Martyn Shirtliff Naxt/Expense portal issues (00176)

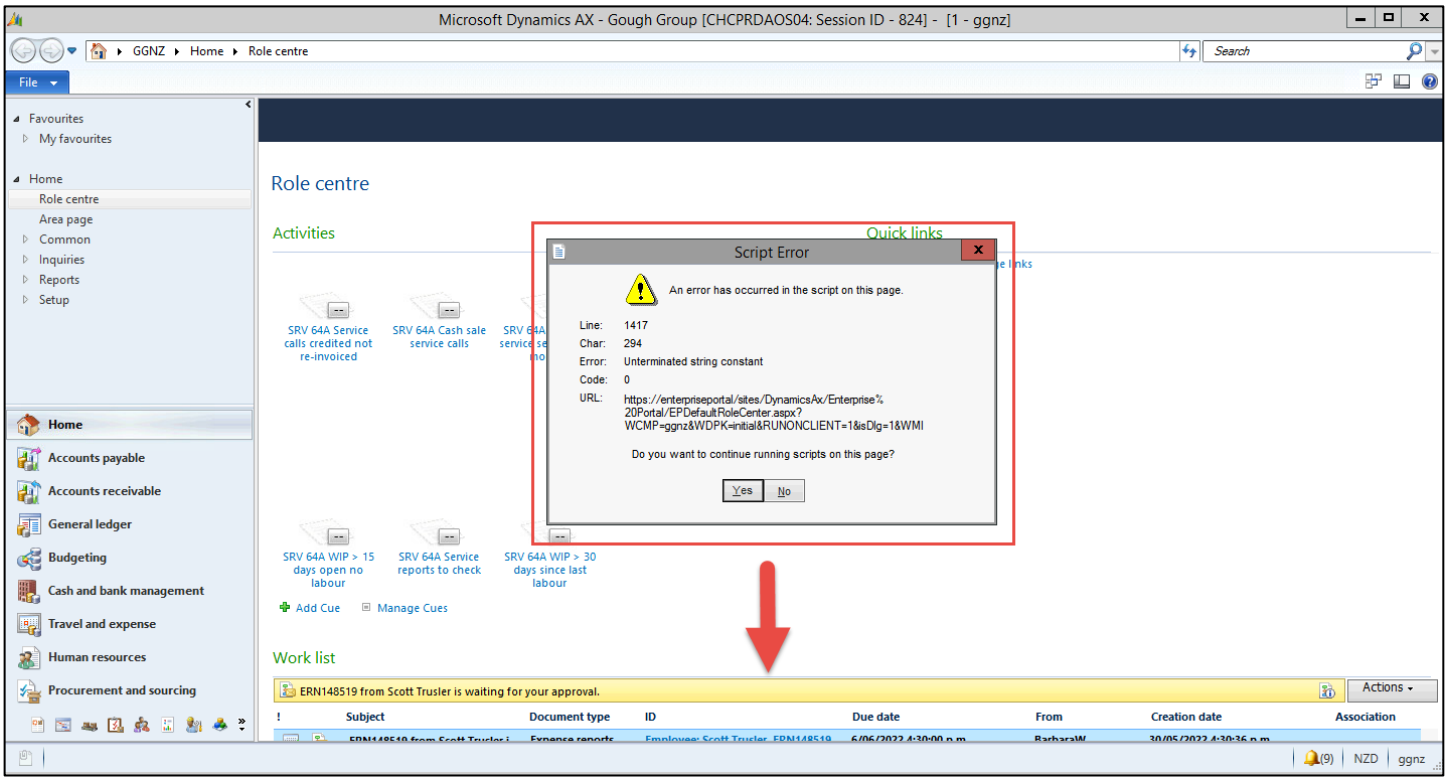
Date: 31/05/2022

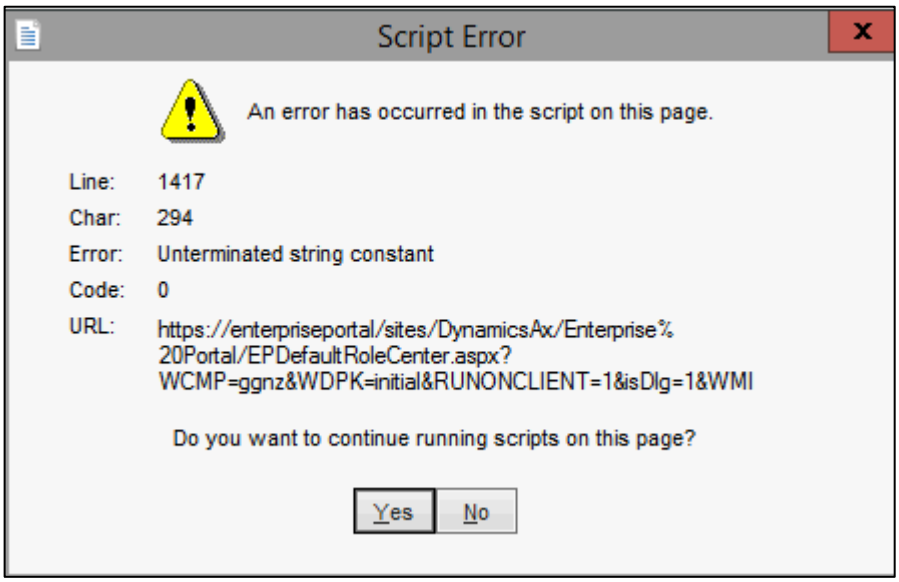
Summary: Martyn Shirtliff is having to click "approve" multiple times in order for an item in the work list to approve and disappear. This happens on random items and can happen on expense reports and purchase orders. Some may go through straight away; some may take multiple attempts. There is no common denominator between the ones that will not go straight away.

Impact: It is causing issues with him completing expenses which is, in turn, delaying Accounts Payable

Below are some examples:

Upon opening Naxt: Script error pops up like below

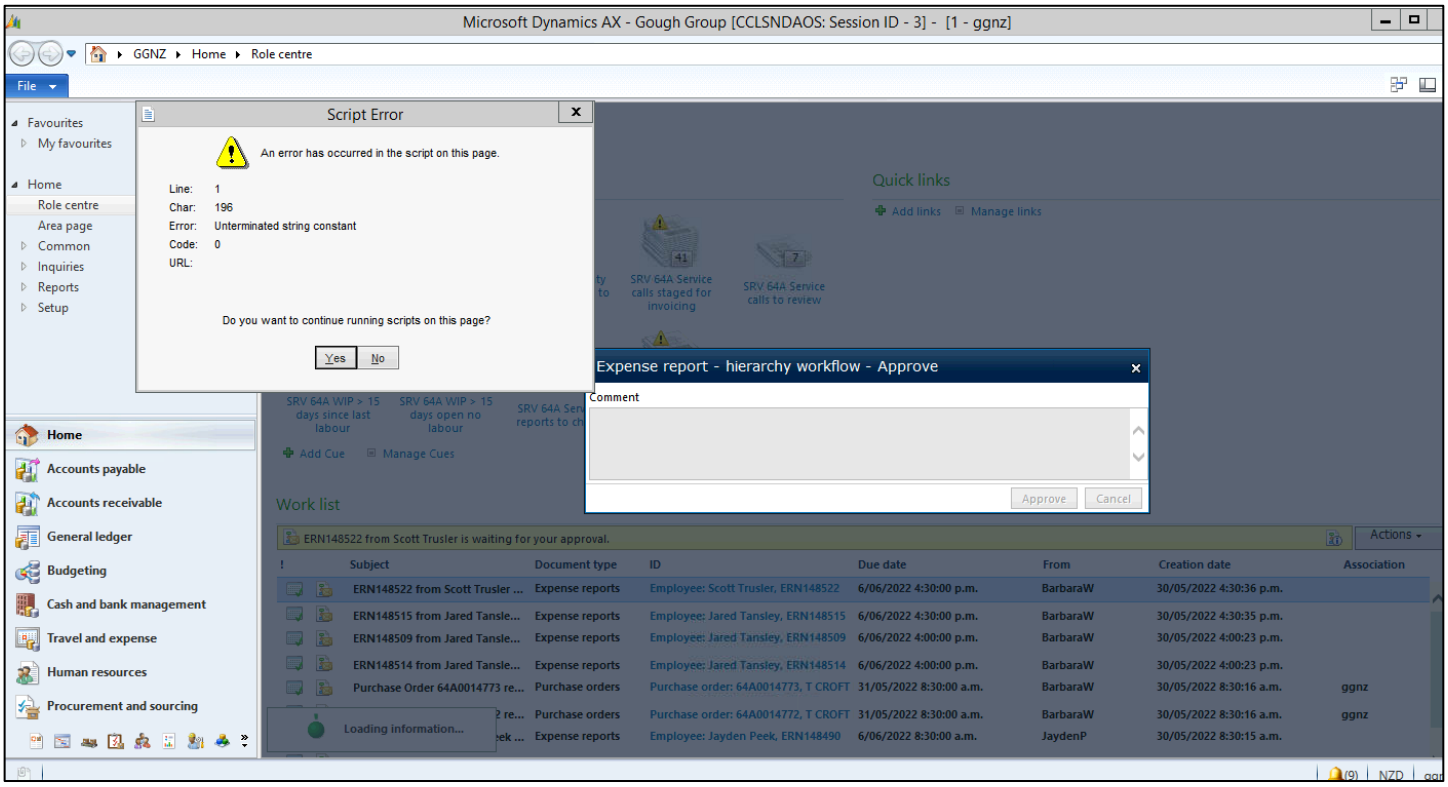




This appears to only happen when there are items in the worklist waiting to be approved.
When there is nothing, the script error does not pop up.

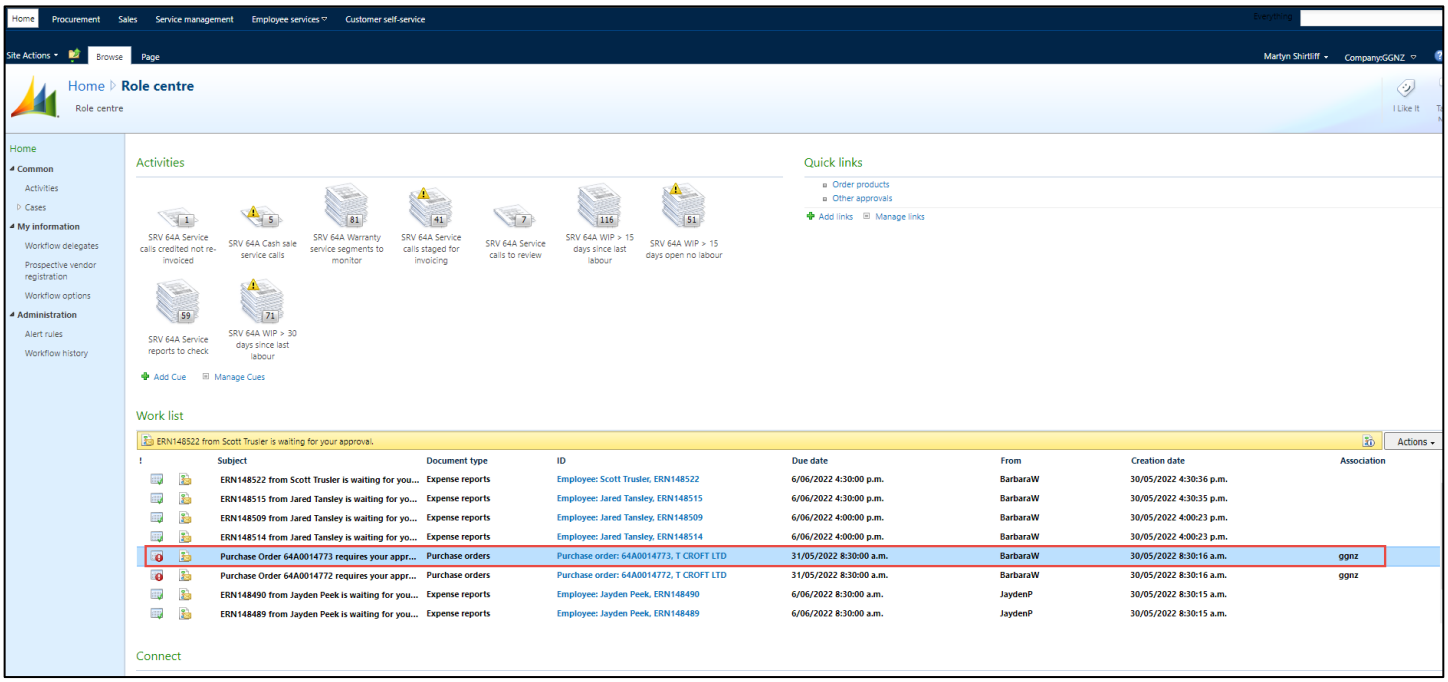
Does not matter whether you click yes or no – it returns anyway.

Then when trying to approve an item in the work list, the script error pops up again

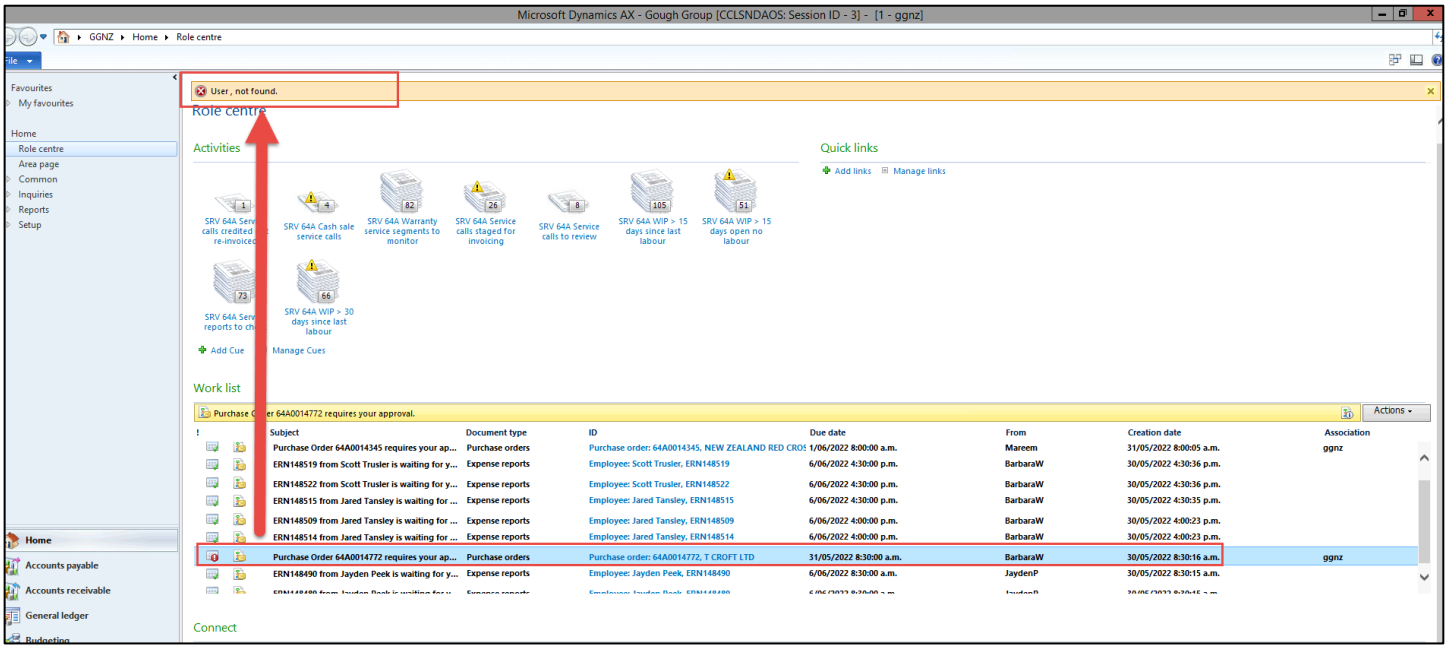


For this example, it happened when trying to approve expense report ERN148522 – this did go through fine after clicking approve except having the script error popped up.

