

Martyn Shirtliff Next/Expense portal issues (00176)

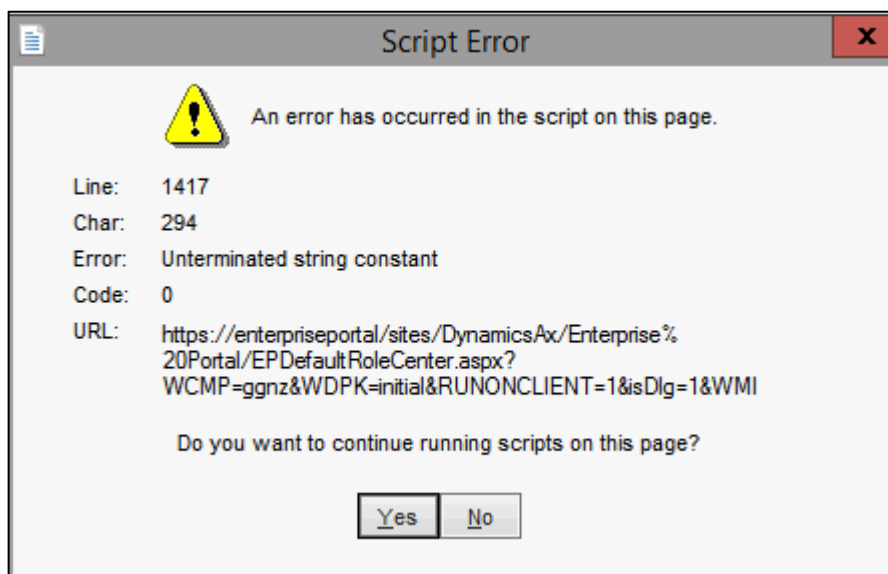
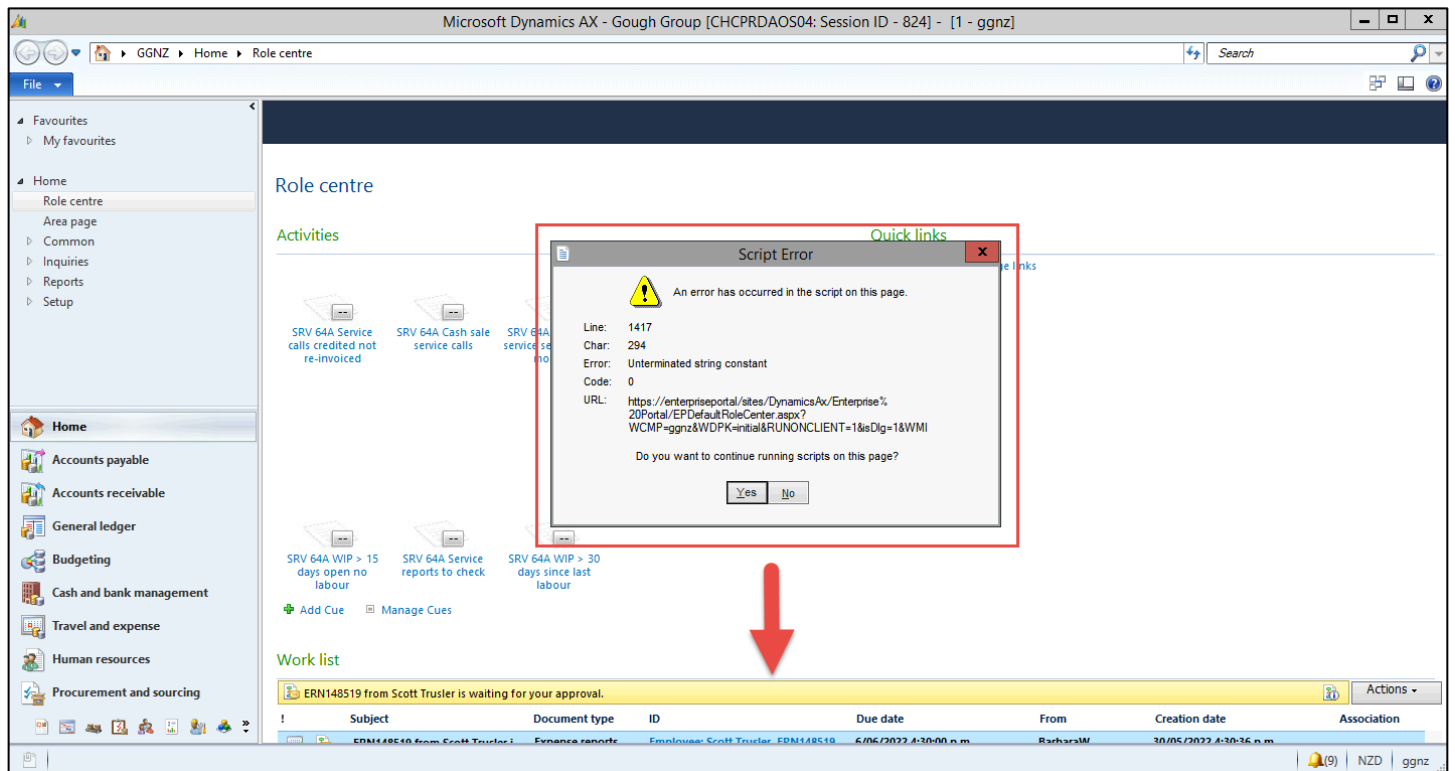
Date: 31/05/2022

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:

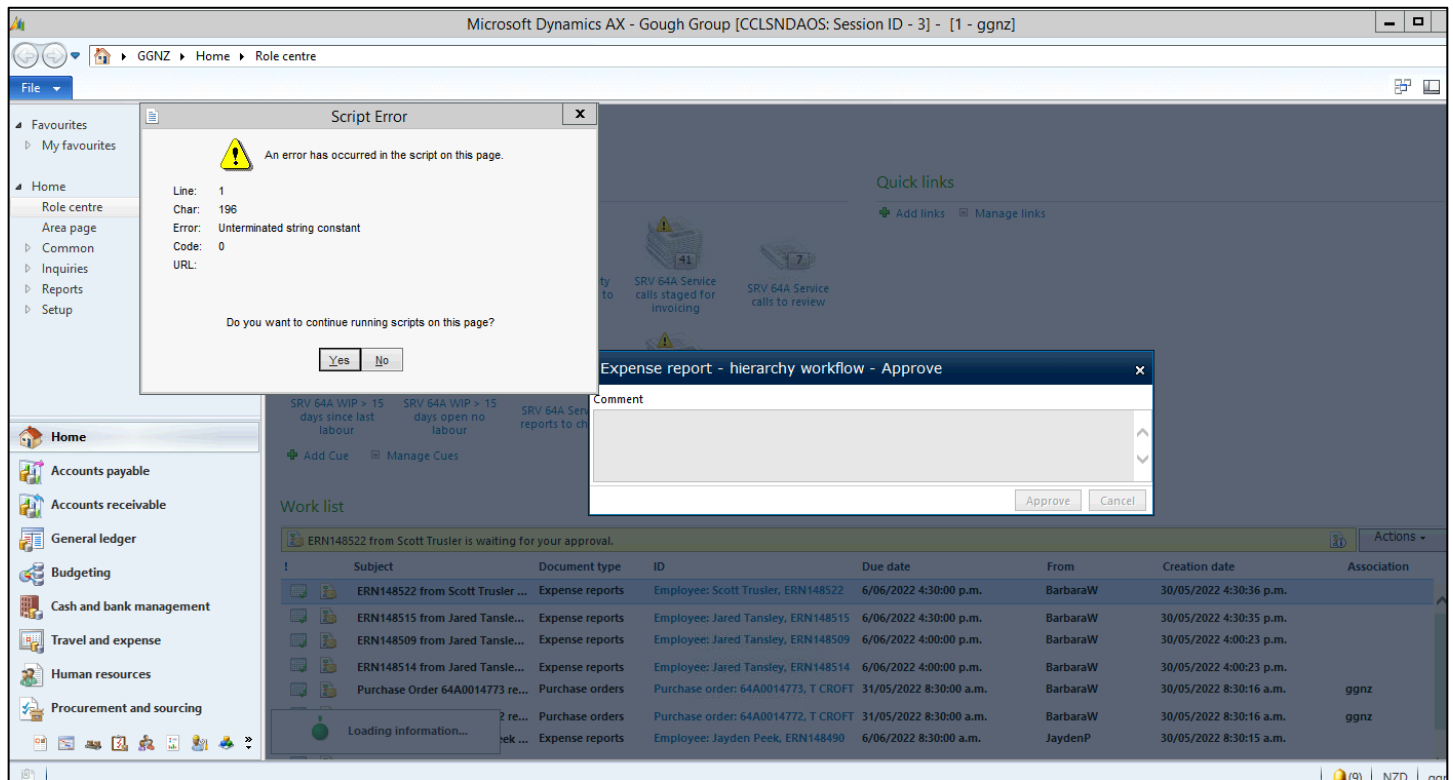
Upon opening Next: Script error pops up like below



