

#319785 Script error Pop up when starting NAXT

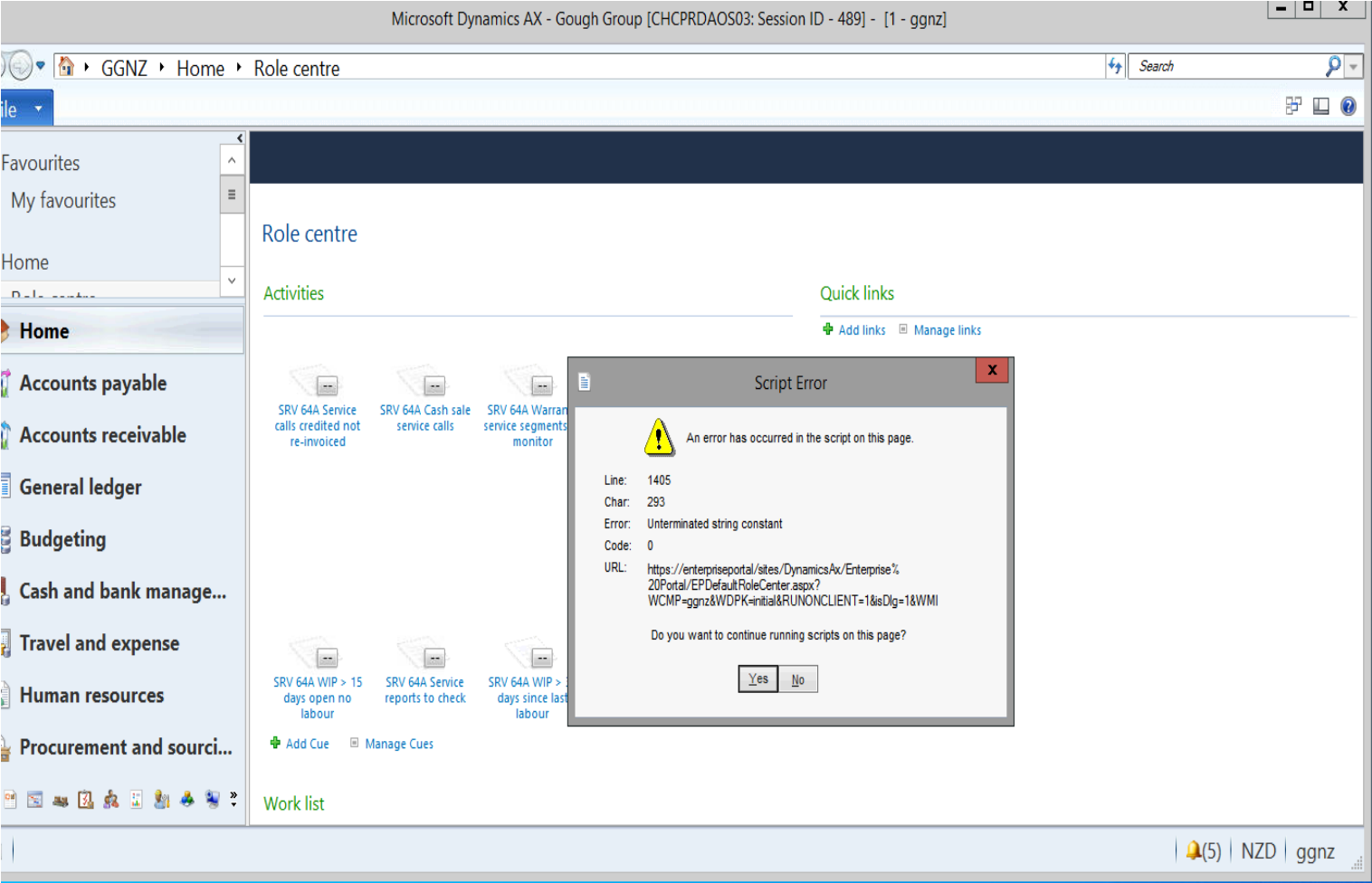
Submitted 4 August 2021 at 13:00 **Received via** Mail **Requester** Martyn Shirliff <martyns@terracat.co.nz>

CCs
IT Service Desk <servicedesk@terracat.co.nz>

Status	Type	Priority	Group	Assignee
Open	Problem	Normal	Service Desk	Jess Beattie

Category
NAXT

Martyn Shirliff August 4, 2021 at 13:00
Blair has reset usage and UPM folder but error message is still coming up.