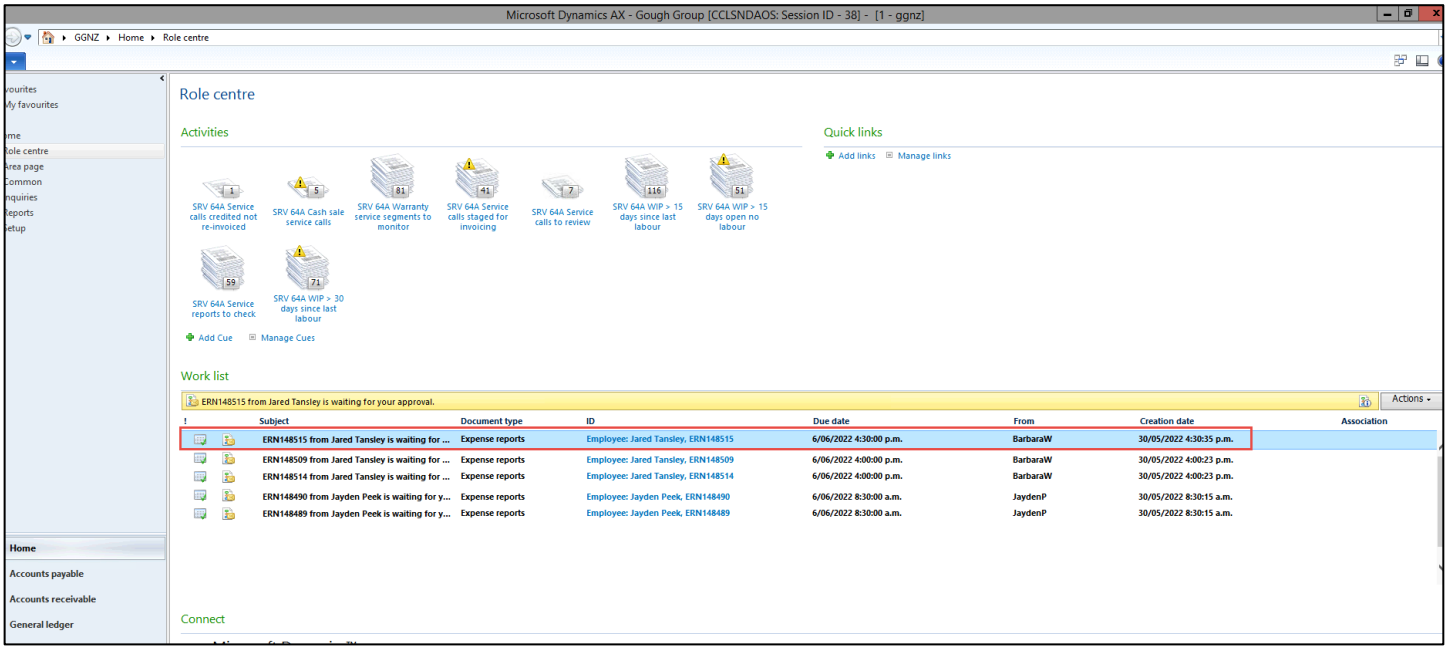
This purchase order (64A0014773) went through fine but this was done in Expense Portal Sandbox as opposed to Naxt Sandbox

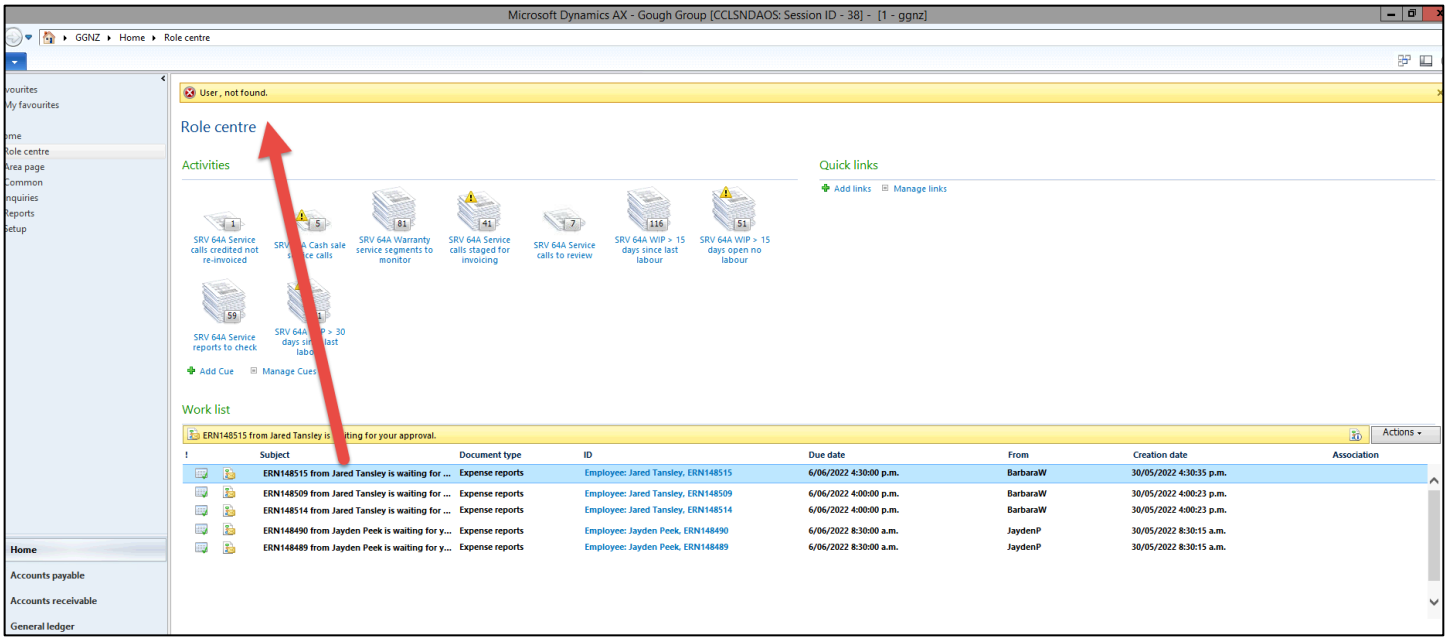


The next purchase order (64A0014772) was done in Naxt Sandbox and the “user, not found” error popped up



Back in Naxt Sandbox, I then tried approving Expense Report ERN148515, the script error popped up, I closed the error then got “user, not found” error and the expense report remained in the list to approve





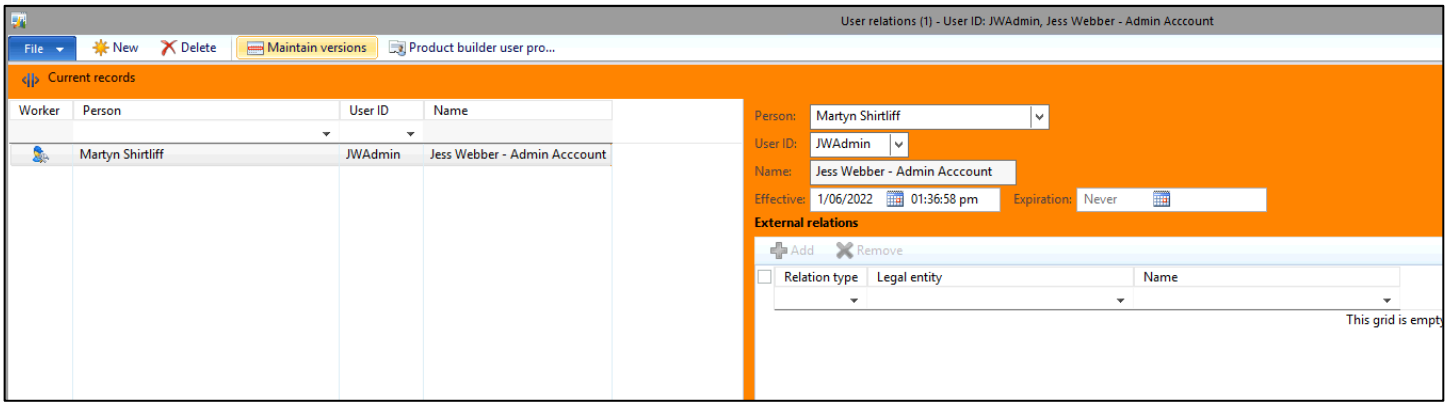
The "user not found" error tends to happen at random and sometimes it can take multiple attempts for the item to "approve" and disappear off the work list.

Screen recording done back in October 2021 https://terraindustrial-my.sharepoint.com/:v:/g/personal/jess_beattie_terracat_co_nz/ESYILfeC5JhFq3K7fVLZUbwBT0z1kc3anuZ8SABgwg7XUQ?e=GKjzIW

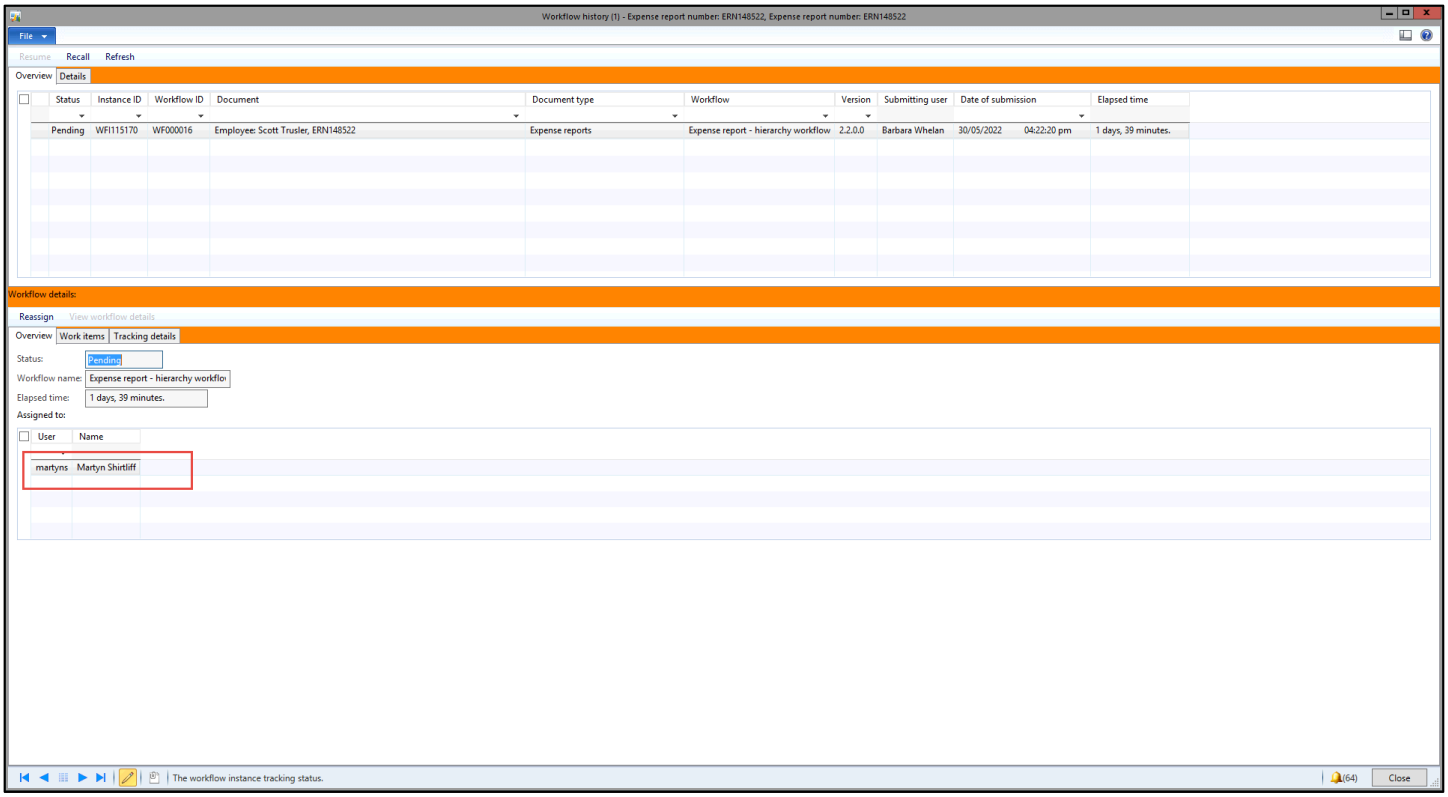
Things tried in order to resolve this:

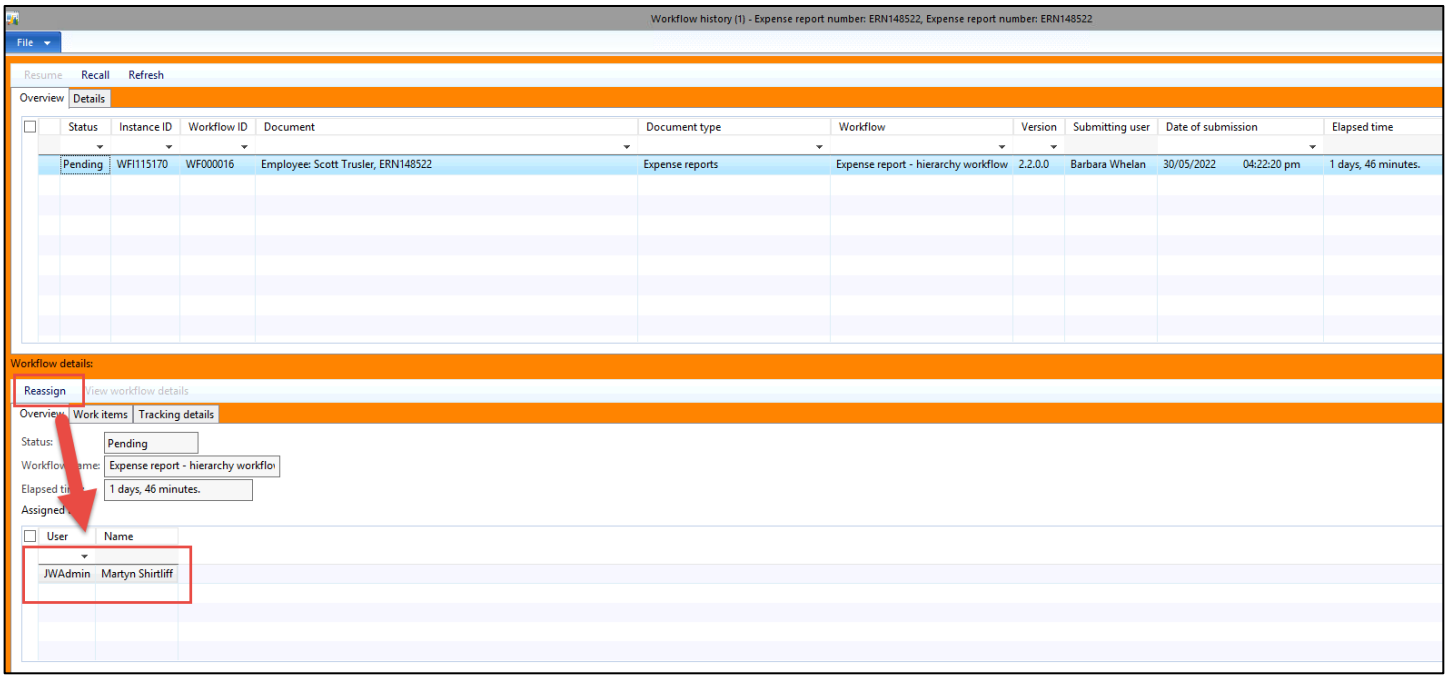
1. Reset Citrix profile
2. Cleared all usage data and AUC files
3. Cleared all data in Internet Explorer within Naxt
4. Tried disabling the scripting setting in Internet Explorer within Naxt
5. .old his 2012 and 2016 UPM folders
6. .old his entire UPM folder

