

We ran into a problem.

The following webpage ran into an error :
www.DWK.com

We are sorry for the inconvenience

[Create a Ticket](#)



Username

Type here

Password

Password

Remember me

[Forgot Password?](#)

Login



Username

Type here

Password

Password

Remember me

[Forgot Password?](#)

Login

Type here

Type here



Password

Password



Report an Incident



Configuration Item

40962

Incident Type

Diagnose



Incident Description

Script load error service disruption and user inconvenience

Email Address

aguitt2@nymag.com

Affected Business

Potash Corporation Inc.

Submit Report



Assigned

#30866
H Mitigate
09/05/2024

#30346
H Diagnose
11/05/2024

#30489
M Mitigate
17/05/2024

#30833
M Diagnose
15/05/2024

#30329
L Mitigate
22/05/2024

#30894
L Diagnose
20/05/2024

Unallocated

#30854
H Mitigate
21/05/2024

#30327
M Diagnose
23/05/2024

#30318
M Mitigate
22/05/2024

#30479
L Diagnose
24/05/2024

Resolved

#30779
Closed
07/05/2024

#30576
Closed
08/05/2024

#30893
Closed
09/05/2024

#30746
Closed
10/05/2024

#30558
Closed
11/05/2024

#30447
Closed
12/05/2024

Ticket Number

Incident Type

Status

Start Date

End Date

Resolver ID

Priority

Signed in as MIM

Incidents



H #30866
Mitigate
09/05/2024

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G #30558
Closed
11/05/2024

G #30447
Closed
12/05/2024

Ticket Number

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Priority

Thank you for submitting this ticket.

Our management team has been notified.

You can now exit this window.

Signed in as Resolver

Assigned

#30866
H Mitigate
09/05/2024

#30346
H Diagnose
11/05/2024

Unallocated**Resolved****Ticket Number**

Ticket Search...

Incident Type

Incident Type...

Status

Unresolved

Start Date

09/05/24

End Date

11/05/24

Resolver ID

Resolver ID

Priority

High

Search**Clear Search**

Signed in as MIM

Incidents

#30866
H Mitigate
09/05/2024

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H Diagnose
11/05/2024

Unallocated**Resolved****Ticket Number**

Ticket Search...

Incident Type

Incident Type...

Status

Unresolved

Start Date

09/05/24

End Date

11/05/24

Resolver ID

Resolver ID

Priority

High

Search**Clear Search**

Communication Update #30866



dwkupdates@gmail.com

To: Antoine G



...

Mon 13/05/2024 12:17

Hello Antoine G

There's been an update to your incident ticket #30866, follow the link to see updated incident details and chat to online resolver. <https://www.DWK.co.uk/30866>

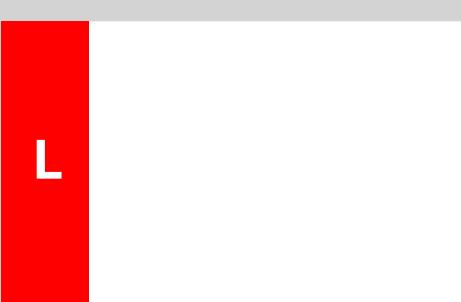
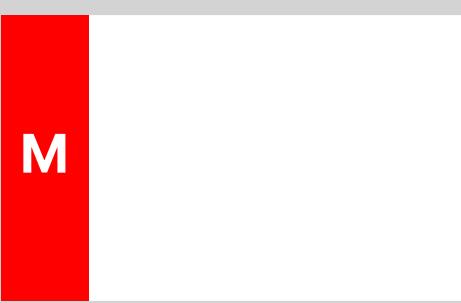
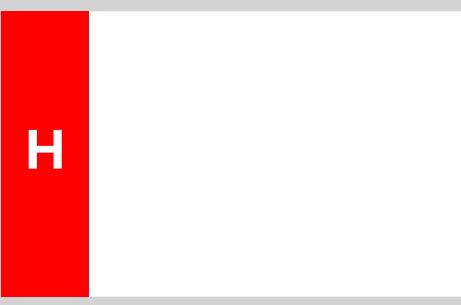
With Regards,
DWK.