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.

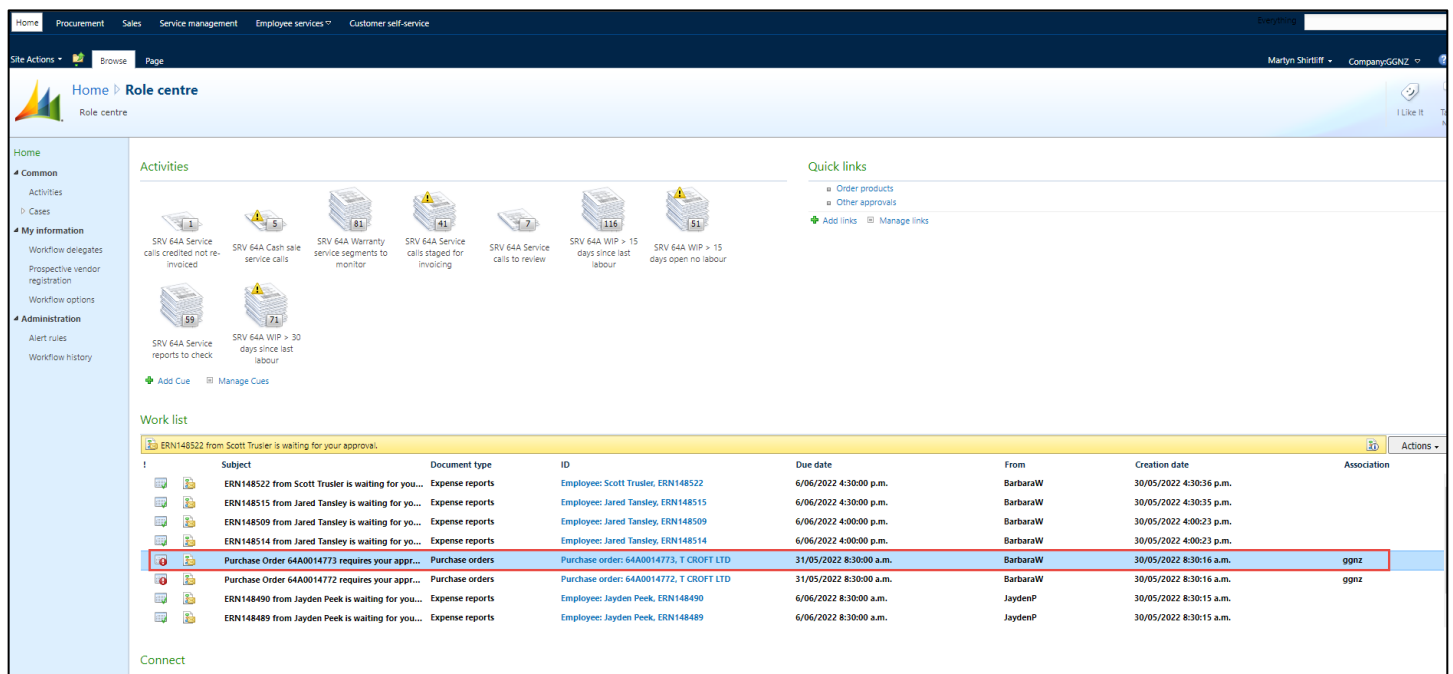
Does not matter whether you click yes or no – it returns anyway.

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 Next Sandbox



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

Microsoft Dynamics AX - Gough Group [CCLSNDAS: Session ID - 3] - [1 - ggnz]

Role centre

Activities

Quick links

Work list

ER148515 from Jared Tansley is waiting for your approval.

	Subject	Document type	ID	Due date	From	Creation date	Association
	Purchase Order 64A0014345 requires your ap...	Purchase orders	Purchase order: 64A0014345, NEW ZEALAND RED CRO...	1/06/2022 8:00:00 a.m.	Marceem	31/05/2022 8:00:05 a.m.	ggnz
	ERN148519 from Scott Trusler is waiting for y...	Expense reports	Employee: Scott Trusler, ERN148519	6/06/2022 4:30:00 p.m.	BarbaraW	30/05/2022 4:30:36 p.m.	
	ERN148522 from Scott Trusler is waiting for y...	Expense reports	Employee: Scott Trusler, ERN148522	6/06/2022 4:30:00 p.m.	BarbaraW	30/05/2022 4:30:36 p.m.	
	ERN148515 from Jared Tansley is waiting for y...	Expense reports	Employee: Jared Tansley, ERN148515	6/06/2022 4:30:00 p.m.	BarbaraW	30/05/2022 4:30:35 p.m.	
	ERN148509 from Jared Tansley is waiting for y...	Expense reports	Employee: Jared Tansley, ERN148509	6/06/2022 4:00:00 p.m.	BarbaraW	30/05/2022 4:00:23 p.m.	
	ERN148514 from Jared Tansley is waiting for y...	Expense reports	Employee: Jared Tansley, ERN148514	6/06/2022 4:00:00 p.m.	BarbaraW	30/05/2022 4:00:23 p.m.	
	Purchase Order 64A0014772 requires your ap...	Purchase orders	Purchase order: 64A0014772, T CROFT LTD	31/05/2022 8:30:00 a.m.	BarbaraW	30/05/2022 8:30:16 a.m.	ggnz
	ERN148490 from Jayden Peek is waiting for y...	Expense reports	Employee: Jayden Peek, ERN148490	6/06/2022 8:30:00 a.m.	JaydenP	30/05/2022 8:30:15 a.m.	
	ERN148489 from Jayden Peek is waiting for y...	Expense reports	Employee: Jayden Peek, ERN148489	6/06/2022 8:30:00 a.m.	JaydenP	30/05/2022 8:30:15 a.m.	