Further testing 1/06/2022
Linked Martyn's worker to my admin user

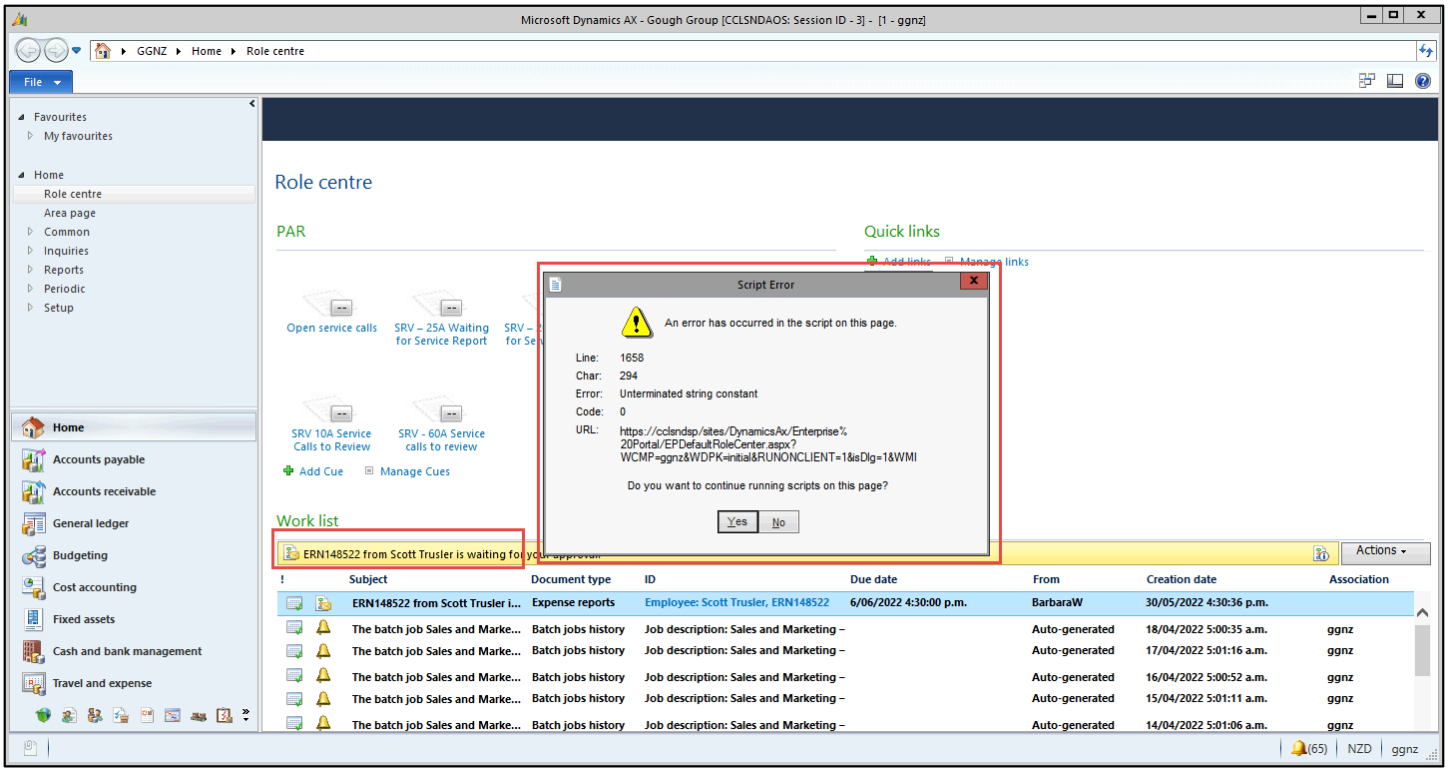


I found an example of an expense report to test (ERN148522) that is currently assigned to Martyn for approval > reassigned it to my admin user

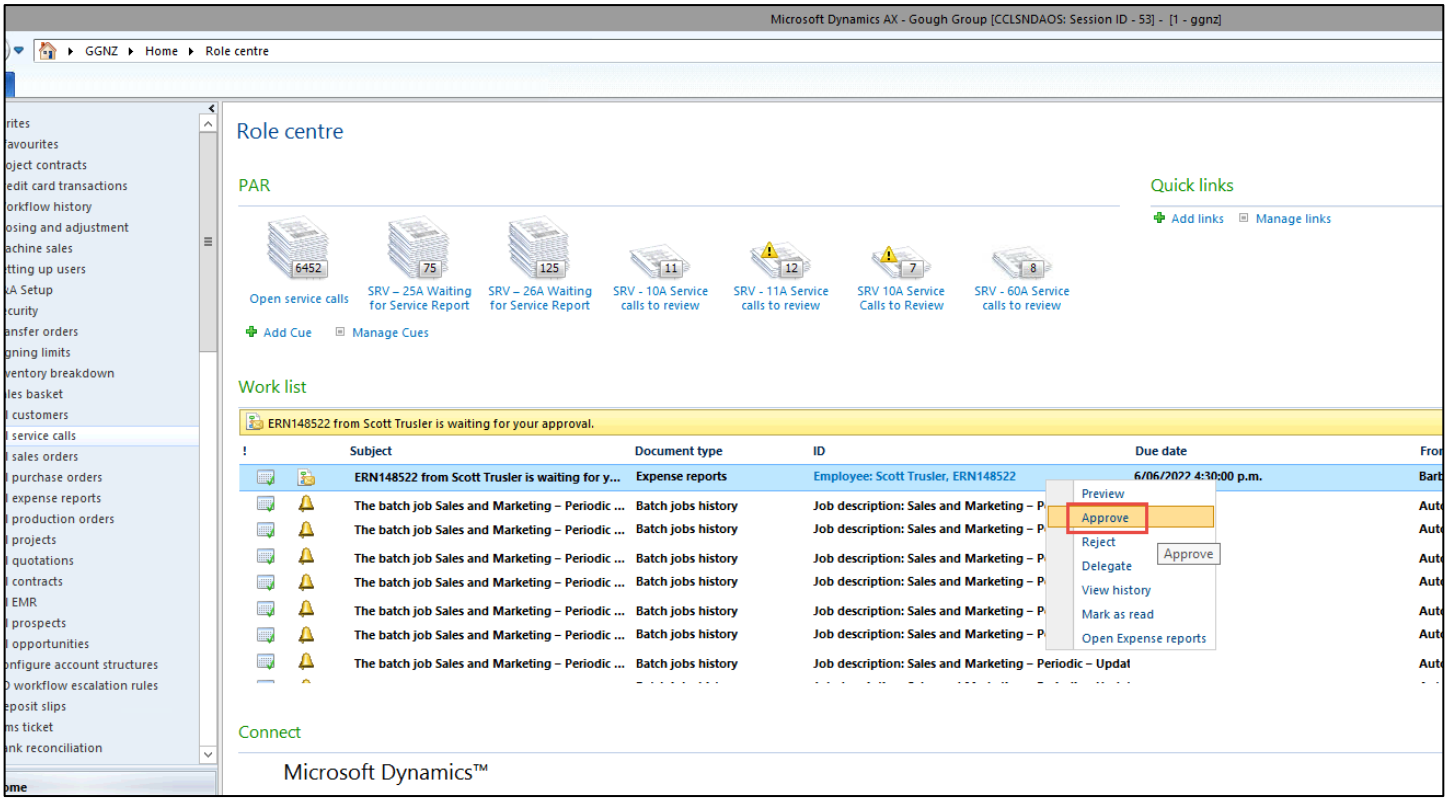


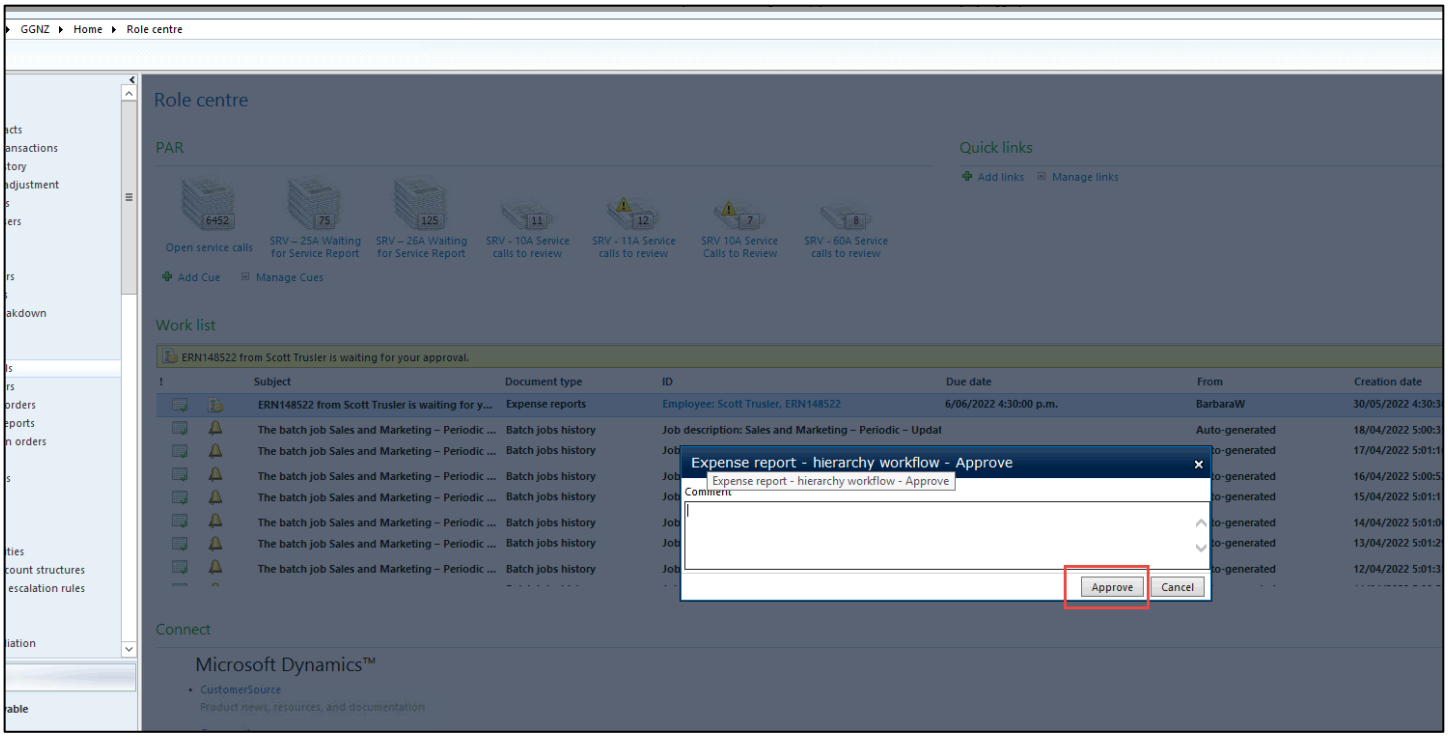


I then logged into https://citrix.ggh.co.nz/Citrix/GoughGroupWeb/ with my admin login
Opened Sandbox and got the script error

