Reporting GET permits	No workaround currently exists	The proposed change will correct The permit_conditions field if not being populated on the Reporting GET /Permits endpoint.	SPBS-11529, SPBS-4004, SM-7170
SM-6386	Delete Sites UI functionality	No workaround currently available	The proposed change will allow organisations to remove erroneously added site registrations themselves	SM-6511, SPBS-3888
SM-6370	Unable to mark incoming comments as Read	No workaround currently available	The proposed change will - Incoming messages from Highway Authorities are not able to be marked as read by Planners in same organisation. The proposed change would allow incoming messages to be marked as read, aiding the recipient in ascertaining new and old messages.	SPBS-3922, SPBS-5063, SPBS-4207, SPBS-5223, SPBS-3865, SPBS-3911, SPBS-3971, SPBS-3870

SM-6338	Add street coordinates to primary_notice_authorities field in API Lookup/GET/nsg/streets/{USRN} endpoint	No workaround currently available	The proposed change will ensure - The user has requested that the coordinates from the NSG database 'street' table be added to primary_notice_authorities in the lookup API GET/nsg/streets/{USRN} endpoint. The proposed change would specifically include the fields "street_start_x", "street_start_y", "street_end_x", "street_end_y".	SPBS-3799
SM-6239	User has no option to select final site for Core Sample	No workaround currently available	The proposed change will include - Users have no option to select final site for Core Sample. The proposed change would allow users to record a final site for Core Samples.	SPBS-3437
SM-6144	In Works History, can change request/refusal comments be in one place	No workaround currently available	In the work history, can all the correspondence i.e. change request/refusal comments be in one place & easier to see the sequence of events, rather than across two pages in different places. The proposed change would collate the comments in one place to satisfy this need.	SPBS-4300, SPBS-3954, SPBS-3257
SM-5741	Recording an Actual Start Date early erroneously updates duration	No workaround currently available.	When entering an Actual Start Date before the Planned Start Date, it does not move the end date correspondingly forward, honouring the original duration. There is a knock-on effect that you then cannot alter the end date via the UI or API. Users are stuck then with a massively long duration works,	SPBS-10130, SPBS-13388, SPBS-1847

			which will then have an incorrect works type classification. The proposed change will move the end date accordingly so the works does not have an incorrect duration.	
SM-5514	Sort CR deem date and reposition	No workaround currently available	On the change request list page the deem date is not sortable. The proposed change would be to make deem date is not sortable.	SPBS-6474, SM-6927, SPBS-2777, SPBS-4282
SM-5172	Incoming/Outgoing Filter	No current workaround	This story covers a user being able to filter the comments list page to show only comments that are outgoing, those that are incoming or both. The proposed change will assume incoming is any message from the other side i.e. if i'm a promoter, it's a message from the HA, and vice versa. Outgoing are messages that my organisation has sent.	SPBS-3889
SM-4917	Apply permission levels at a workstream level	No workaround currently available	Promoter admins require the ability to apply permission levels at a workstream level (full and read only). The proposed change would be to implement workstream level permissions.	SPBS-3408
SM-4565	Prevent changing works type in CR	The current workaround is to log the work start after the CR is granted.	The proposed change here is to return a status code of 412 from the API and prevent the submission of a change request that attempts to change the works type (Planned/immediate)	SPBS-2722, SPBS-5069, SM-4259
SM-4327	Edit first and last name	No workaround currently available	The proposed change is to cover the ability of an	SPBS-2293, SPBS-1642, SPBS-1666,

			Admin user to edit any user's first and last	SPBS-3760	
	Key	Summary	Release Notes	Workaround	Linked Issues
SM-3786		PA due for PAA list contains revoked, refused and cancelled PAAs	No workaround is currently available.	The proposed change is that the PAA page should exclude refused, revoked and cancelled. Inversely, it should only include submitted and granted PAAs.	SPBS-4641, SPBS-5582, SM-3363, SM-6570, SPBS-4220, SPBS-314