Back in Next 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

Microsoft Dynamics AX - Gough Group [CCLSNDAS: Session ID - 38] - [1 - ggnz]

Role centre

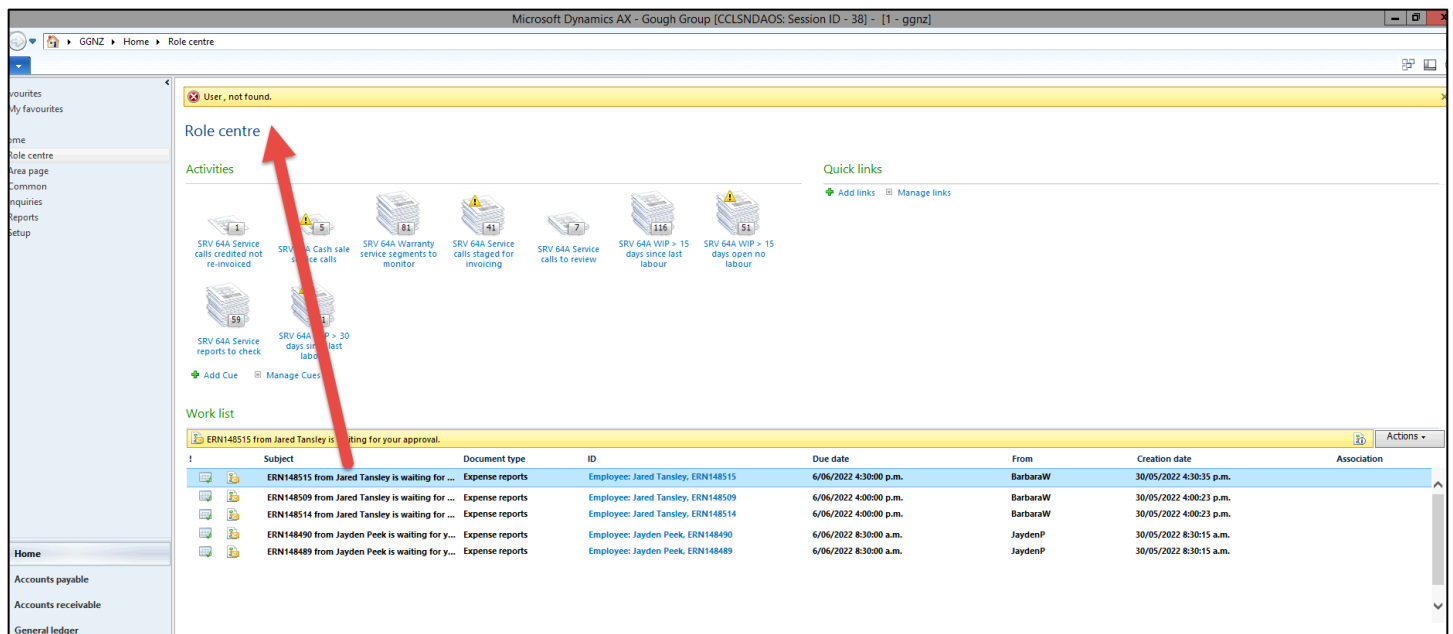
Activities

Quick links

Work list

ER148515 from Jared Tansley is waiting for your approval.

	Subject	Document type	ID	Due date	From	Creation date	Association
	ERN148515 from Jared Tansley is waiting for y...	Expense reports	Employee: Jared Tansley, ERN148515	6/06/2022 4:30:00 p.m.	BarbaraW	30/05/2022 4:30:35 p.m.	
	ERN148509 from Jared Tansley is waiting for y...	Expense reports	Employee: Jared Tansley, ERN148509	6/06/2022 4:00:00 p.m.	BarbaraW	30/05/2022 4:00:23 p.m.	
	ERN148514 from Jared Tansley is waiting for y...	Expense reports	Employee: Jared Tansley, ERN148514	6/06/2022 4:00:00 p.m.	BarbaraW	30/05/2022 4:00:23 p.m.	
	ERN148490 from Jayden Peek is waiting for y...	Expense reports	Employee: Jayden Peek, ERN148490	6/06/2022 8:30:00 a.m.	JaydenP	30/05/2022 8:30:15 a.m.	
	ERN148489 from Jayden Peek is waiting for y...	Expense reports	Employee: Jayden Peek, ERN148489	6/06/2022 8:30:00 a.m.	JaydenP	30/05/2022 8:30:15 a.m.	



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.

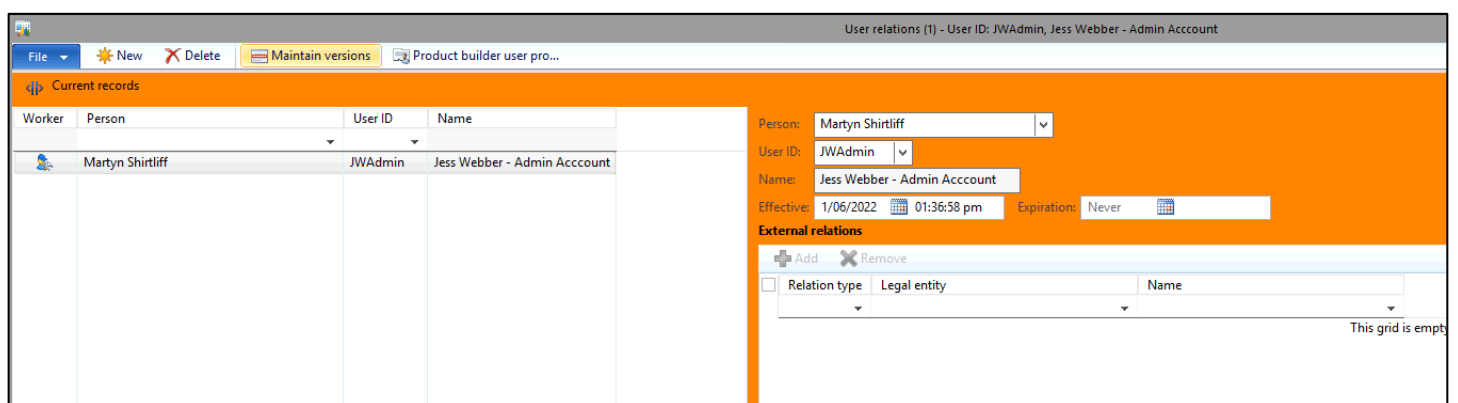
Screen recording done back in October 2021 https://terrainindustrial-my.sharepoint.com/:v/g/personal/jess_beattie_terracat_co_nz/ESYILfeC5JhFq3K7fVLZUbWBT0z1kc3anuZ8SABgw_g7XUQ?e=GKjziW

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

Workflow history (1) - Expense report number: ERN148522, Expense report number: ERN148522

File | Resume | Recall | Refresh

Overview | Details

Status	Instance ID	Workflow ID	Document	Document type	Workflow	Version	Submitting user	Date of submission	Elapsed time
Pending	WF1115170	WF000016	Employee: Scott Trusler, ERN148522	Expense reports	Expense report - hierarchy workflow	2.2.0.0	Barbara Whelan	30/05/2022 04:22:20 pm	1 days, 39 minutes.