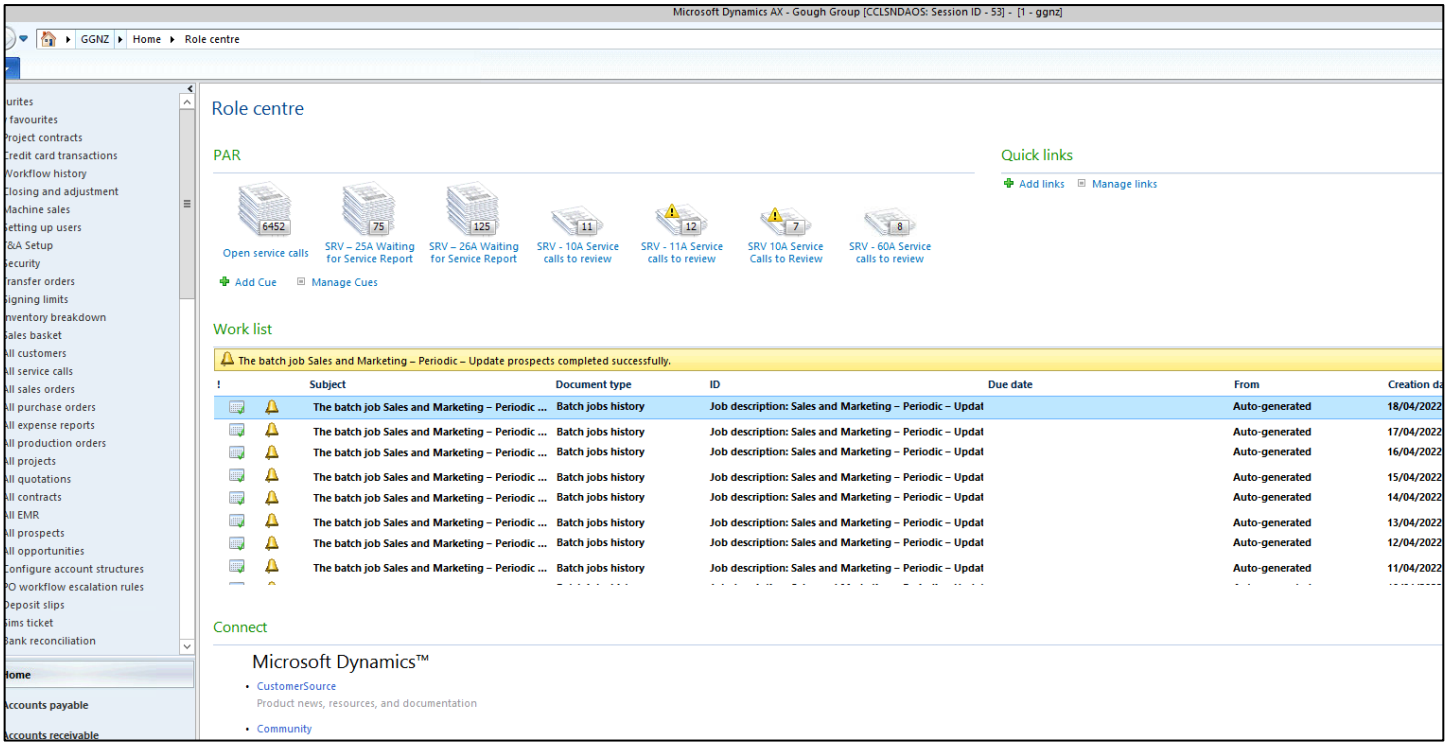


Attempted to approve the expense

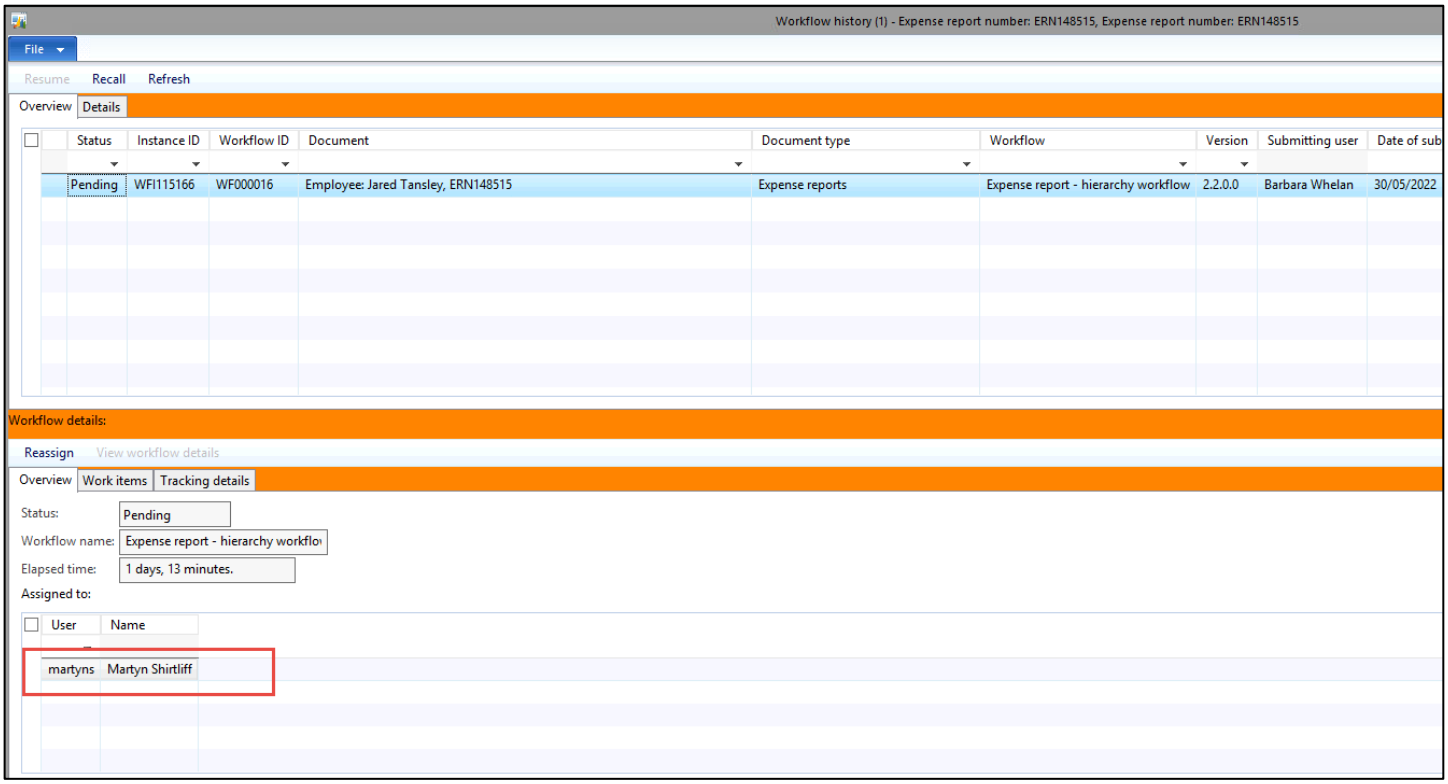




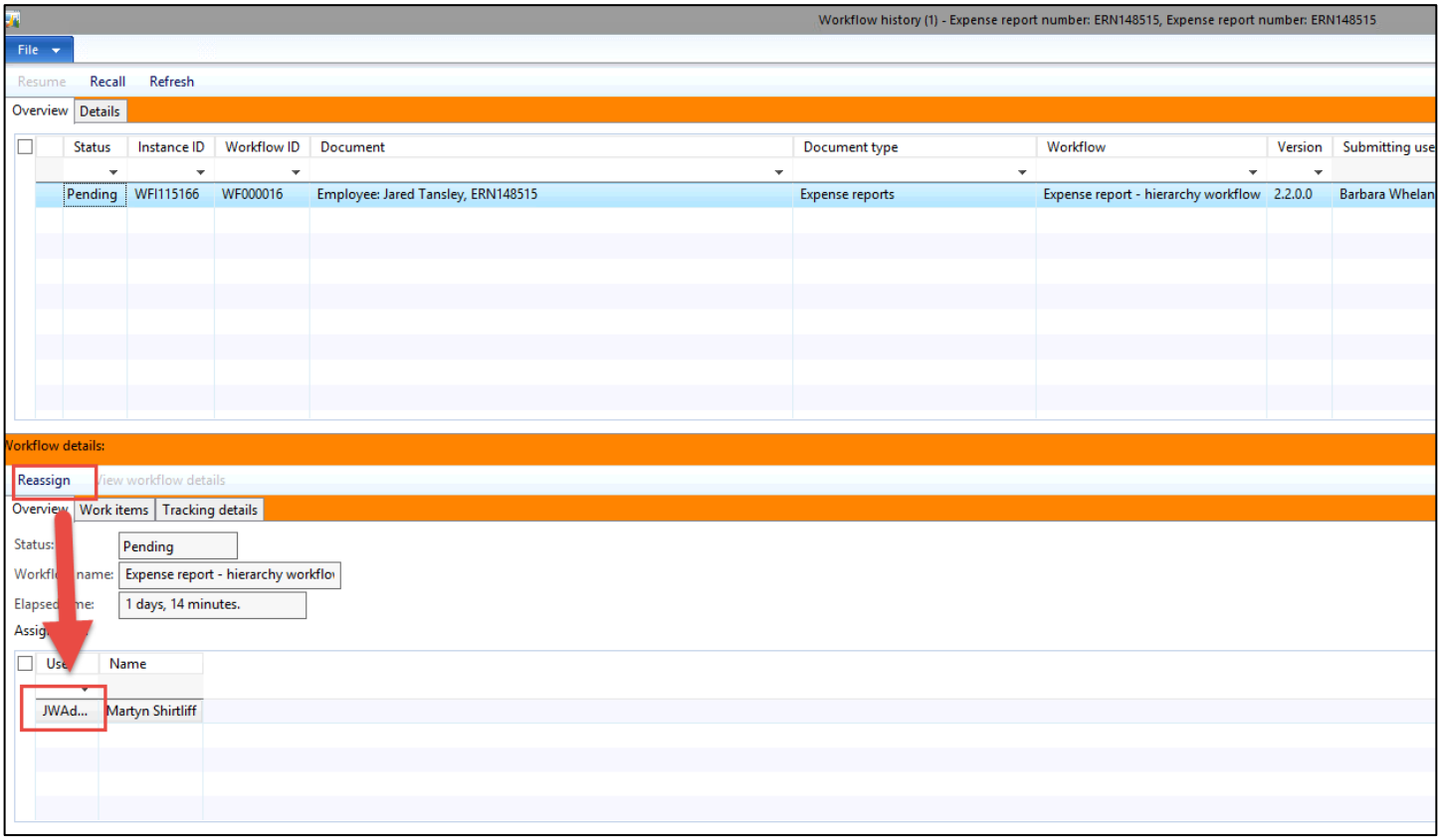
Expense approved fine



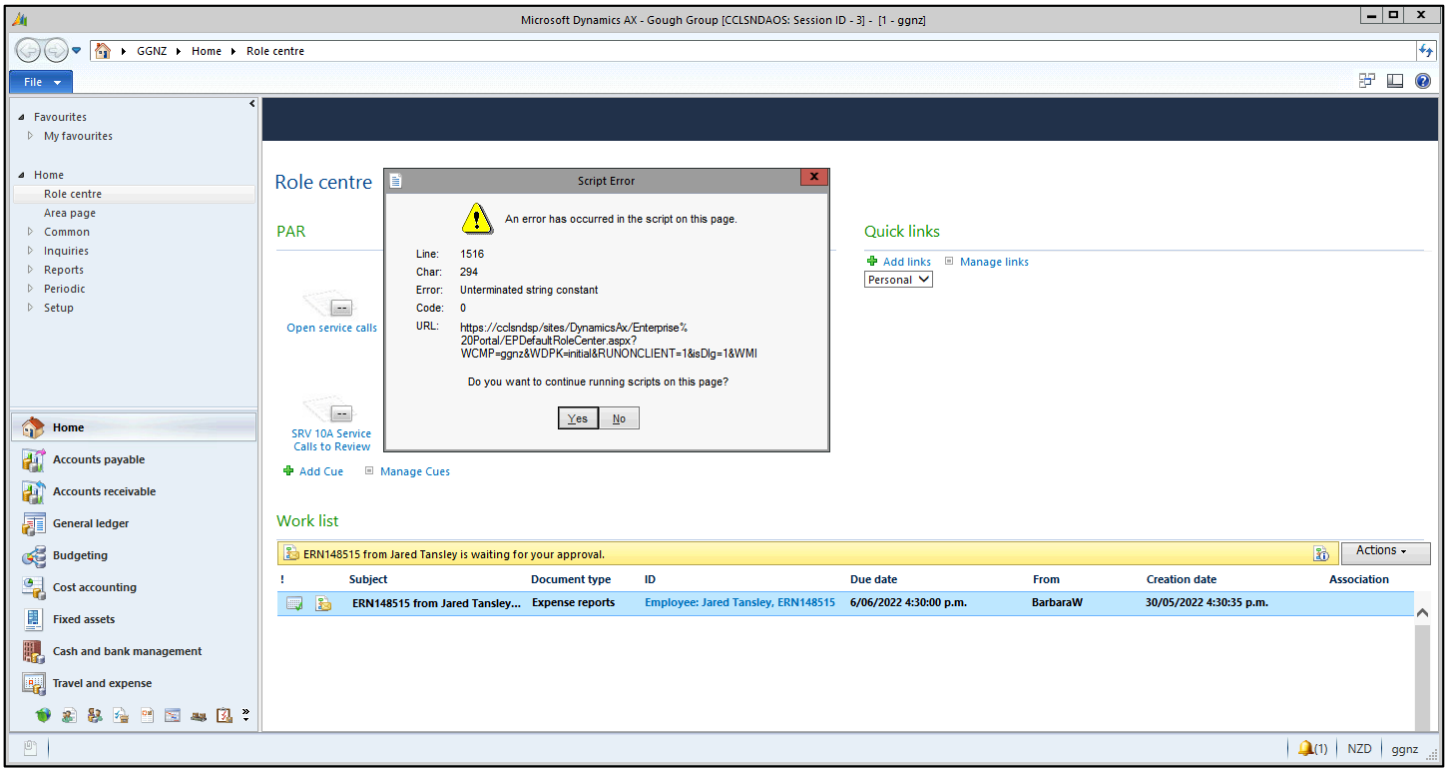
Tried another expense example (ERN148515)