Martyn Shirliff
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Jess Beattie August 5, 2021 at 07:43

Internal note

[Blair Doherty](#)

Blair Doherty August 5, 2021 at 11:31

Internal note

I could not remember what the fix for this was at the time.

Need to look up some old tickets, it might be something to do with internet explorer on his 2012 citrix.

Regards, Blair Doherty

From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Thursday, 5 August 2021 7:44 AM

Cc: Blair Doherty <Blair.Doherty@terracat.co.nz>

Subject: Pop up when starting NAXT

You are a follower on this request (319785). Reply to this email to add an internal note to the request.

Jess Beattie (ITSD - Terra Cat)

Aug 5, 2021, 7:43 AM GMT+12

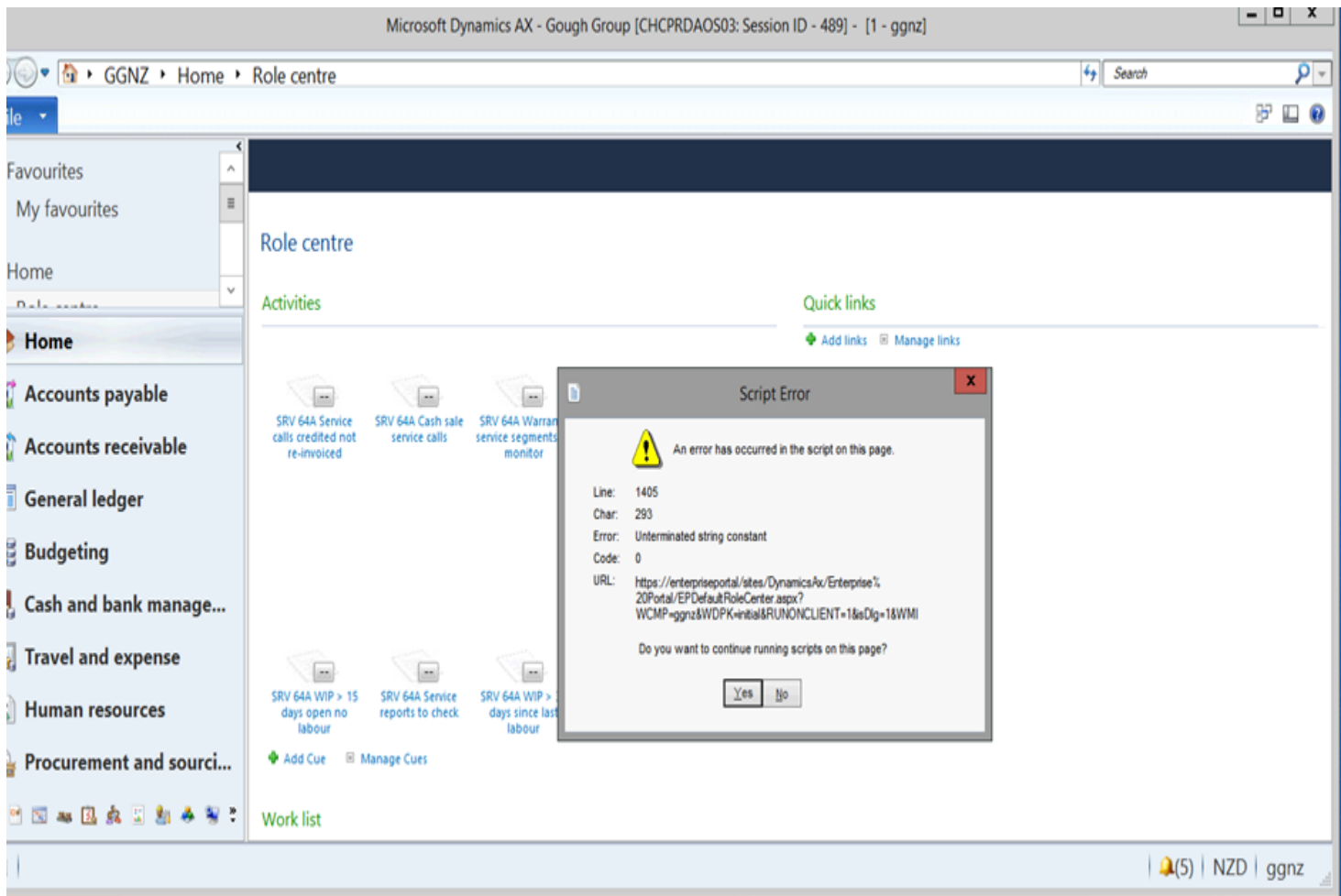
Private note

[Blair Doherty](#)