Workflow details:

Reassign | View workflow details

Overview | Work items | Tracking details

Status:

Workflow name: Expense report - hierarchy workflow

Elapsed time: 1 days, 39 minutes.

Assigned to:

User	Name
martyns	Martyn Shirliff

The workflow instance tracking status.

Workflow history (1) - Expense report number: ERN148522, Expense report number: ERN148522

File | Resume | Recall | Refresh

Overview | Details

Status	Instance ID	Workflow ID	Document	Document type	Workflow	Version	Submitting user	Date of submission	Elapsed time
Pending	WF1115170	WF000016	Employee: Scott Trusler, ERN148522	Expense reports	Expense report - hierarchy workflow	2.2.0.0	Barbara Whelan	30/05/2022 04:22:20 pm	1 days, 46 minutes.

Workflow details:

Reassign | View workflow details

Overview | Work items | Tracking details

Status:

Workflow name: Expense report - hierarchy workflow

Elapsed time: 1 days, 46 minutes.

Assigned to:

User	Name
JWAdmin	Martyn Shirliff

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

Microsoft Dynamics AX - Gough Group [CCLSDAOS: Session ID - 3] - [1 - ggnz]

File

Home

Role centre

Area page

Common

Inquiries

Reports

Periodic

Setup

Accounts payable

Accounts receivable

General ledger

Budgeting

Cost accounting

Fixed assets

Cash and bank management

Travel and expense

Role centre

PAR

Quick links

Add links

Manage links

Open service calls

SRV - 25A Waiting for Service Report

SRV - 26A Waiting for Service Report

SRV - 10A Service calls to review

SRV - 11A Service calls to review

SRV - 10A Service Calls to Review

SRV - 60A Service calls to review

Add Cue

Manage Cues

Work list

ERN148522 from Scott Trusler is waiting for your approval.

Subject

Document type

ID

Due date

From

Creation date

Association

ERN148522 from Scott Trusler i... Expense reports Employee: Scott Trusler, ERN148522 6/06/2022 4:30:00 p.m. BarbaraW 30/05/2022 4:30:36 p.m.

The batch job Sales and Marke... Batch jobs history Job description: Sales and Marketing - Auto-generated 18/04/2022 5:00:35 a.m. ggnz

The batch job Sales and Marke... Batch jobs history Job description: Sales and Marketing - Auto-generated 17/04/2022 5:01:16 a.m. ggnz

The batch job Sales and Marke... Batch jobs history Job description: Sales and Marketing - Auto-generated 16/04/2022 5:00:52 a.m. ggnz

The batch job Sales and Marke... Batch jobs history Job description: Sales and Marketing - Auto-generated 15/04/2022 5:01:11 a.m. ggnz

The batch job Sales and Marke... Batch jobs history Job description: Sales and Marketing - Auto-generated 14/04/2022 5:01:06 a.m. ggnz

Script Error

An error has occurred in the script on this page.

Line: 1658

Char: 294

Error: Unterminated string constant

Code: 0

URL: https://cclsdap/sites/DynamicsAx/Enterprise%20Portal/EPDefaultRoleCenter.aspx?WCMP=ggnz&WDPK=initial&RUNONCLIENT=1&Dlg=1&WMI

Do you want to continue running scripts on this page?

Yes No

(65) NZD ggnz

Attempted to approve the expense

Microsoft Dynamics AX - Gough Group [CCLSDAOS: Session ID - 53] - [1 - ggnz]

Home

Role centre

Role centre

PAR

Quick links

Add links

Manage links

Open service calls

SRV - 25A Waiting for Service Report

SRV - 26A Waiting for Service Report

SRV - 10A Service calls to review

SRV - 11A Service calls to review

SRV - 10A Service Calls to Review

SRV - 60A Service calls to review

Add Cue

Manage Cues

Work list

ERN148522 from Scott Trusler is waiting for your approval.

Subject

Document type

ID

Due date

From

ERN148522 from Scott Trusler is waiting for y... Expense reports Employee: Scott Trusler, ERN148522 6/06/2022 4:30:00 p.m. Bart

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - P Approve

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - P Reject

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - P Delegate

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - P View history

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - P Mark as read

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - P Open Expense reports

The batch job Sales and Marketing - Periodic ... Batch jobs history Job description: Sales and Marketing - Periodic - Updat

Connect

Microsoft Dynamics™

GGNZ > Home > Role centre

Role centre

PAR

Quick links
[Add links](#) [Manage links](#)

Open service calls
 Add Cue Manage Cues

SRV - 25A Waiting for Service Report
 SRV - 26A Waiting for Service Report
 SRV - 10A Service calls to review
 SRV - 11A Service calls to review
 SRV 10A Service Calls to Review
 SRV - 60A Service calls to review

Work list

ERN148522 from Scott Trusler is waiting for your approval.

ID	Subject	Document type	ID	Due date	From	Creation date
Job description: Sales and Marketing - Periodic - Updat	Expense reports	Employee: Scott Trusler, ERN148522	6/06/2022 4:30:00 p.m.	BarbaraW	30/05/2022 4:30:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			18/04/2022 5:00:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			17/04/2022 5:01:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			16/04/2022 5:00:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			15/04/2022 5:01:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			14/04/2022 5:01:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			13/04/2022 5:01:00 p.m.	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			12/04/2022 5:01:00 p.m.	

Expense report - hierarchy workflow - Approve

Comment

Approve Cancel

Connect

Microsoft Dynamics™

- CustomerSource

Product news, resources, and documentation

Expense approved fine

Microsoft Dynamics AX - Gough Group [CCLSLNDAOS: Session ID - 53] - [1 - ggnz]

GGNZ > Home > Role centre

Role centre

PAR

Quick links
[Add links](#) [Manage links](#)

Open service calls
 Add Cue Manage Cues

SRV - 25A Waiting for Service Report
 SRV - 26A Waiting for Service Report
 SRV - 10A Service calls to review
 SRV - 11A Service calls to review
 SRV 10A Service Calls to Review
 SRV - 60A Service calls to review

Work list

The batch job Sales and Marketing - Periodic - Update prospects completed successfully.

ID	Subject	Document type	ID	Due date	From	Creation date
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			18/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			17/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			16/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			15/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			14/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			13/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			12/04/2022	
Job description: Sales and Marketing - Periodic - Updat	Batch jobs history	Auto-generated			11/04/2022	

Connect

Microsoft Dynamics™

- CustomerSource

Product news, resources, and documentation

- Community

Tried another expense example (ERN148515)

Workflow history (1) - Expense report number: ERN148515, Expense report number: ERN148515
File ▾

Resume Recall Refresh

Overview Details

<input type="checkbox"/>	Status	Instance ID	Workflow ID	Document	Document type	Workflow	Version	Submitting user	Date of sub
<input type="checkbox"/>	Pending	WFI115166	WF000016	Employee: Jared Tansley, ERN148515	Expense reports	Expense report - hierarchy workflow	2.2.0.0	Barbara Whelan	30/05/2022

Workflow details:

Reassign View workflow details

Overview Work items Tracking details

Status: Pending

Workflow name: Expense report - hierarchy workflow

Elapsed time: 1 days, 13 minutes.

