

#320506 Stack Trace in Production

Submitted

Received via

Requester

17 August 2021 at 10:01

Mail

Nathan Welch <nathan.welch@goughcat.co.nz>

CCs

Blair Doherty <blair.doherty@terracat.co.nz>, Bradley Harrison <bradley.harrison@goughgroup.co.nz>, Maureen Aberilla <maureen.aberilla@goughcat.co.nz>, Sue Petersen <sue.petersen@goughgroup.co.nz>, IT Service Desk <is_sd@goughgroup.co.nz>

Status

Type

Priority

Group

Assignee

Solved

Problem

High

Service Desk

Jess Beattie

Category

NAXT

Nathan Welch August 17, 2021 at 10:01 AM

Hi Team,

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Steps to reproduce:

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Microsoft Dynamics AX - Gough Group [CHCPRDAOS06: Session ID - 1757] - [1 - ggnz]

GGNZ > Service > Area page

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1/03/2014	EPMU-NTS								16.59	Misc Cost Price-EPMU-NTS-All
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1/03/2014	FDT					All			150.00	Misc Cost Price-FDT-All
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1/03/2014	KM1					All			1.65	Misc Cost Price-KM1-All

Customer relation for hour pricing.

Close

Infolog (1)

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

Message (09:54:13 am)

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Stack trace

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(C)\Classes\XAP_Lookup\lookup - line 34
(C)\Forms\ProjCostPriceExpense\Data Sources\ProjCostPriceExpense
Fields\CustomerRelation\Methods\lookup
(C)\Classes\FormStringControl\PerformDBLookup
(C)\Classes\FormStringControl\Lookup
```

Clear Close

Nathan Welch
Service Development Manager - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421989770 |
E: Nathan.Welch@terraecat.co.nz | W: terraecat.co.nz | [f](#) [i](#)



Jess Beattie August 17, 2021 at 11:14 AM

I have tried to look for a role that gives full access to this area but it was proving to be time-consuming and Nathan is needing to get this task done. Have given him Sys Admin temporarily whilst I continue to look for the appropriate role. Will remove Sys Admin once Nathan has completed this task.



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

Bradley Harrison August 17, 2021 at 11:16 AM

Internal note

Thanks Jess

Bradley Harrison
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E: Bradley.Harrison@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>
Sent: Tuesday, 17 August 2021 11:15 am
To: Nathan Welch <Nathan.Welch@terracat.co.nz>
Cc: Blair Doherty <Blair.Doherty@terracat.co.nz>; Sue Petersen <Sue.Petersen@terracat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>; IT Service Desk <ServiceDesk@terracat.co.nz>
Subject: [IT Service Desk] Re: Stack Trace in Production

Your request (320506) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

17/08/2021, 11:14 am NZST

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InfoLog (1)

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(C)\Classes\FormStringControl\PerformDBLookup
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Clear Close

Customer relation for hour pricing.

Close

Nathan Welch

Service Development Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421989770 |

E: Nathan.Welch@terracat.co.nz | W: terracat.co.nz |  



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Nathan Welch August 17, 2021 at 11:37 AM

Thanks. All finished now.

Nathan Welch

Service Development Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421989770 |

E: Nathan.Welch@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>

Sent: Tuesday, 17 August 2021 11:16 am

To: IT Service Desk <support+id320506@itsdterraecat.zendesk.com>; Nathan Welch <Nathan.Welch@terraecat.co.nz>

Cc: Blair Doherty <Blair.Doherty@terraecat.co.nz>; Sue Petersen <Sue.Petersen@terraecat.co.nz>; Maureen Aberilla <Maureen.Aberilla@terraecat.co.nz>; IT Service Desk <ServiceDesk@terraecat.co.nz>

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Jess Beattie August 17, 2021 at 11:38 AM

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