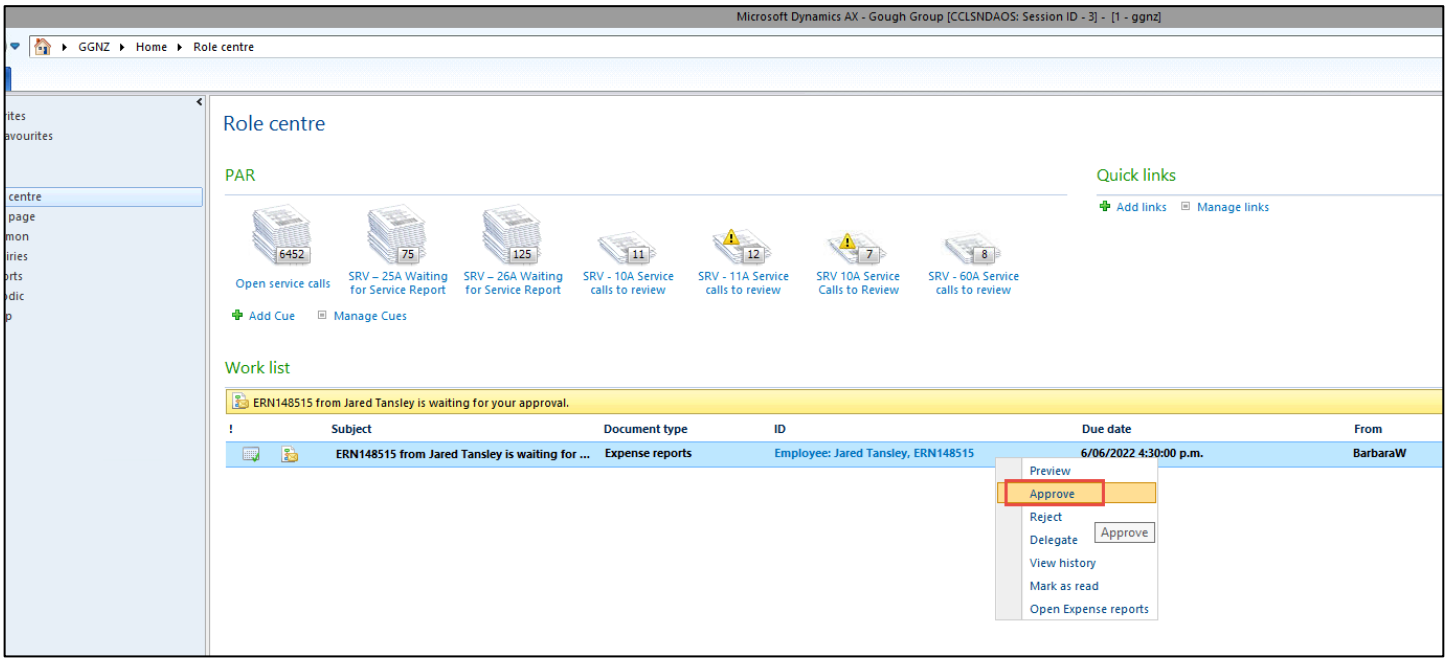
Reassigned to my admin user



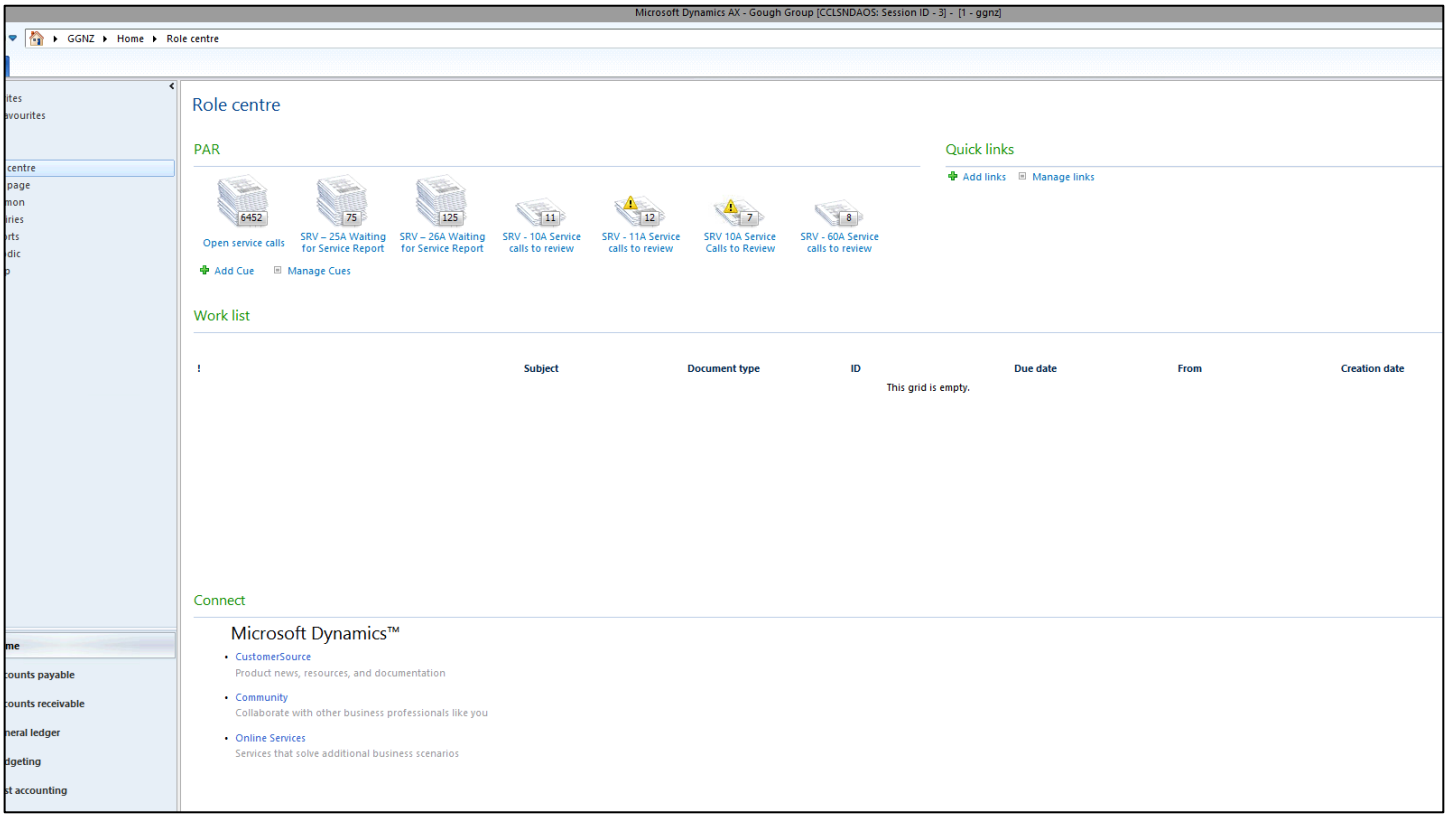
Again, got the script error upon opening Sandbox



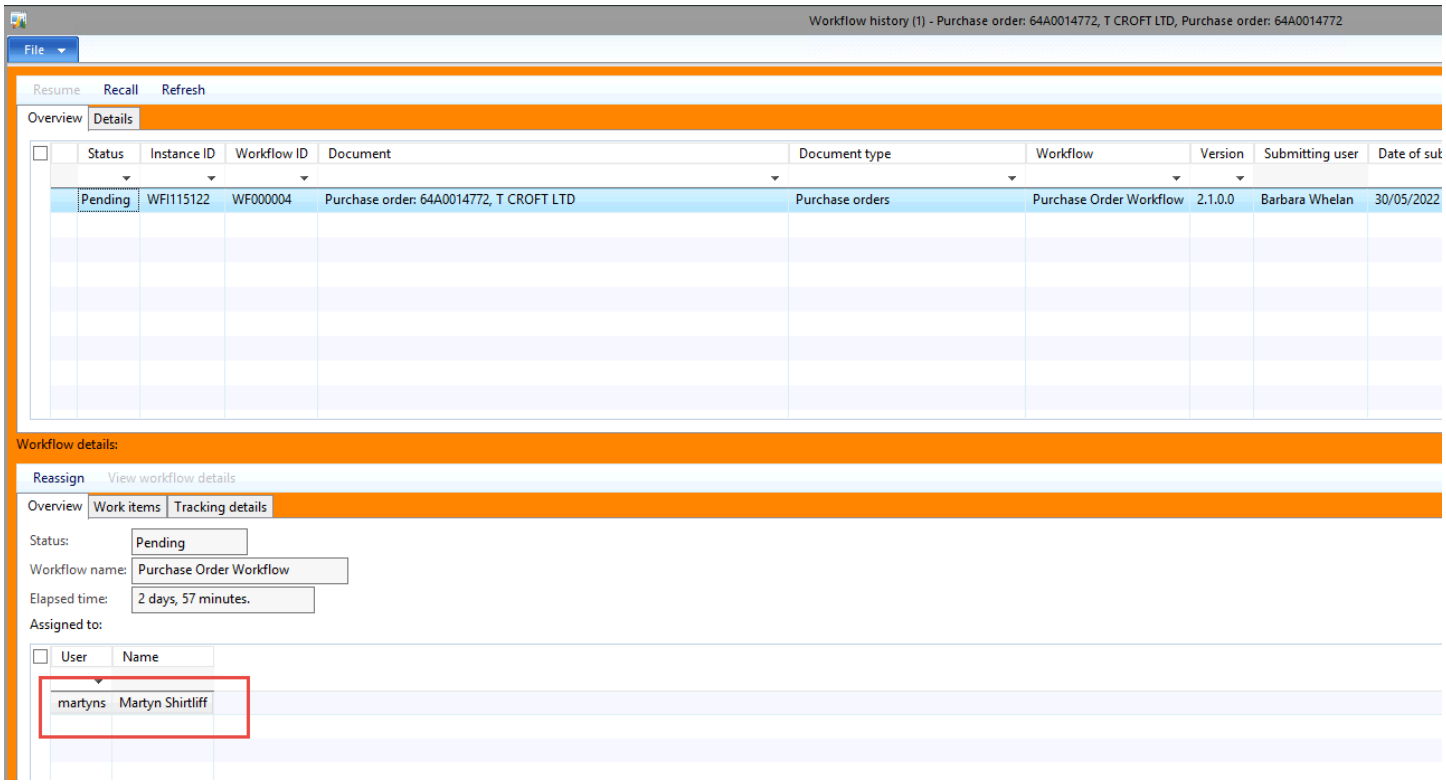
Attempted to approve expense



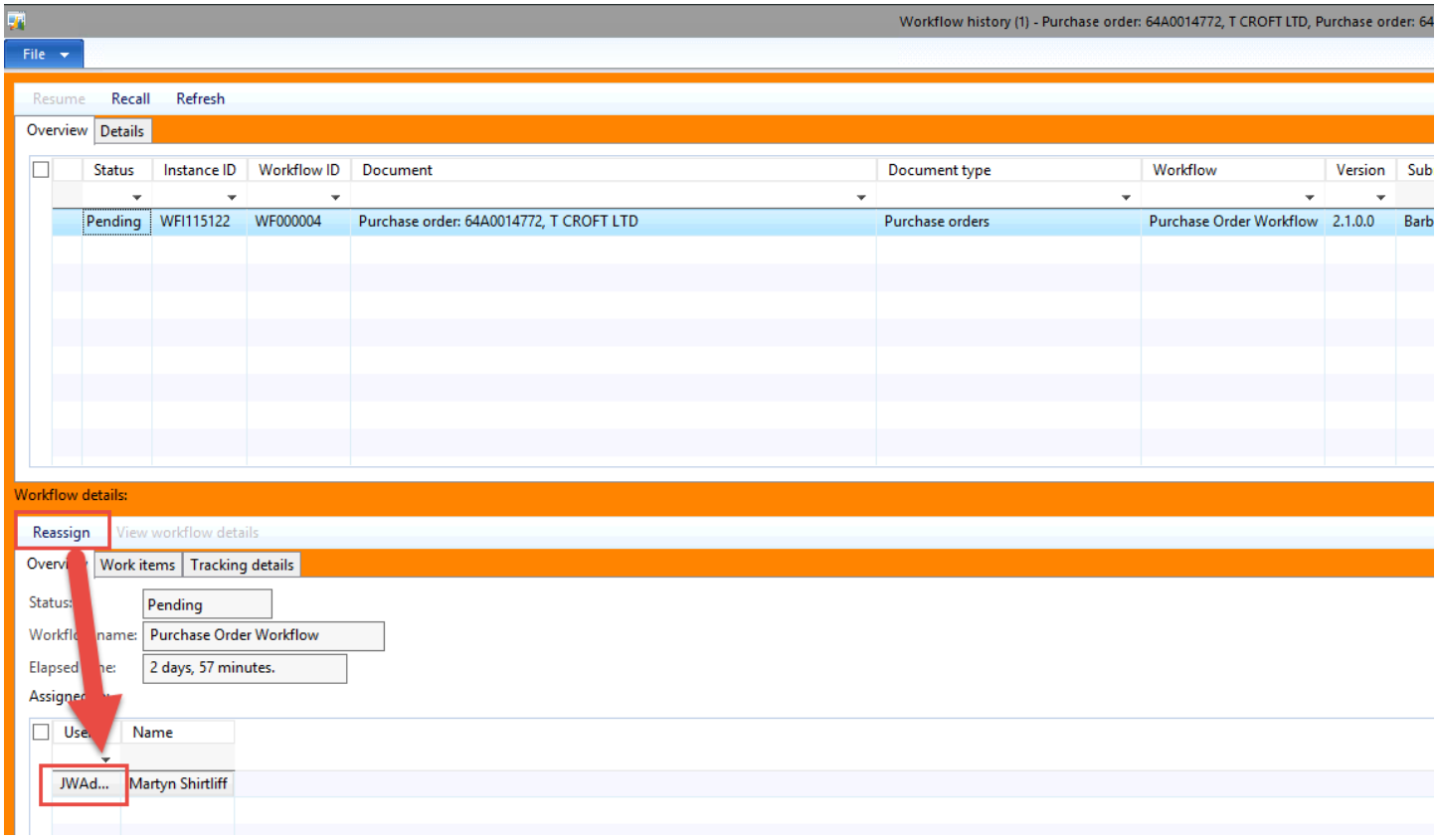
That one went through fine as well



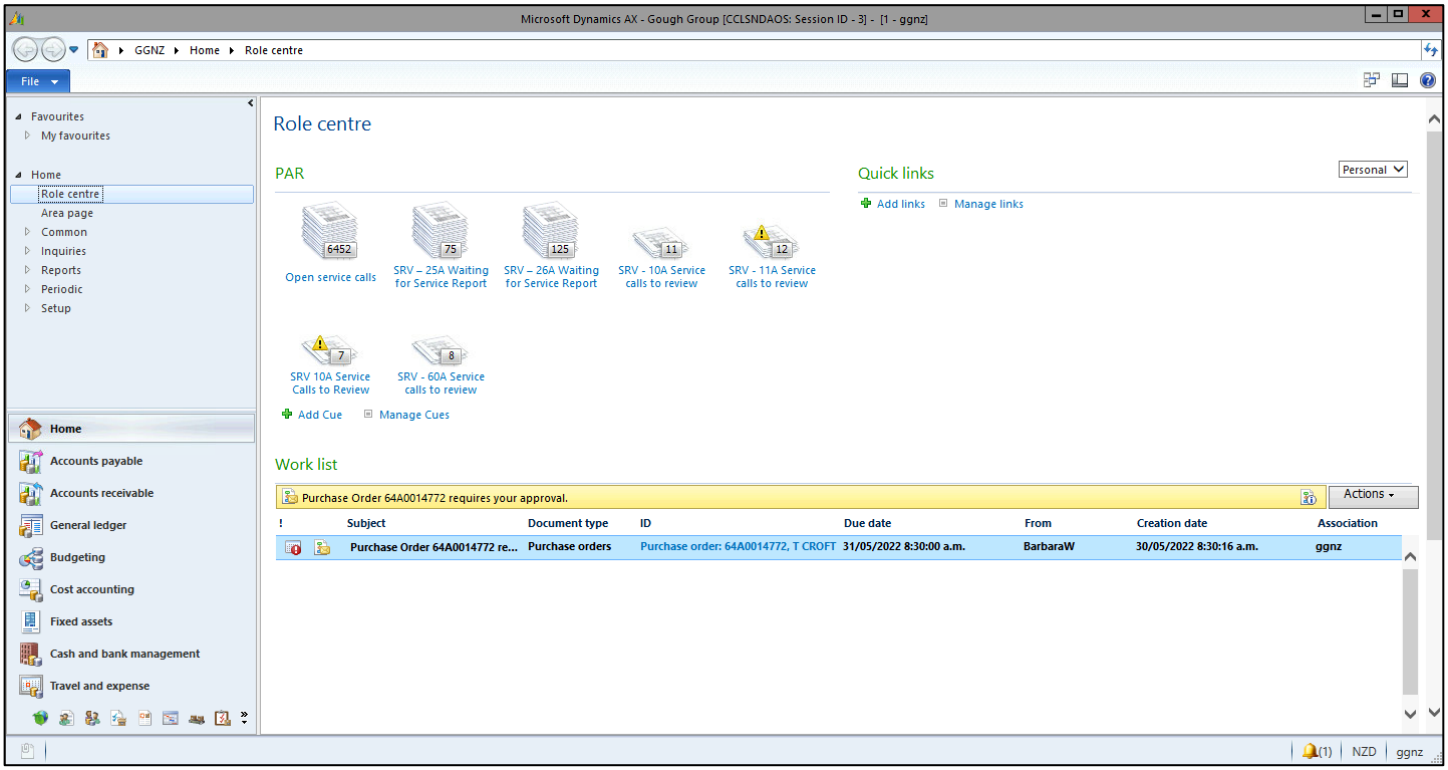
Thought I would try a purchase order this time