Assigned to:

☐ User Name

martyns Martyn Shirtliff

Reassigned to my admin user

Workflow history (1) - Expense report number: ERN148515, Expense report number: ERN148515

Resume Recall Refresh

Overview Details

Status	Instance ID	Workflow ID	Document	Document type	Workflow	Version	Submitting user
Pending	WFI115166	WF000016	Employee: Jared Tansley, ERN148515	Expense reports	Expense report - hierarchy workflow	2.2.0.0	Barbara Whelan

Workflow details:

Reassign View workflow details

Overview Work items Tracking details

Status: Pending

Workflow name: Expense report - hierarchy workflow

Elapsed time: 1 days, 14 minutes.

Assignees

User	Name
JWAd...	Martyn Shirliff

Again, got the script error upon opening Sandbox

Microsoft Dynamics AX - Gough Group [CLSNDAS: Session ID - 3] - [1 - ggnz]

File

Role centre

PAR

Open service calls

SRV 10A Service Calls to Review

Script Error

An error has occurred in the script on this page.

Line: 1516
Char: 294
Error: Unterminated string constant
Code: 0
URL: https://cclndas/ites/Dynamics-Ax/Enterprise%20Portal/EPDefaultRoleCenter.aspx?WCMP=ggnz&WDPK=initial&RUNONCLIENT=1&Dlg=1&WM

Do you want to continue running scripts on this page?

Yes No

Quick links

Add links Manage links

Personal

Work list

ERN148515 from Jared Tansley is waiting for your approval.

Subject	Document type	ID	Due date	From	Creation date	Association
ERN148515 from Jared Tansley...	Expense reports	Employee: Jared Tansley, ERN148515	6/06/2022 4:30:00 p.m.	BarbaraW	30/05/2022 4:30:35 p.m.	

1 NZD ggnz

Attempted to approve expense

Microsoft Dynamics AX - Gough Group [CLSNDAS: Session ID - 3] - [1 - ggnz]

Role centre

PAR

Open service calls

SRV - 25A Waiting for Service Report

SRV - 26A Waiting for Service Report

SRV - 10A Service calls to review

SRV - 11A Service calls to review

SRV 10A Service Calls to Review

SRV - 60A Service calls to review

Quick links

Add links Manage links

Work list

ERN148515 from Jared Tansley is waiting for your approval.

Subject	Document type	ID	Due date	From
ERN148515 from Jared Tansley is waiting for ...	Expense reports	Employee: Jared Tansley, ERN148515	6/06/2022 4:30:00 p.m.	BarbaraW

Preview
Approve
Reject
Delegate
View history
Mark as read
Open Expense reports

That one went through fine as well

GGNZ

Home

Role centre

Role centre

PAR

Open service calls

SRV - 25A Waiting for Service Report

SRV - 26A Waiting for Service Report

SRV - 10A Service calls to review

SRV - 11A Service calls to review

SRV 10A Service Calls to Review

SRV - 60A Service calls to review

Quick links

Add links

Manage links

Work list

Subject

Document type

ID

Due date

From

Creation date

This grid is empty.

Connect

Microsoft Dynamics™

CustomerSource

Community

Online Services

Thought I would try a purchase order this time

Workflow history (1) - Purchase order: 64A0014772, T CROFT LTD, Purchase order: 64A0014772

File

Resume

Recall

Refresh

Overview

Details

Status	Instance ID	Workflow ID	Document	Document type	Workflow	Version	Submitting user	Date of submission
Pending	WF1115122	WF000004	Purchase order: 64A0014772, T CROFT LTD	Purchase orders	Purchase Order Workflow	2.1.0.0	Barbara Whelan	30/05/2022

Workflow details:

Reassign

View workflow details

Overview

Work items

Tracking details

Status:

Pending

Workflow name:

Purchase Order Workflow

Elapsed time:

2 days, 57 minutes.

Assigned to:

User

Name

martyns

Martyn Shirliff

Reassigned PO to my admin user

The screenshot displays the 'Workflow history' application interface. At the top, a title bar reads 'Workflow history (1) - Purchase order: 64A0014772, T CROFT LTD, Purchase order: 64'. Below this is a 'File' menu. The main area has tabs for 'Resume', 'Recall', and 'Refresh'. A sub-header shows 'Overview' and 'Details' tabs, with 'Details' being the active tab. A table lists workflow instances with columns: Status, Instance ID, Workflow ID, Document, Document type, Workflow, Version, and Sub. The first row shows a 'Pending' status for Instance ID 'WF1115122' and Workflow ID 'WF000004', with the document 'Purchase order: 64A0014772, T CROFT LTD'. Below the table, a 'Workflow details:' section is visible, containing a 'Reassign' button and a 'View workflow details' link. The 'Overview' tab is selected, showing fields for Status (Pending), Workflow name (Purchase Order Workflow), Elapsed time (2 days, 57 minutes), and Assigned to (JWAd... Martyn Shirtliff). A red arrow points from the 'Reassign' button to the 'Assigned to' field.

Status	Instance ID	Workflow ID	Document	Document type	Workflow	Version	Sub
Pending	WF1115122	WF000004	Purchase order: 64A0014772, T CROFT LTD	Purchase orders	Purchase Order Workflow	2.1.0.0	Barb

Workflow details:

Reassign View workflow details

Overview Work items Tracking details

Status: Pending

Workflow name: Purchase Order Workflow

Elapsed time: 2 days, 57 minutes.

Assigned to:

Use	Name
<input checked="" type="checkbox"/>	JWAd... Martyn Shirtliff

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

Microsoft Dynamics AX - Gough Group [CCLSNDAOS: Session ID - 3] - [1 - ggnz]

File

Favourites
My favourites

Home
Role centre
Area page
Common
Inquiries
Reports
Periodic
Setup

Home
Accounts payable
Accounts receivable
General ledger
Budgeting
Cost accounting
Fixed assets
Cash and bank management
Travel and expense

Role centre

PAR

Quick links
Add links Manage links

Personal

Open service calls
SRV - 25A Waiting for Service Report
SRV - 26A Waiting for Service Report
SRV - 10A Service calls to review
SRV - 11A Service calls to review