Martyn Shirliff

Aug 4, 2021, 1:00 PM GMT+12

Blair has reset usage and UPM folder but error message is still coming up.



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itsdterracat.zendesk.com/agent/tickets/319785

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

Ticket # 319785
Status Open
Requester Martyn Shirtliff
CCs IT Service Desk
Followers Blair Doherty
Group Service Desk
Assignee Jess Beattie
Priority Normal
Type Ticket
Channel By Mail

[ML03Y8-4WX9]Ticket-Id:319785Account-Subdomain:itsdterracat

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Jess Beattie September 23, 2021 at 07:42

Internal note

Have emailed Martyn from another ticket regarding his Naxt <https://itsdterracat.zendesk.com/agent/tickets/311243> asking when he usually starts work so that I could potentially have a play with his Naxt before he gets to work in the morning

Jess Beattie October 13, 2021 at 12:48

I have had another check/test of your account from my end and it appears that this script error message no longer pops up :)

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 October 14, 2021 at 14:44

Internal note

Jumped on Martyn's computer for another issue and turns out this error does still popup.. not sure why it didn't popup when I tested it..
Back to the drawing board

Jess Beattie November 23, 2021 at 15:43

Internal note

Try:

<https://answers.microsoft.com/en-us/ie/forum/all/unterminated-string-constant/d0b5137e-177f-42a1-9f97-3a33d3050aba>



Hi momOFchr
Try the below methods and check:

1. Try the steps listed in the link: How to troubleshoot script errors in Internet Explorer on Windows-based computers
<http://support.microsoft.com/kb/308260>

2. You may even try these methods to stop script errors:

Method 1:

Disable Script errors. Steps to follow:

- i. Open Internet explorer
- ii. Click on Tools
- iii. Select Internet Options
- iv. Click on Advanced Tab
- v. Check the option 'Disable script debugging'
- vi. Click OK
- vii. Close Internet explorer and reopen.

Method 2:

- i. Click on Tools
- ii. Select Internet options
- iii. Click on Security Tab
- iv. Select Internet
- v. Select Custom level tab
- vi. Scroll down to Scripting
- vii. Under Active Scripting
- viii. Select Disable

Note: If certain Websites prompts to enable the scripting, follow the same procedure to enable Scripting.

3. Perform Internet Explorer optimization; follow the steps listed below in link. If the problem does not resolve then run the Fix it tool to reset internet explorer and check if the issue resolves.

Link: How to optimize Internet Explorer: <http://support.microsoft.com/default.aspx/kb/936213>