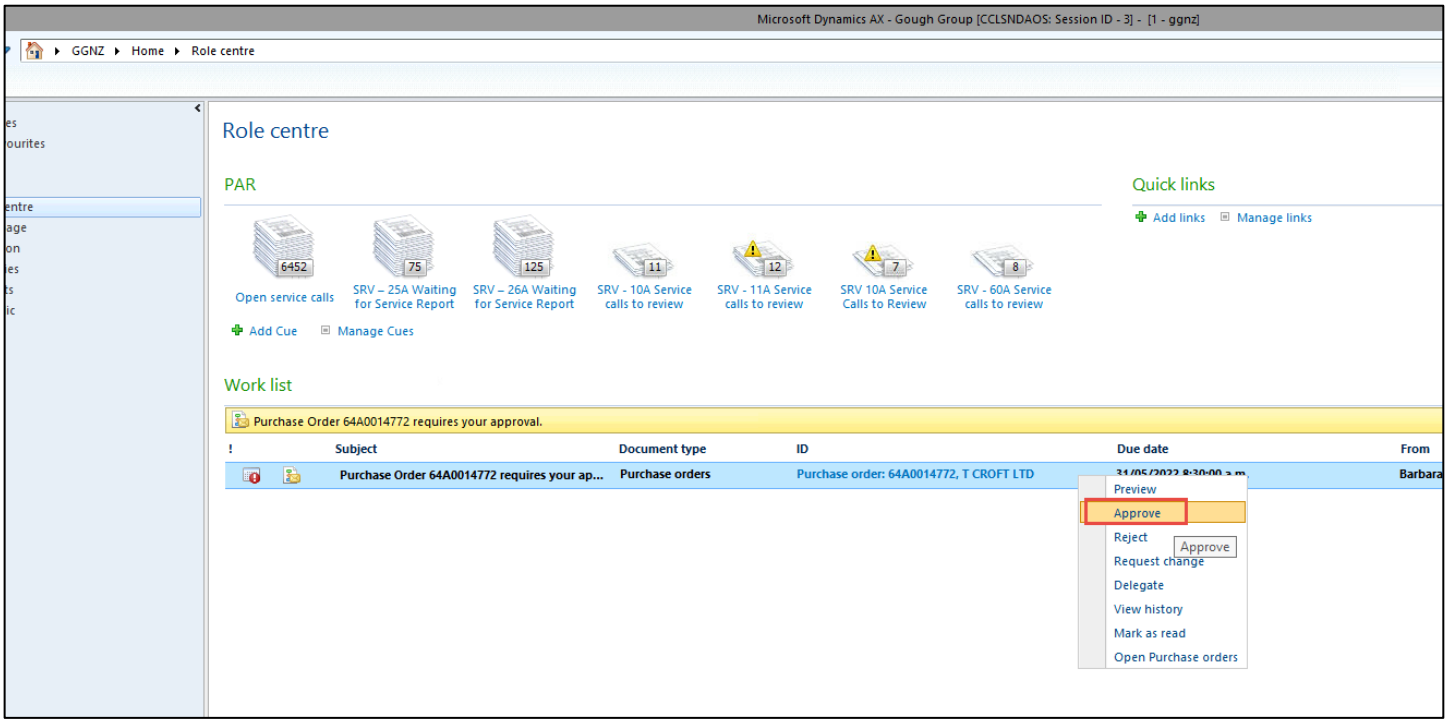
Reassigned PO to my admin user



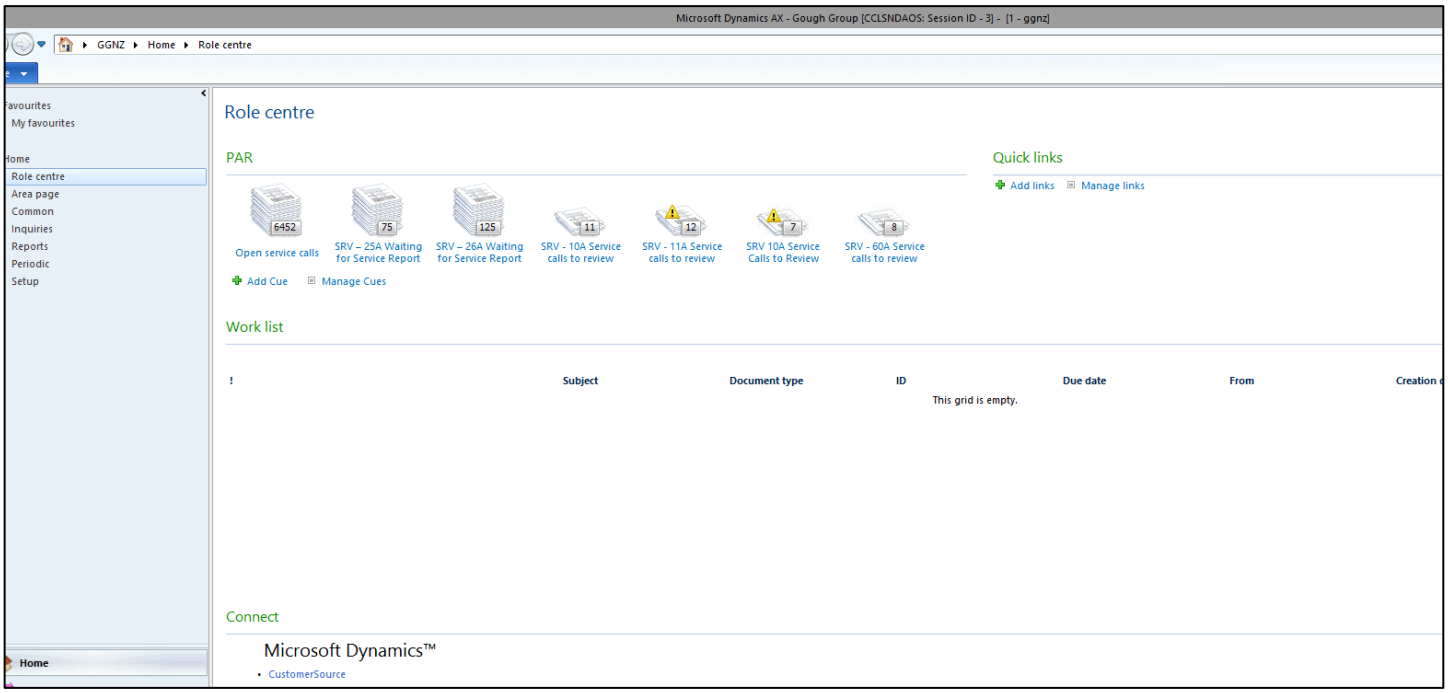
Did not get the script error this time (Maybe because it isn't an expense report??)



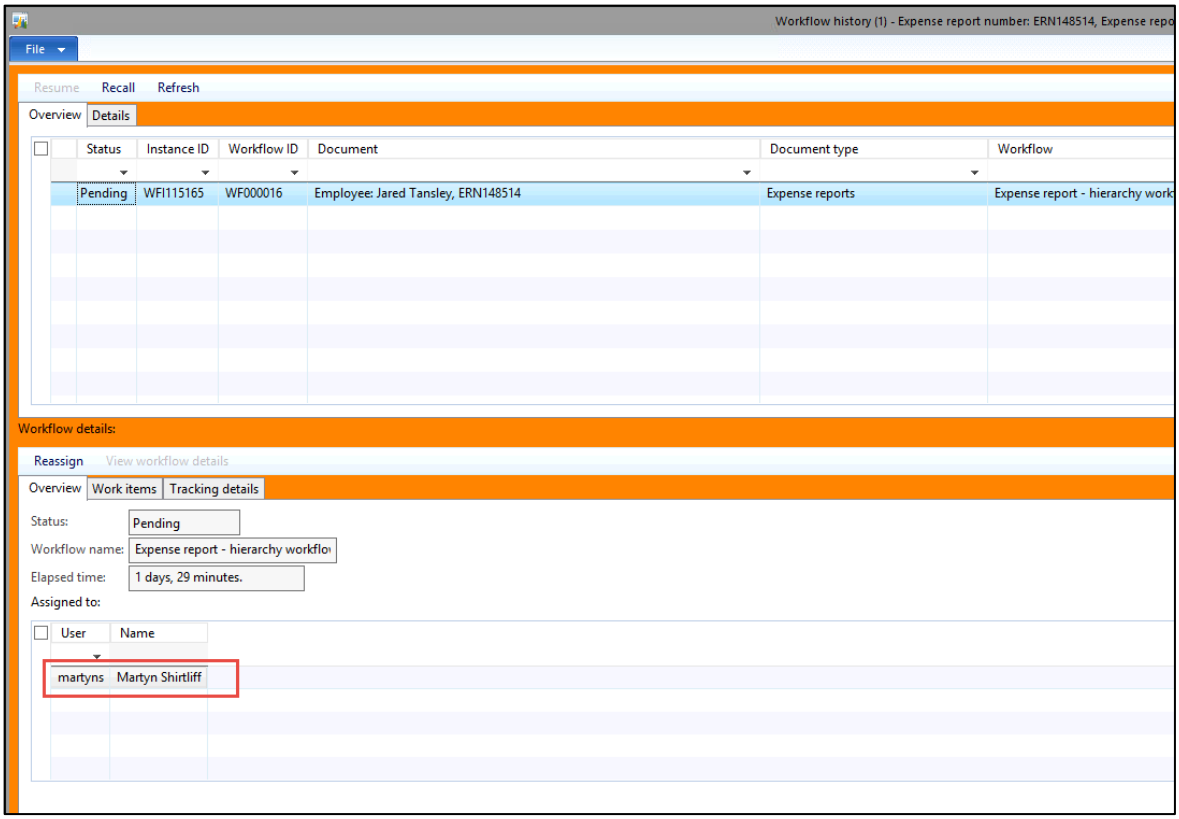
Attempted to approve the purchase order

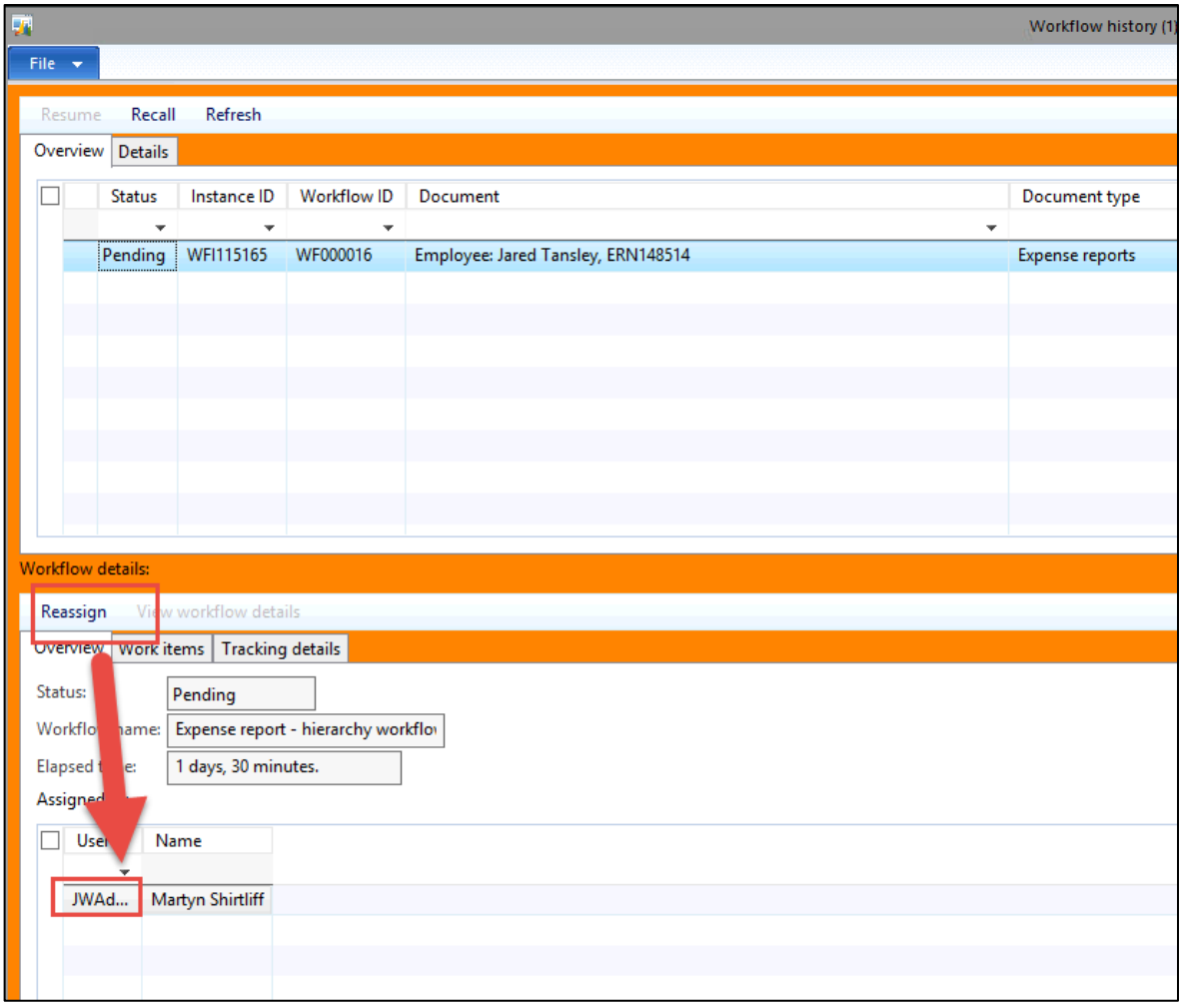


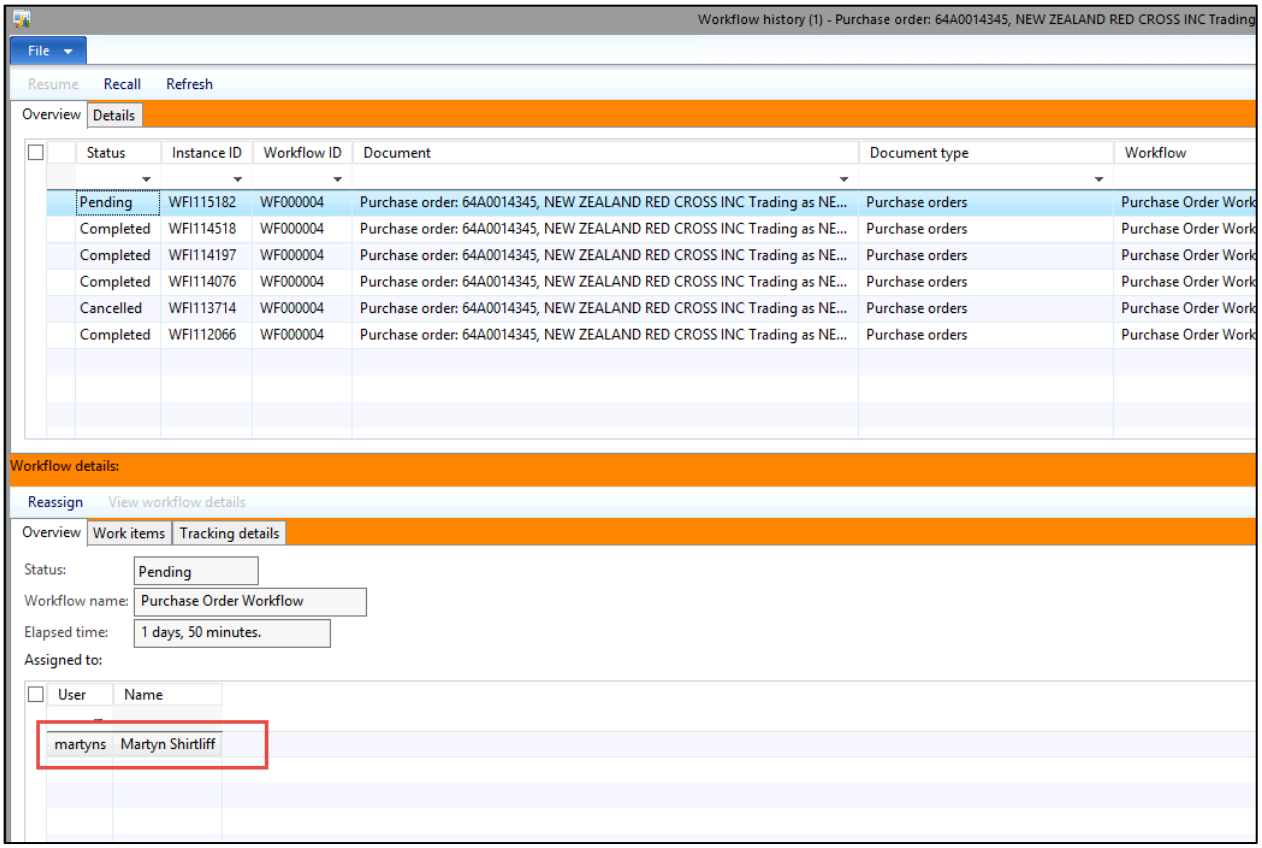
That also went through fine – no “user not found” error