SRV 10A Service Calls to Review
SRV - 60A Service calls to review

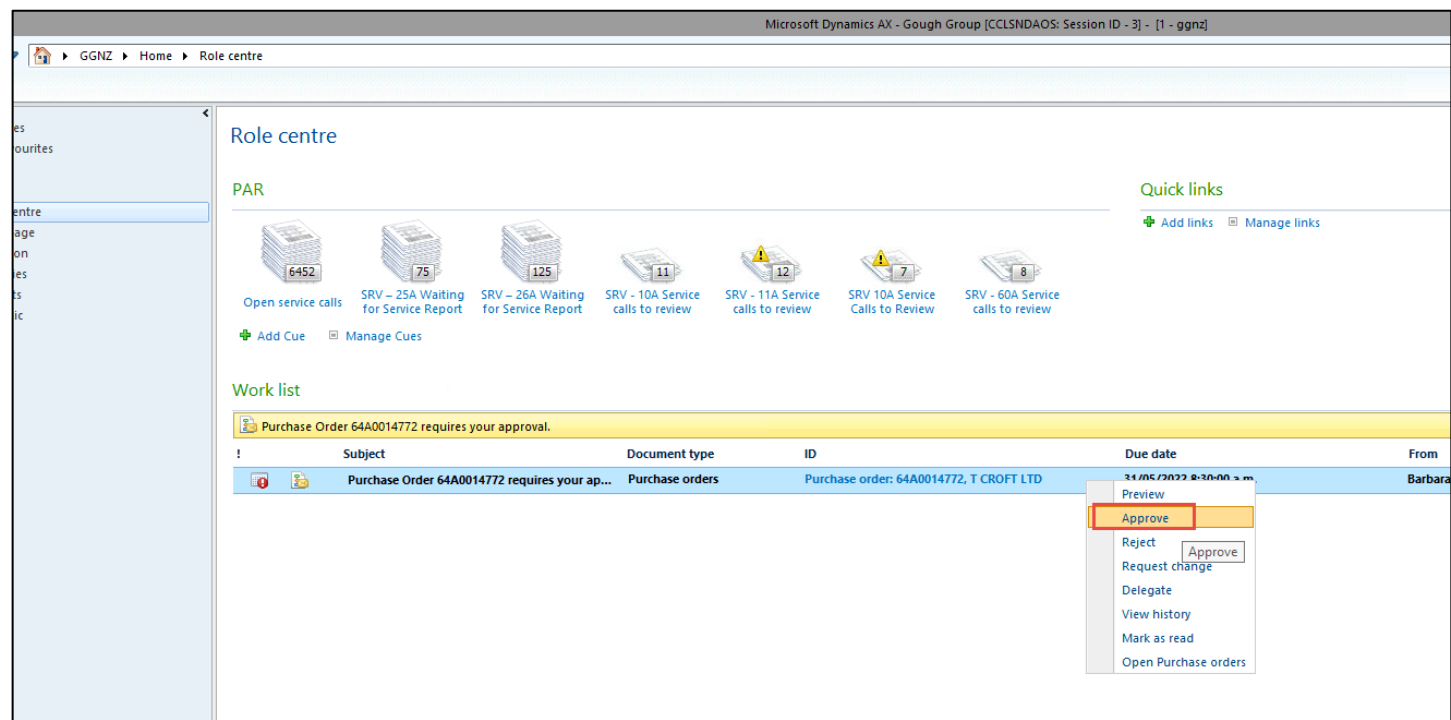
Add Cue Manage Cues

Work list

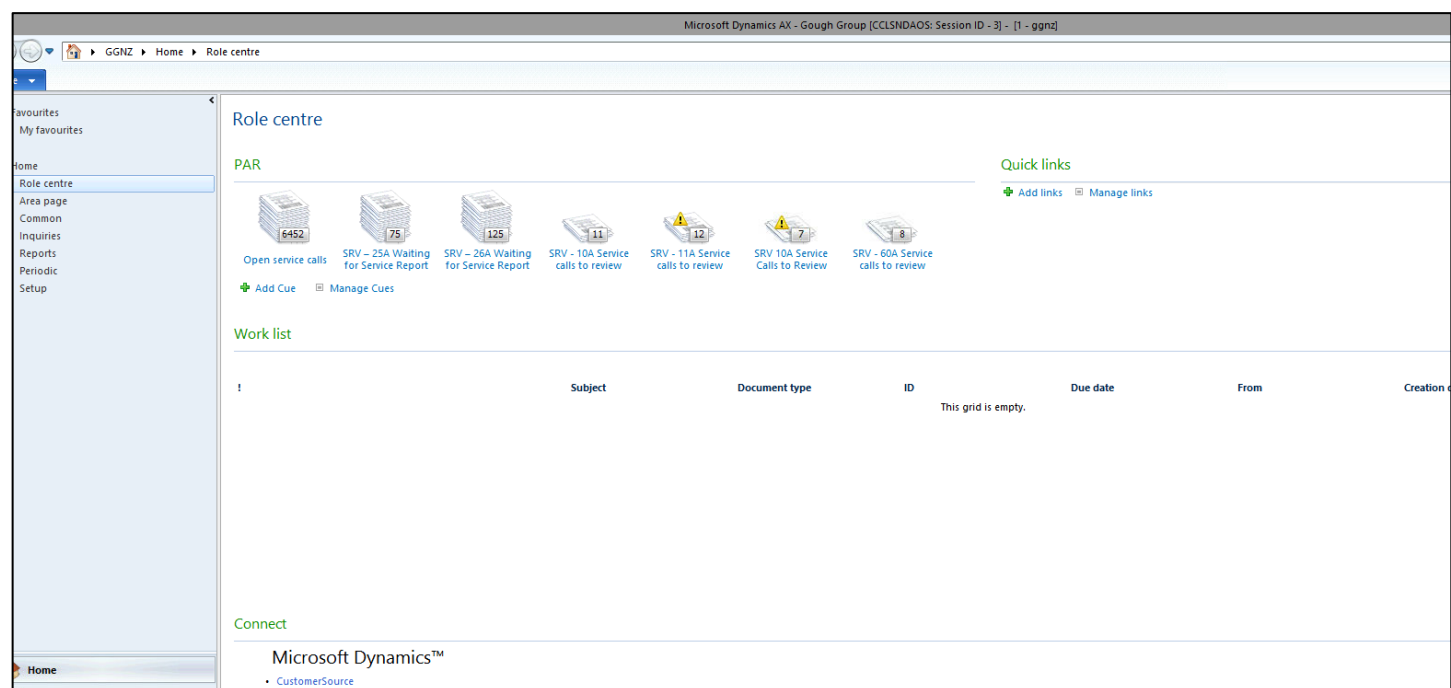
Purchase Order 64A0014772 requires your approval.

	Subject	Document type	ID	Due date	From	Creation date	Association
!	Purchase Order 64A0014772 re...	Purchase orders	Purchase order: 64A0014772, T CROFT	31/05/2022 8:30:00 a.m.	BarbaraW	30/05/2022 8:30:16 a.m.	ggnz

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) - Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading

File

Resume Recall Refresh

Overview

Details

	Status	Instance ID	Workflow ID	Document	Document type	Workflow
<input type="checkbox"/>	Pending	WF1115182	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders	Purchase Order Work
	Completed	WF1114518	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders	Purchase Order Work
	Completed	WF1114197	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders	Purchase Order Work
	Completed	WF1114076	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders	Purchase Order Work
	Cancelled	WF1113714	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders	Purchase Order Work
	Completed	WF1112066	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:

<input type="checkbox"/>	User	Name
<input type="checkbox"/>	martyns	Martyn Shirtliff

Workflow history (1) - Purchase order: 64A0014345

File

Resume Recall Refresh

Overview

Details

	Status	Instance ID	Workflow ID	Document	Document type
<input type="checkbox"/>	Pending	WF1115182	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders
	Completed	WF1114518	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders
	Completed	WF1114197	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders
	Completed	WF1114076	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders
	Cancelled	WF1113714	WF000004	Purchase order: 64A0014345, NEW ZEALAND RED CROSS INC Trading as NE...	Purchase orders
	Completed	WF1112066	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:

<input type="checkbox"/>	User	Name
<input type="checkbox"/>	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)

Microsoft Dynamics AX - Gough Group [CCLSNDAS: Session ID - 3] - [1 - ggnz]

File

Role centre

PAR

Quick links

Work list

Subject	Document type	ID	Due date	From	Creation date	Association
Purchase Order 64A0014345 requires your approval.	Purchase orders	Purchase order: 64A0014345, NEW ZEALAND RED CROSS	1/06/2022 8:00:00 a.m.	Mareem	31/05/2022 8:00:05 a.m.	ggnz
ERN148514 from Jared Tansley...	Expense reports	Employee: Jared Tansley, ERN148514	6/06/2022 4:00:00 p.m.	BarbaraW	30/05/2022 4:00:23 p.m.	