 Reply

 Forward

Signed in as Resolver

Assigned



Incident ID: #30866

Issue

Notes

blank, for demo

Assigned To

Incident Type

Mitigate

Priority

Medium

Deadline

09/05/2024

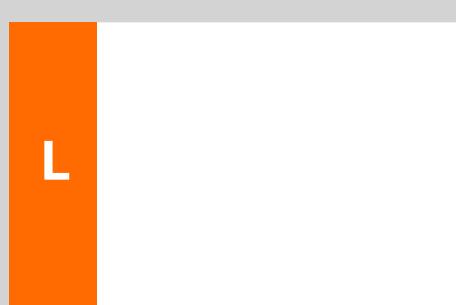
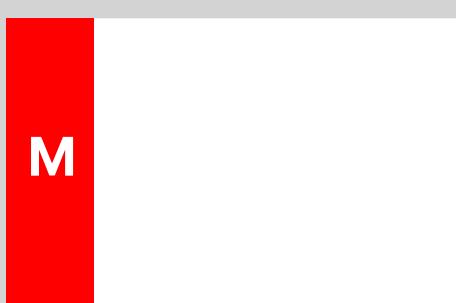
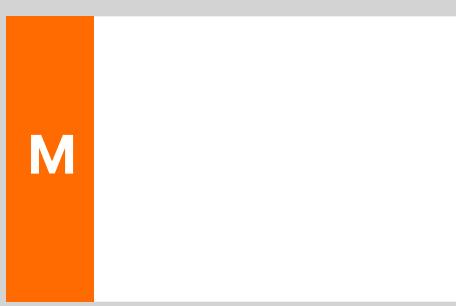
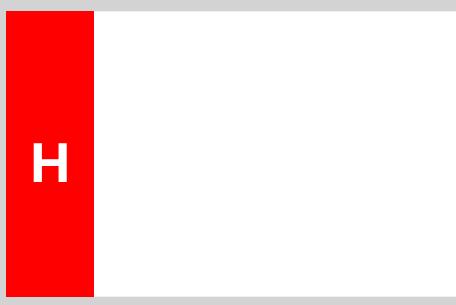
Accept

Decline

Send a message



Incidents



Incident ID: #30866

Issue

Script load error - service disruption and user inconvenience

Notes

blank, for demo

Assigned To

Padraic M



Incident Type

Mitigate



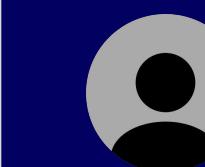
Priority

Medium



Deadline

09/05/2024



Padraic M
Online

Antonie, could you further explain your load error? - Pad

May 9th, 2024 1:30pm

Hi Pad, The load error seems to be affecting our scripts, causing a disruption in service and inconvenience for our users. It's imperative we get this resolved quickly.

May 9th, 2024 1:31pm

Understood. I'll dive deeper into the specifics of the issue. Do you have any additional details or error messages that could help me narrow down the root cause?

May 9th, 2024 1:33pm

Yes. Other users are reporting errors related to script permissions. It seems like there might be a permissions issue causing the disruption. Can you verify and address that?

May 9th, 2024 1:35pm

Absolutely. Verifying permissions will be my priority. I'll investigate further and keep you updated on my progress.

May 9th, 2024 1:36pm

Okay, thanks. Please keep me in the loop.

May 9th, 2024 1:36pm

Send a message



www.DWK.com/30866-status

Incident ID: #30866

Issue
Script load error - service disruption and user inconvenience

Incident Status
Mitigating

Incident Stage
Verifying permissions and access

Next expected update
08/05/2024

Padraic M
Online

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- Pad
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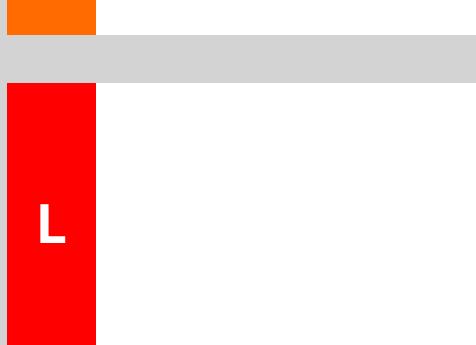
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May 9th, 2024 1:36pm

Signed in as Resolver

Assigned



Incident ID: #30866

Issue

Script load error - service disruption and user inconvenience

Notes

blank, for demo

Assigned To

Padraic M

Incident Type

Mitigate



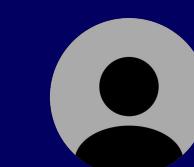
Priority

Medium

Deadline

09/05/2024

Mark as resolved



Padraic M
Online

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Send a message

Signed in as Resolver

Assigned

H #30346
Diagnose
11/05/2024

Unallocated

Resolved

#30866
Mitigate
09/05/2024

Ticket Number

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Status

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Resolver ID

Priority

Search

Clear Search