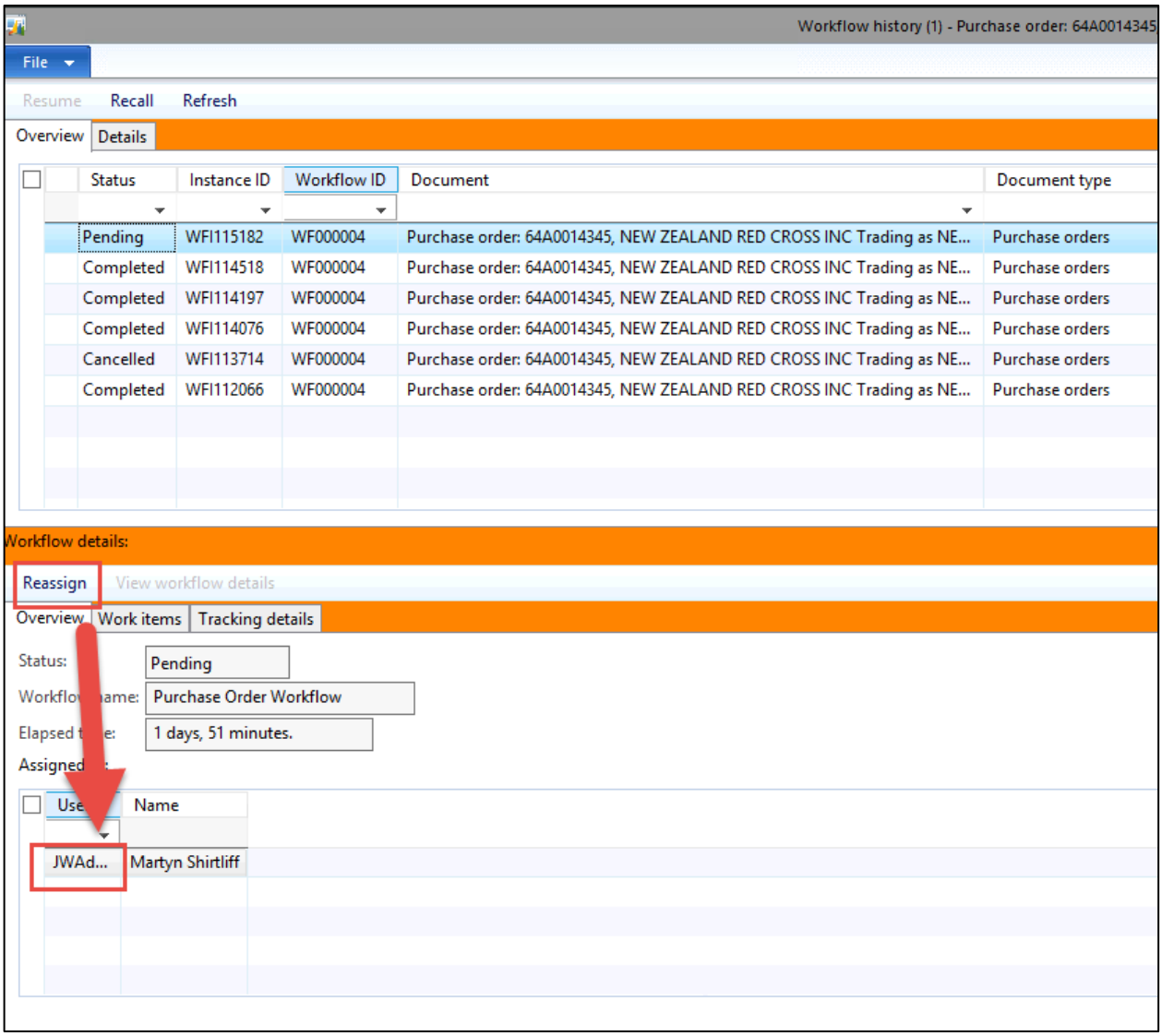


This time, I tried assigning an expense report and a purchase order to my admin user at the same time ERN148514 and 64A0014345

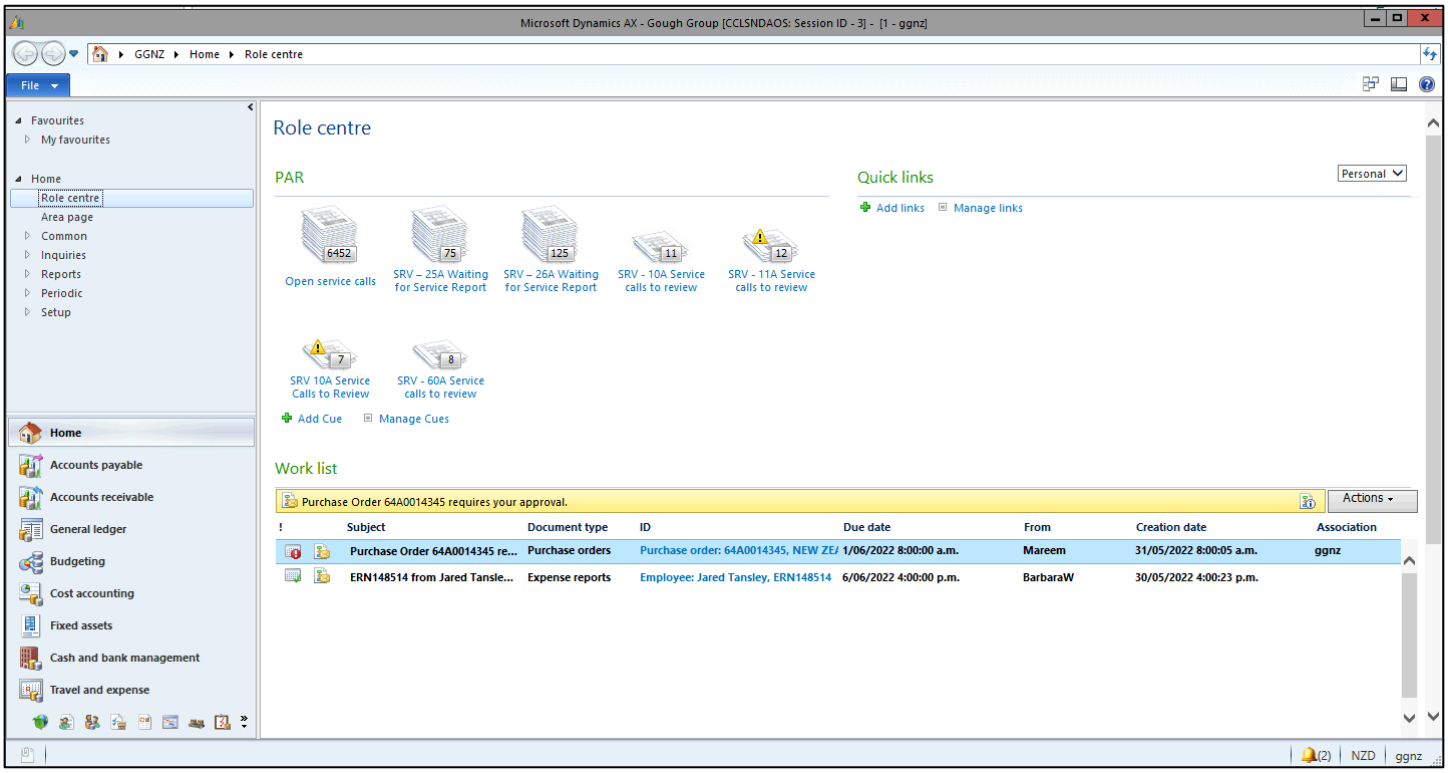

Workflow history (1) - Expense report number: ERN148514, Expense repo
File
Resume
Recall
Refresh
Overview
Details
Status
Instance ID
Workflow ID
Document
Document type
Workflow
Pending
WFI115165
WF000016
Employee: Jared Tansley, ERN148514
Expense reports
Expense report - hierarchy work
Workflow details:
Reassign
View workflow details
Overview
Work items
Tracking details
Status:
Pending
Workflow name:
Expense report - hierarchy workflo
Elapsed time:
1 days, 29 minutes.
Assigned to:
User
Name
martyns
Martyn Shirtliff


Workflow history (1)
File
Resume
Recall
Refresh
Overview
Details
Status
Instance ID
Workflow ID
Document
Document type
Pending
WFI115165
WF000016
Employee: Jared Tansley, ERN148514
Expense reports
Workflow details:
Reassign
View workflow details
Work items
Tracking details
Status:
Pending
Expense report - hierarchy workflo
1 days, 30 minutes.
Name
JWAd...
Martyn Shirtliff

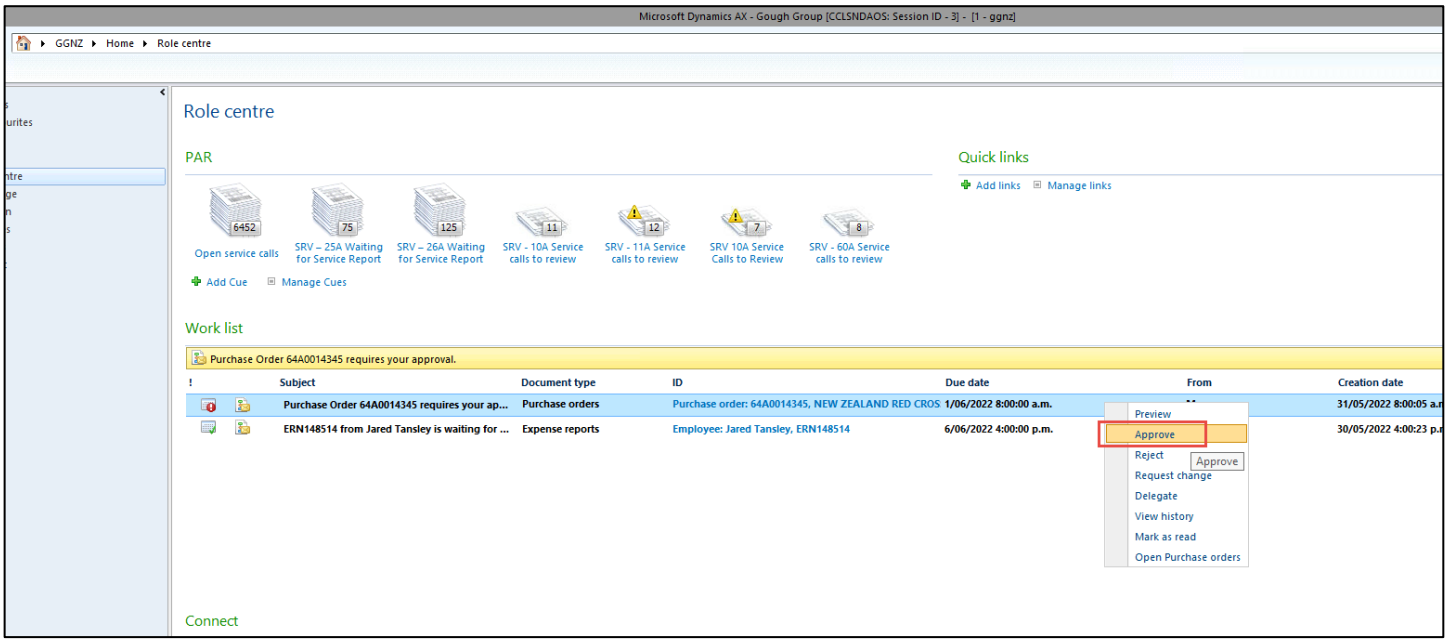

Workflow history (1) - Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading
File
Resume
Recall
Refresh
Overview
Details
Status
Instance ID
Workflow ID
Document
Document type
Workflow
Pending WFI115182 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders Purchase Order Work
Completed WFI114518 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders Purchase Order Work
Completed WFI114197 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders Purchase Order Work
Completed WFI114076 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders Purchase Order Work
Cancelled WFI113714 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders Purchase Order Work
Completed WFI112066 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders Purchase Order Work
Workflow details:
Reassign
View workflow details
Overview
Work items
Tracking details
Status: Pending
Workflow name: Purchase Order Workflow
Elapsed time: 1 days, 50 minutes.
Assigned to:
User
Name
martyns Martyn Shirtliff


Workflow history (1) - Purchase order: 64A0014345
File
Resume
Recall
Refresh
Overview
Details
Status
Instance ID
Workflow ID
Document
Document type
Pending WFI115182 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders
Completed WFI114518 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders
Completed WFI114197 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders
Completed WFI114076 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders
Cancelled WFI113714 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders
Completed WFI112066 WF000004 Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE... Purchase orders
Workflow details:
Reassign
View workflow details
Overview
Work items
Tracking details
Status: Pending
Workflow name: Purchase Order Workflow
Elapsed time: 1 days, 51 minutes.
Assigned to:
User
Name
JWAd... Martyn Shirtliff

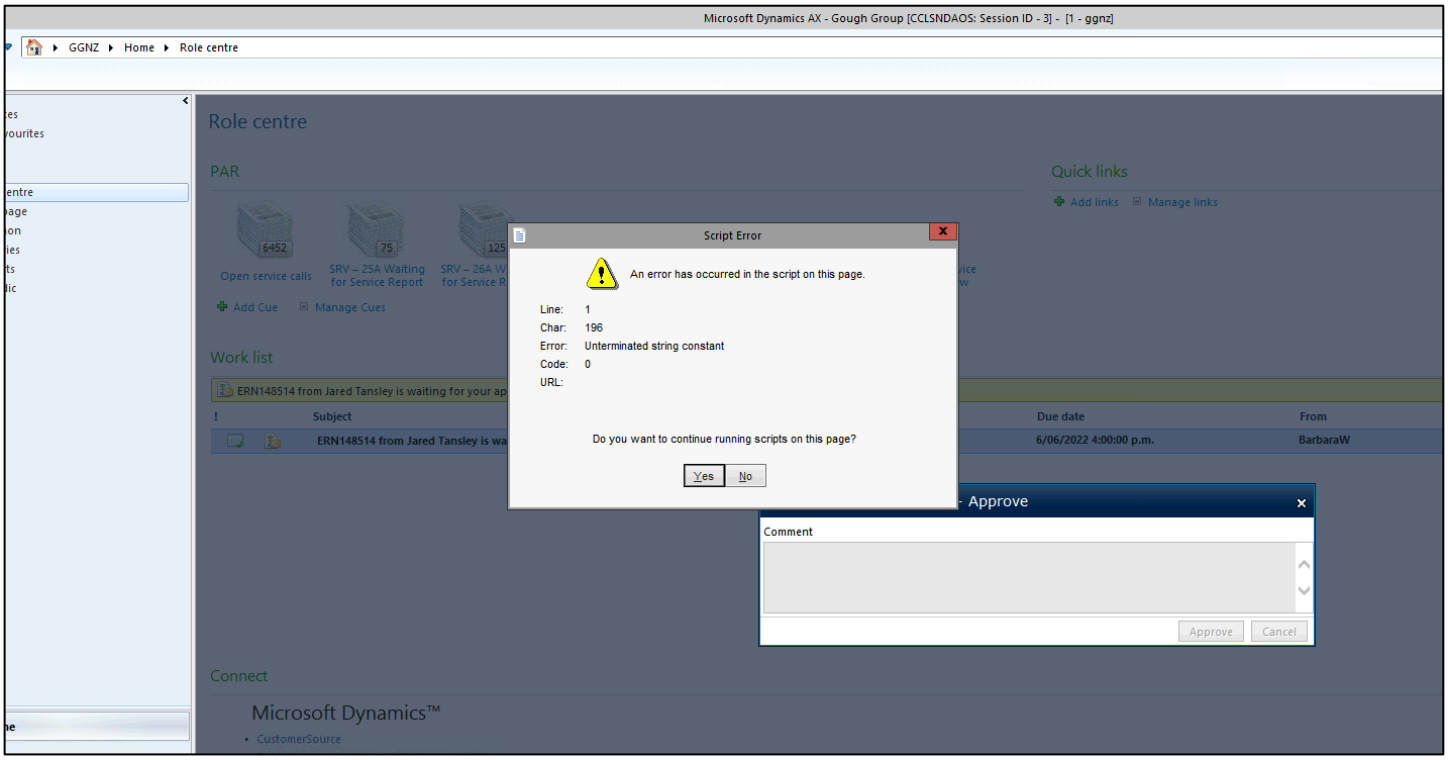
Again, no script error upon opening Sandbox (Thought it might have popped up seeing as there is an expense report to approve)