Attempted to approve the purchase order first

Microsoft Dynamics AX - Gough Group [CCLSNDAS: Session ID - 3] - [1 - ggnz]

Role centre

PAR

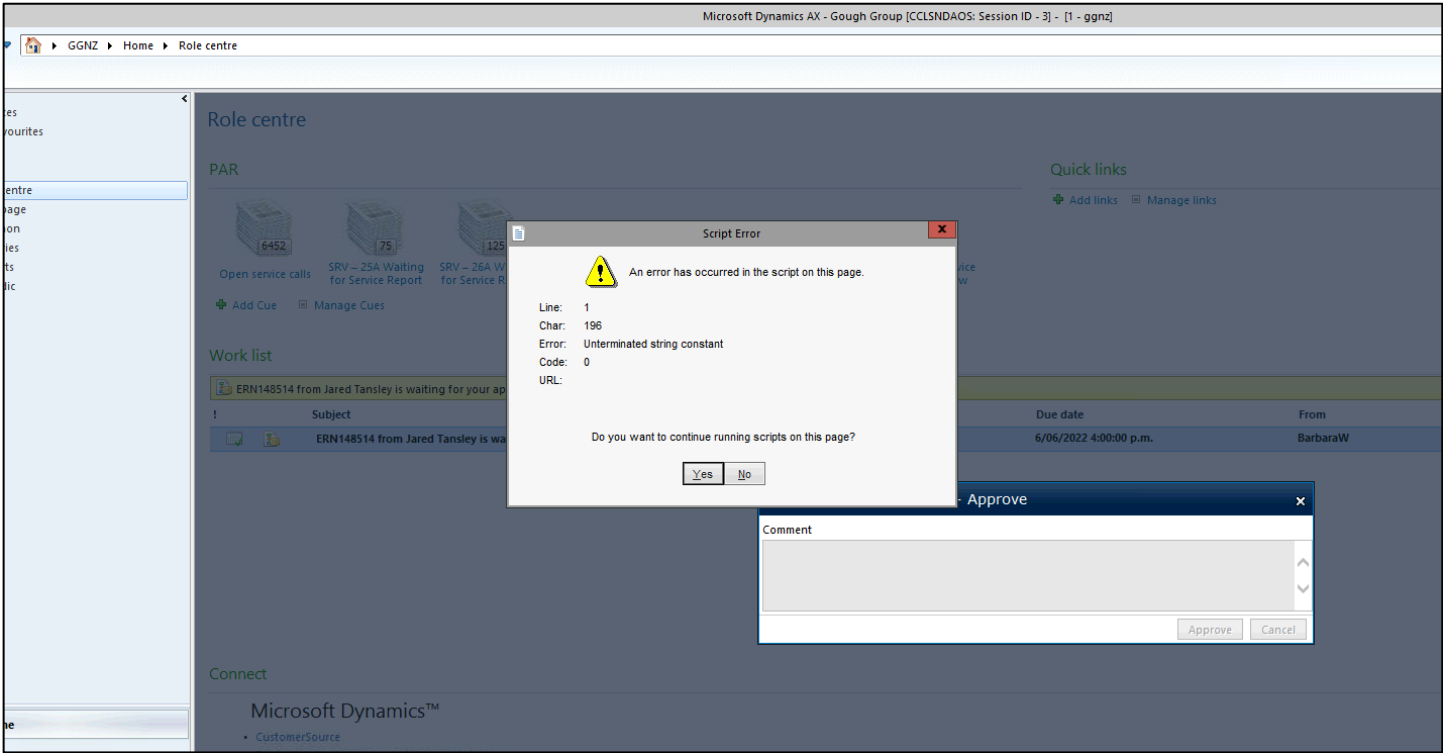
Quick links

Work list

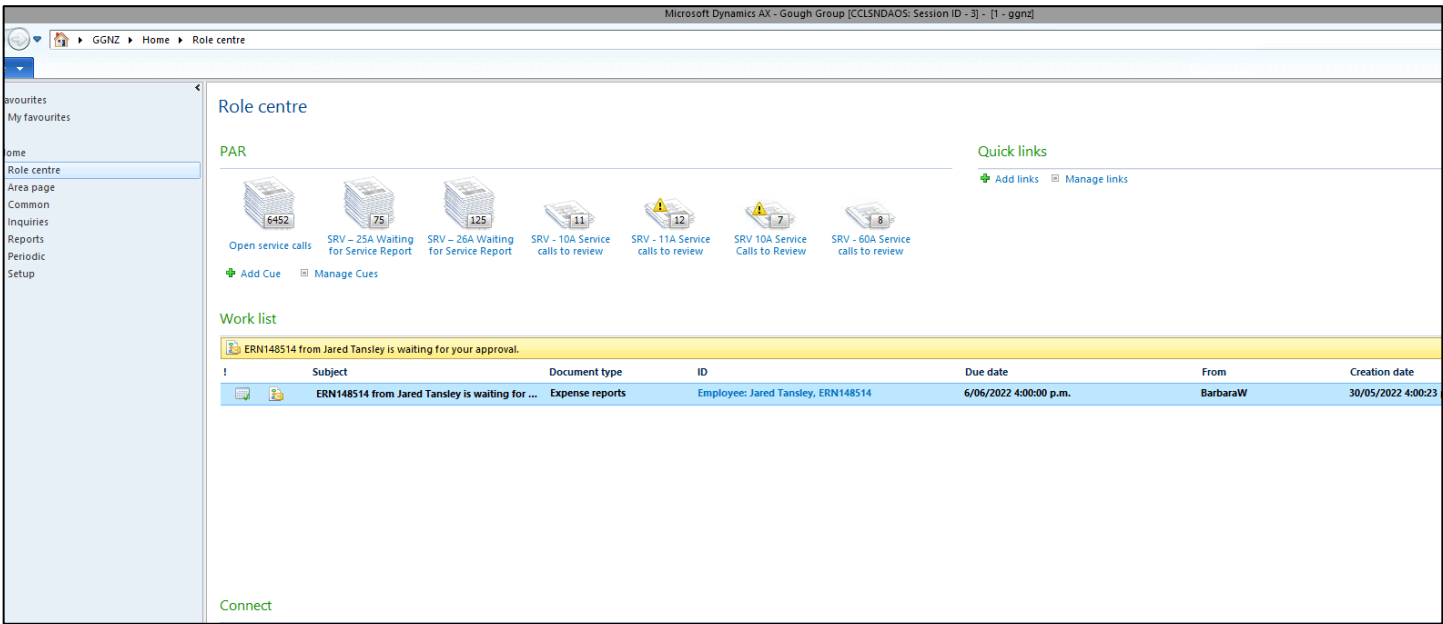
Subject	Document type	ID	Due date	From	Creation date	Association
Purchase Order 64A0014345 requires your approval.	Purchase orders	Purchase order: 64A0014345, NEW ZEALAND RED CROSS	1/06/2022 8:00:00 a.m.	Mareem	31/05/2022 8:00:05 a.m.	ggnz
ERN148514 from Jared Tansley is waiting for ...	Expense reports	Employee: Jared Tansley, ERN148514	6/06/2022 4:00:00 p.m.	BarbaraW	30/05/2022 4:00:23 p.m.	

