

#323182 Unable to send warranty claim - "sending warranty claim failed, check comax log for more details" error

Submitted Received via Requester

16 September 2021 at 11:46 Web Form John Irvine <john.irvine@goughcat.co.nz>

CCs

Status Type Priority Group **Assignee** Pending Problem Normal Service Desk Jess Beattie

Category

NAXT

Jess Beattie September 16, 2021 at 11:46 AM

Infolog (1)



One or more critical STOP errors have occurred. Use the error messages below to guide you or call your administrator.

Message (11:41:13 am)

Sending warranty claim failed. Check Comax log for more details.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

Jess Beattie September 16, 2021 at 11:46 AM

Hey John,

Sorry, I forgot to note down the claim number. Could you please tell me what the claim number is?:)

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz

John Irvine **Warranty Coordinator - Terra Cat**

16 Branston St. PO Box 16168, Christchurch, 8441

DDI: +6439832467

E: John.Irvine@terracat.co.nz | W: terracat.co.nz | II @







From: Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 16 September 2021 11:47 AM To: John Irvine < John.Irvine@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to send warranty claim - "sending warranty claim failed, check comax log for more details" error

Your request (323182) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

16/09/2021, 11:46 am NZST

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Jess Beattie September 16, 2021 at 12:35 PM

Internal note

Hey Brad,

Is this something you can help with seeing as you are the Comax expert (3)

Kind regards,

Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz | III @





Sent: Thursday, 16 September 2021 12:26 pm **To:** Jess Beattie < Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to send warranty claim - "sending warranty claim failed, check comax log for more details" error

John Irvine

16 Sep 2021, 12:26 GMT+12

W024800

John Irvine
Warranty Coordinator - Terra Cat
16 Branston St, PO Box 16168, Christchurch, 8441

DDI: +6439832467



From: Jess Beattie (IT Service Desk) < itsd@terracat.co.nz >

Sent: Thursday, 16 September 2021 11:47 AM **To:** John Irvine John.Irvine@terracat.co.nz

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16/09/2021, 11:46 am NZST

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You are an agent. Add a comment by replying to this email or view ticket in Zendesk Support.

Ticket # 323182

Status Open

Requester John Irvine

CCs IT Service Desk

Followers -

Group Service Desk

Assignee Jess Beattie

Priority Normal

Type Problem

Channel Web Form

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Jess Beattie September 16, 2021 at 12:36 PM

Internal note

Claim has obviously been made today as it isn't in sandbox... so can't do testing...

Bradley Harrison September 16, 2021 at 12:43 PM

Internal not

Sure, what is it showing in the Comax logs for the Warranty Claim webservice?

Bradley Harrison

Business Systems Manager - Terra Cat

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

M: +6421589126 | **DDI**: +6439433122







From: Jess Beattie < Jess.Beattie@terracat.co.nz> Sent: Thursday, 16 September 2021 12:35 pm

To: Bradley Harrison < Bradley. Harrison@terracat.co.nz> Cc: IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: FW: [IT Service Desk] Re: Unable to send warranty claim - "sending warranty claim failed, check comax log for more details" error

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24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz |







From: John Irvine (IT Service Desk) <itsd@terracat.co.nz>

Sent: Thursday, 16 September 2021 12:26 pm To: Jess Beattie < Jess. Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Unable to send warranty claim - "sending warranty claim failed, check comax log for more details" error

This ticket (#323182) has been updated. itsdterracat.zendesk.com/agent/tickets/323182

John Irvine

16 Sep 2021, 12:26 GMT+12

W024800

John Irvine **Warranty Coordinator - Terra Cat**

16 Branston St, PO Box 16168, Christchurch, 8441

DDI: +6439832467





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Sent: Thursday, 16 September 2021 11:47 AM To: John Irvine < John.Irvine@terracat.co.nz>

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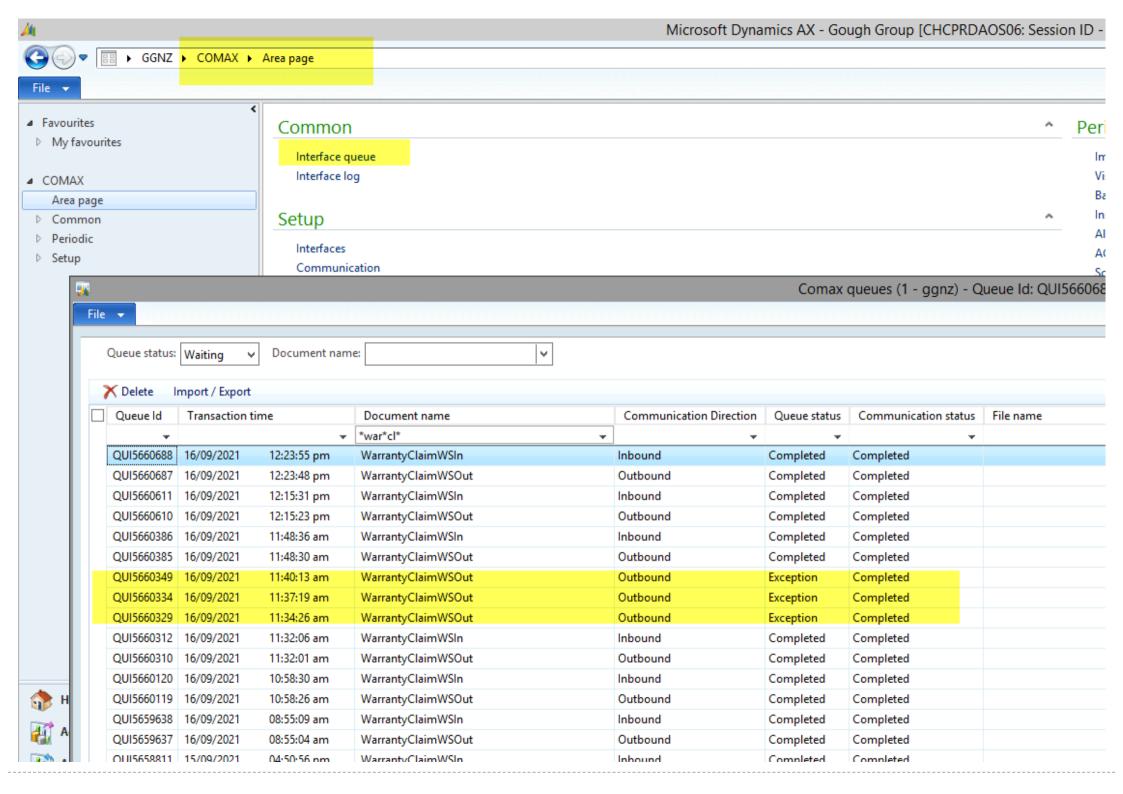
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Jess Beattie September 16, 2021 at 1:10 PM

Înternal note

Checked the comax logs

Looks like there was a timeout issue but all seems to be working fine now so will get John to try send claim again



Jess Beattie September 16, 2021 at 1:11 PM

Hey John,

We have checked the Comax logs and it appears there was a timeout issue happening at the time of your call. Looks like things seem to be working fine now. Could you please try send that claim again and let me know if successful or not :)

Kind regards, Jess Beattie

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