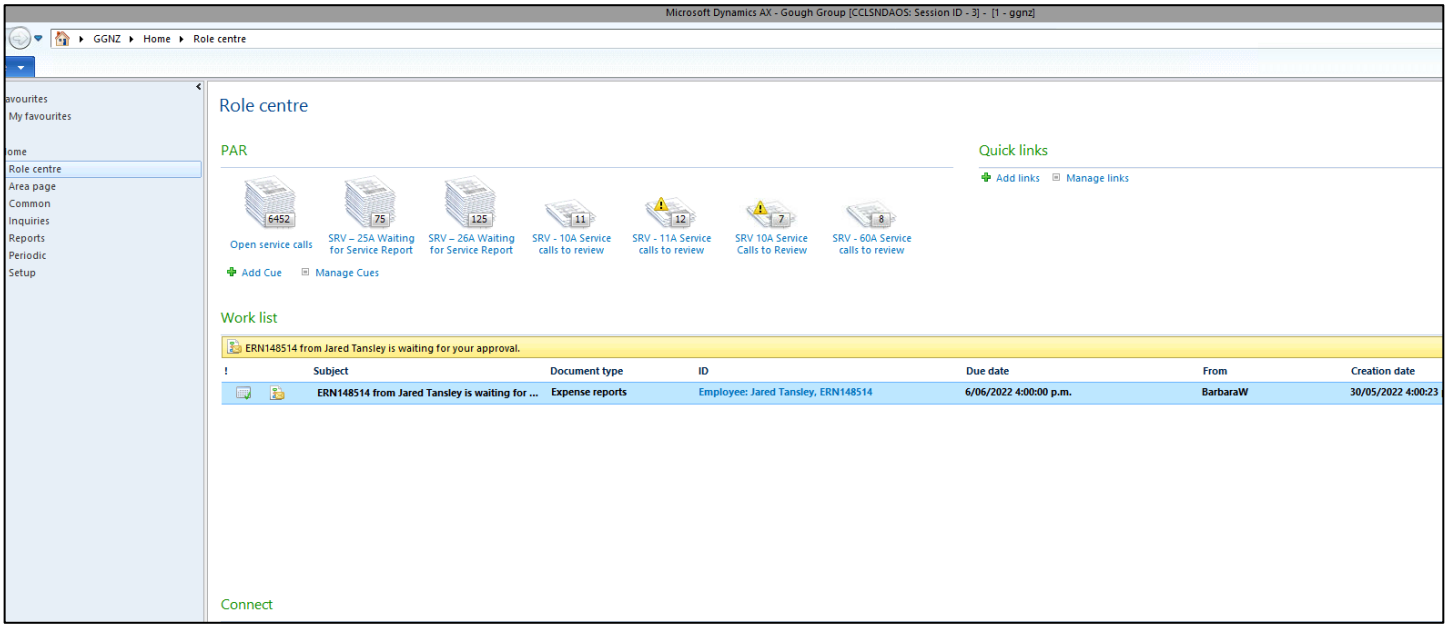
Attempted to approve the purchase order first



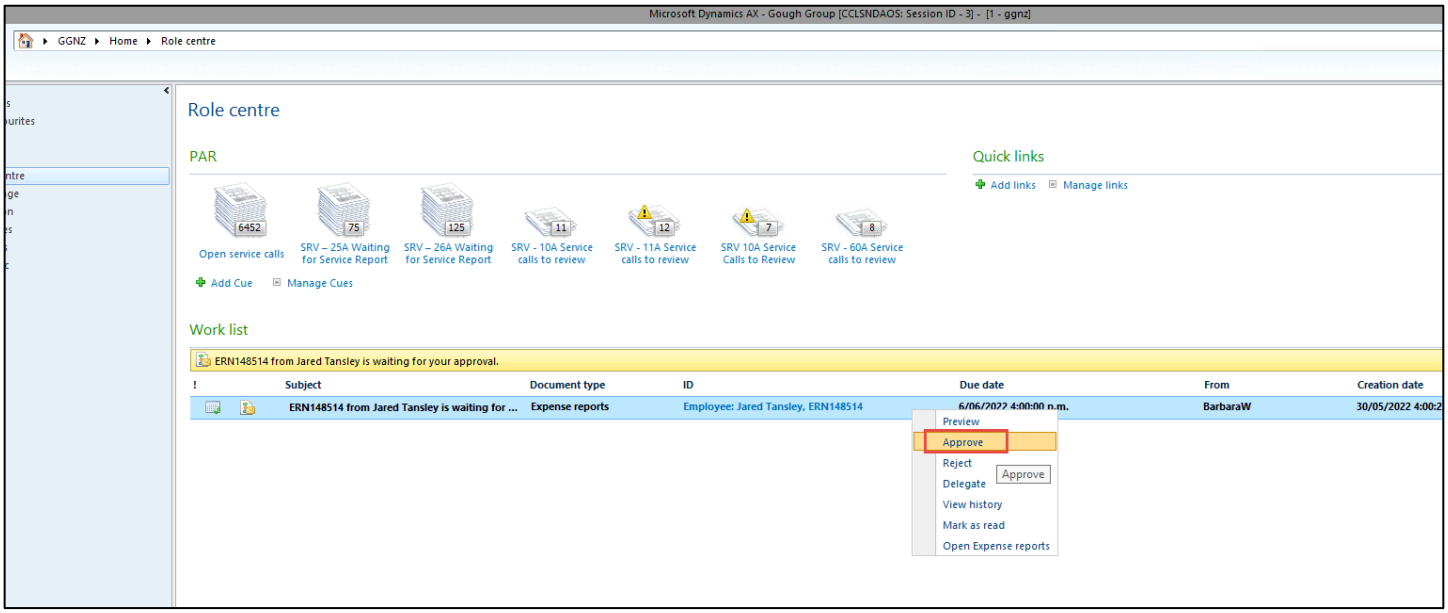
Upon approving the purchase order, the script error popped up



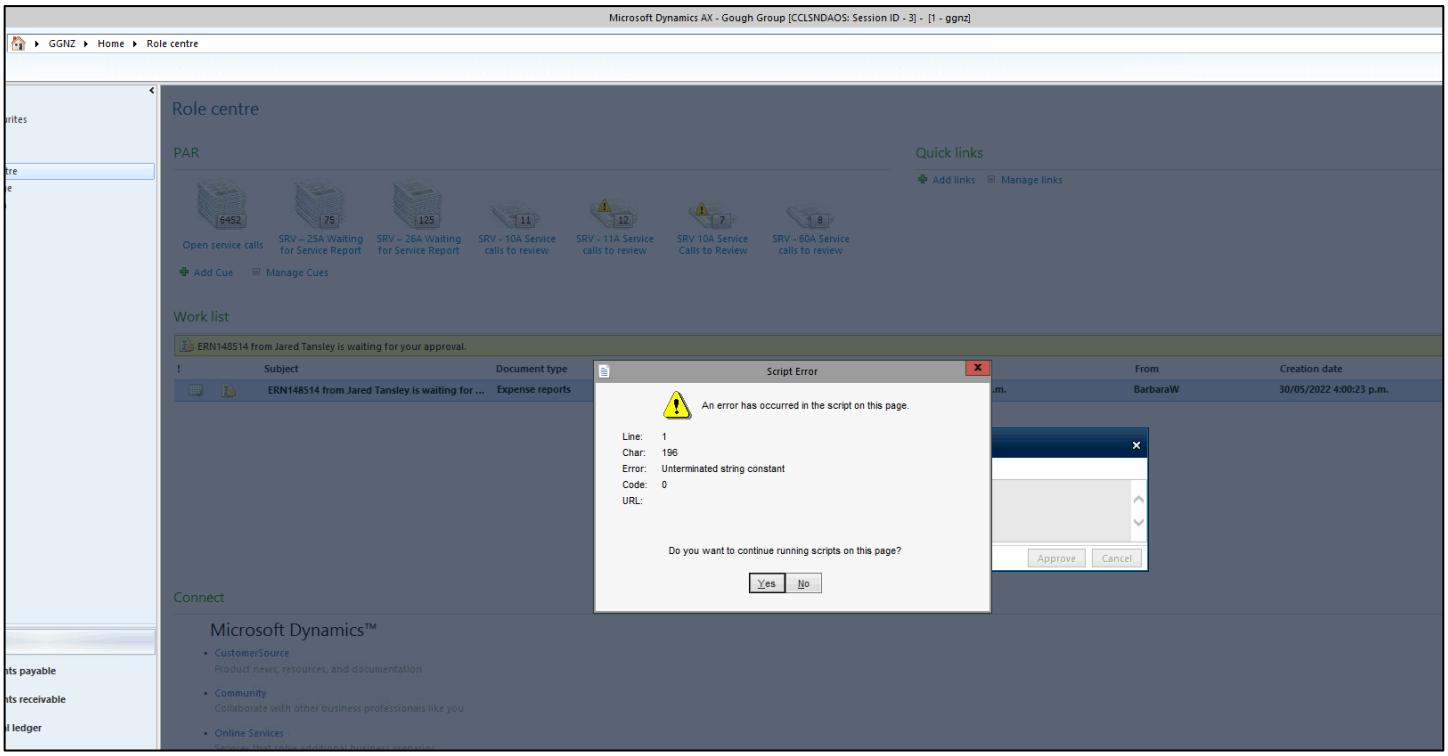
Clicked NO (but it doesn't matter if you click yes or no, as it still pops up anyway)
Purchase order still went through fine though



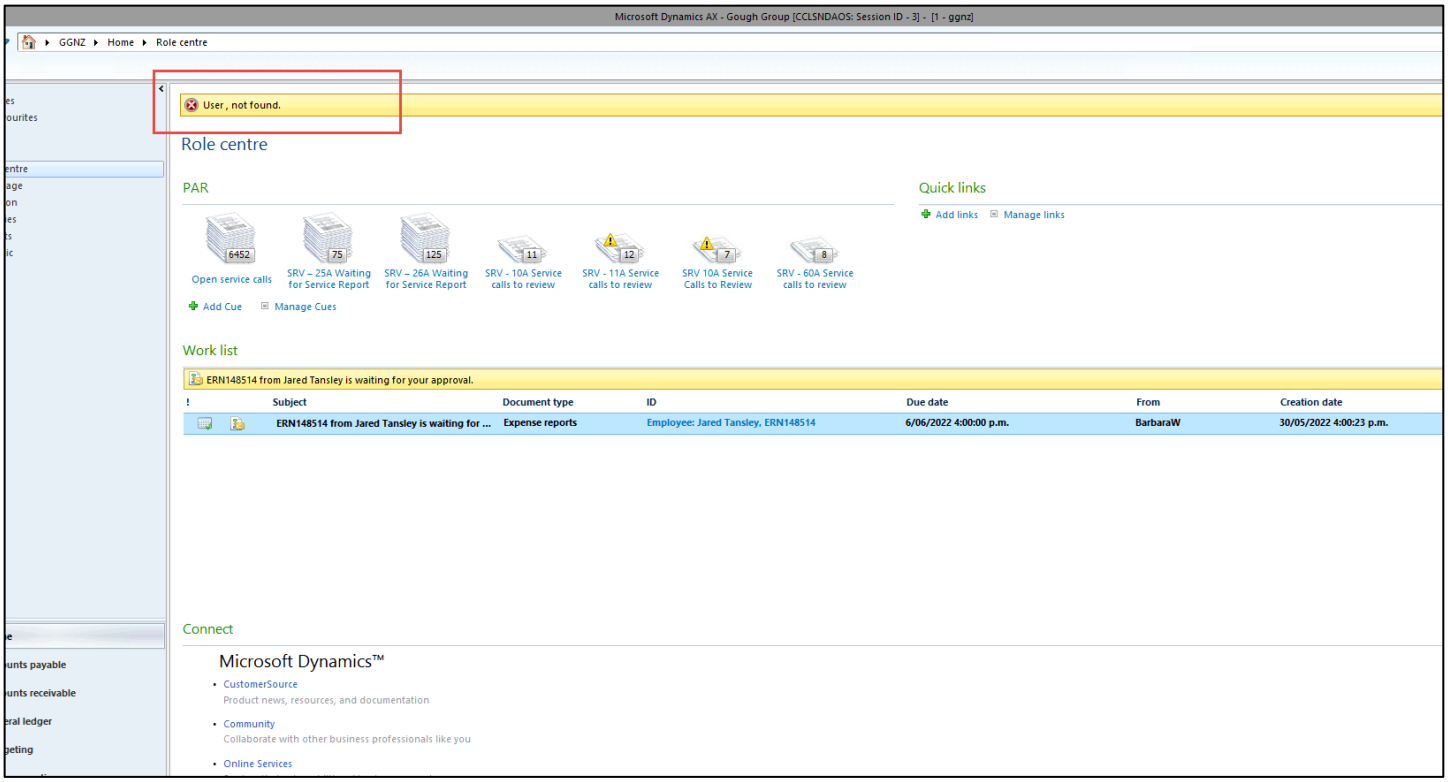
Then attempted to approve the expense report



Got the script error again upon approving expense report



Clicked NO
Then got the “user, not found” error and the expense report did not approve/disappear (as per screenshot below)


Microsoft Dynamics AX - Gough Group [CCLSNDAOS: Session ID - 3] - [1 - ggnz]
GGNZ ▸ Home ▸ Role centre
User , not found.
Role centre
PAR
6452
Open service calls
75
SRV – 25A Waiting for Service Report
125
SRV – 26A Waiting for Service Report
11
SRV - 10A Service calls to review
12
SRV - 11A Service calls to review
7
SRV 10A Service Calls to Review
8
SRV - 60A Service calls to review
Add Cue
Manage Cues
Quick links
Add links
Manage links
Work list
ERN148514 from Jared Tansley is waiting for your approval.
! Subject Document type ID Due date From Creation date
ERN148514 from Jared Tansley is waiting for ... Expense reports Employee: Jared Tansley, ERN148514 6/06/2022 4:00:00 p.m. BarbaraW 30/05/2022 4:00:23 p.m.
Connect
Microsoft Dynamics™
CustomerSource
Product news, resources, and documentation
Community
Collaborate with other business professionals like you
Online Services