Connect

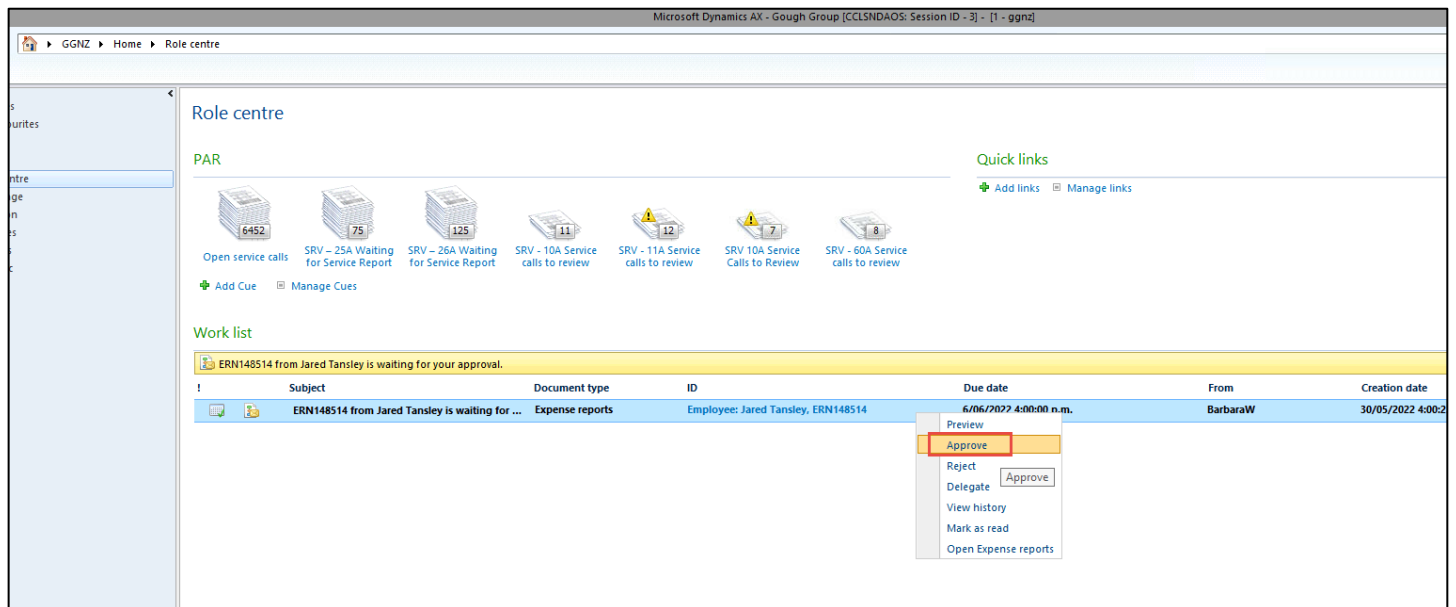
Upon approving the purchase order, the script error popped up



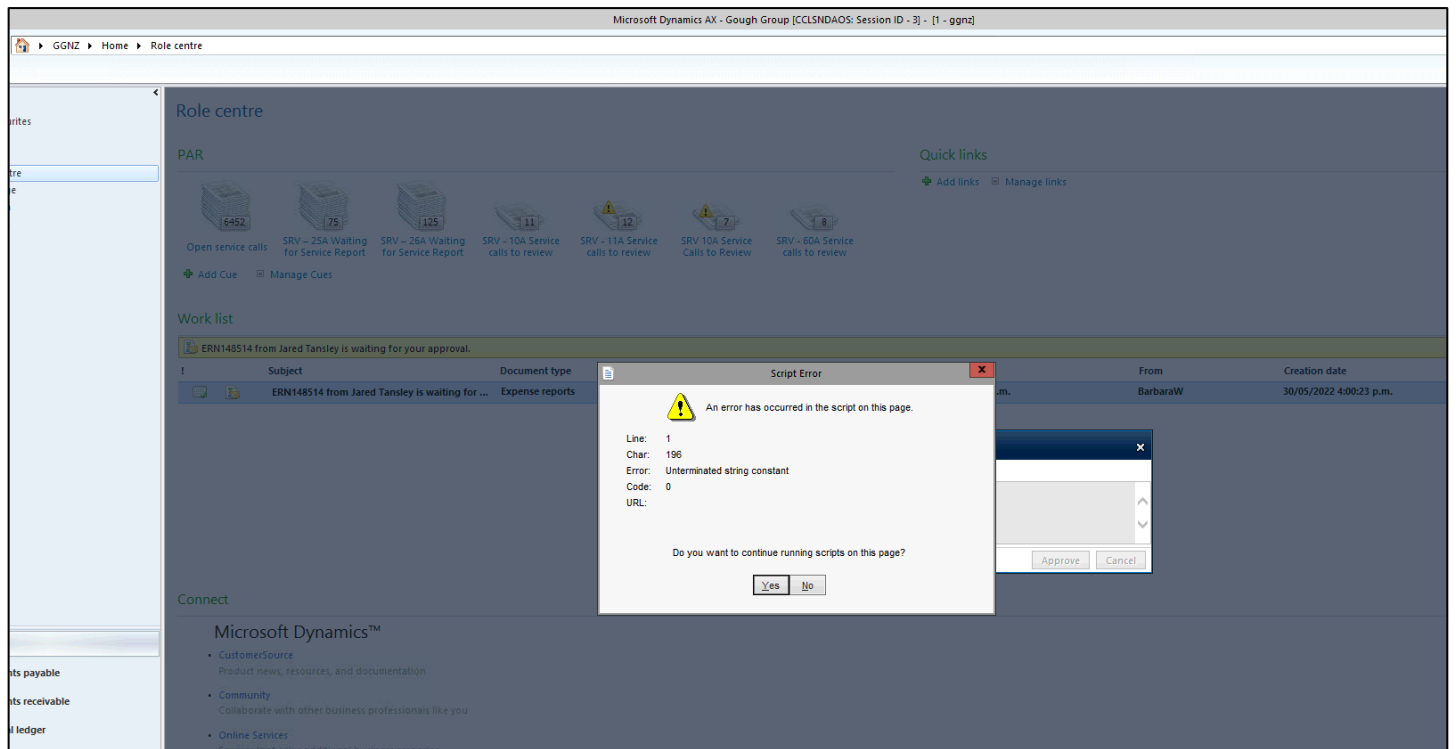
Clicked NO (but it doesn't matter if you click yes or no, as it still pops up anyway)
Purchase order still went through fine though



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)


 User, not found.

Role centre

PAR




Open service calls

SRV - 25A Waiting
for Service ReportSRV - 26A Waiting
for Service ReportSRV - 10A Service
calls to reviewSRV - 11A Service
calls to reviewSRV 10A Service
Calls to ReviewSRV - 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.

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