



## ★ Notifications Being Send: Local Event ERROR : Oracle.apps.cs.sr.ServiceRequest.statuschanged (Doc ID 2318402.1)

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Oracle Teleservice

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### APPLIES TO:

Oracle Teleservice - Version 12.2.6 and later  
Information in this document applies to any platform.

### GOAL

How to prevent the following notification being sent

The message sent is:

Action Required: Local Event ERROR : oracle.apps.cs.sr.ServiceRequest.statuschanged / XXXXX-YYYYY-EVT

### SOLUTION

Login to apps as sysadmin

1. Go to (R) Workflow Administrator -> Business Events
2. Query Event: oracle.apps.cs.sr.ServiceRequest.updated

3. Click on the Subscription link.

See if all the subscriptions shown here are needed, if not disable them.

Similarly for event oracle.apps.cs.sr.ServiceRequest.statuschanged

CS\_WF\_EVENT\_PKG.CS\_Custom\_Rule\_Func1 subscription rule function triggers the workflow attached to the status transition.If you do not want this to happen you can disable the subscription

## REFERENCES

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[BUG:25191787](#) - SYSADMIN GETTING WORKFLOW ERROR

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