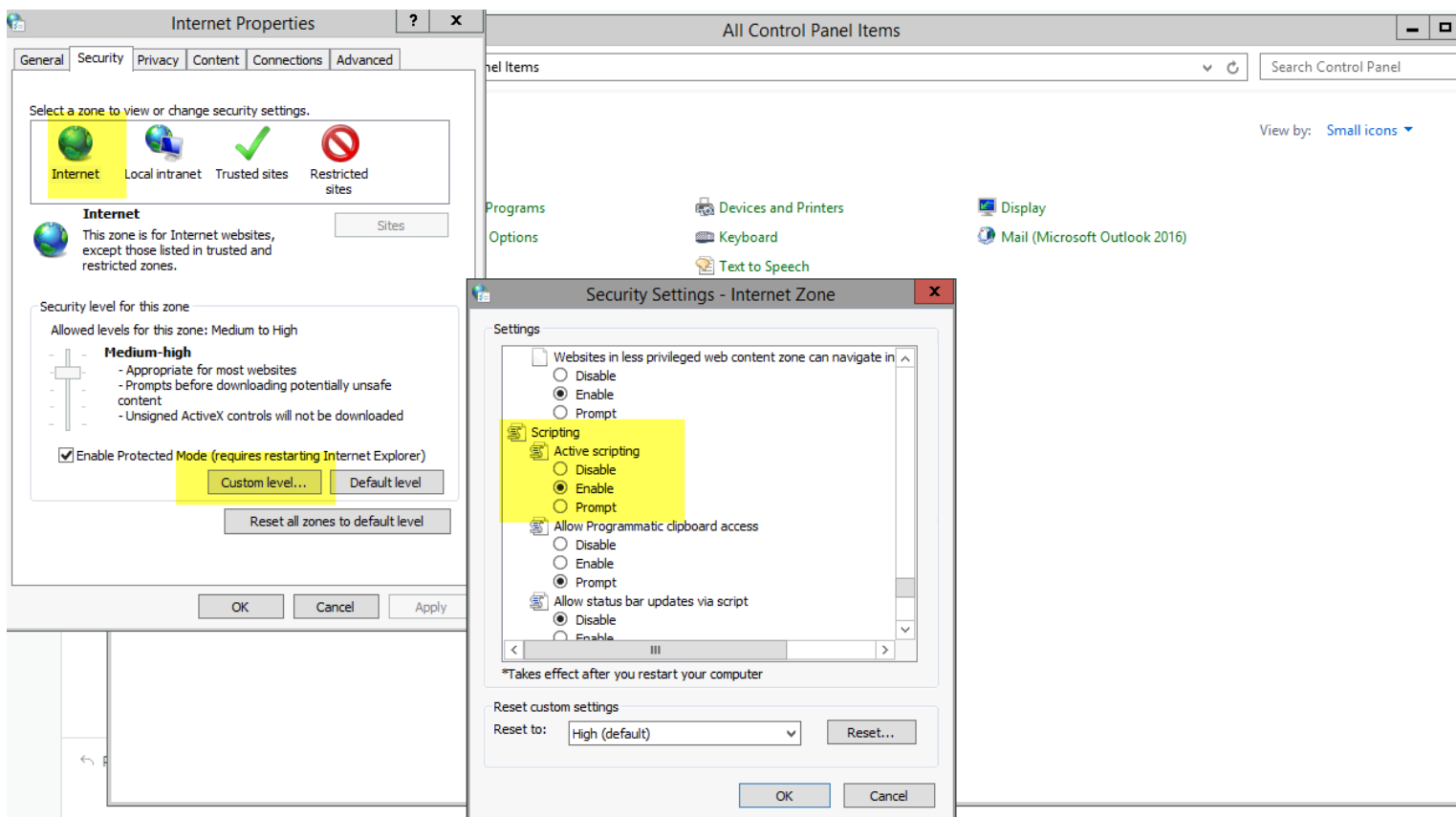
Thanks and Regards:

Samhrutha G S - Microsoft Support.

Visit our [Microsoft Answers Feedback Forum](#) and let us know what you think.

[Report abuse](#)

Was this reply helpful? [Yes](#) [No](#)



Jess Beattie November 30, 2021 at 20:36

Internal note

<https://enterpriseportal/sites/DynamicsAx/Enterprise%20Portal/EPDefaultRoleCenter.aspx?WCMP=ggnz&WDPK=initial&RUNONCLIENT=1&isDlg=1&WMI>

Jess Beattie January 13, 2022 at 08:22

Internal note

Hey Matt,
Would you happen to know how to fix/stop this script error message?
It doesn't stop him from using Next, it's just an annoying popup when starting Next

Both Blair and I have done all that we can think of to try get rid of it such as:

- Cleared usage data and auc files
- Reset profile
- Reset receiver
- Reset UPM folder
- Reset Internet Explorer settings from within Next control centre and GGH Desktop
- Cleared browser cache/cookies/data within Next control centre and GGH Desktop
- Played with settings in Internet Explorer within Next control centre

Google isn't really telling us much other than what we have already tried. Martyn isn't the only person with this issue, Josh Johnson also has it too.

They are both in the Prod16 group, whether that makes a difference or not..

The image shows two side-by-side screenshots of the 'Properties' dialog box for user accounts, specifically the 'Member of' tab. The left window is for 'Martyn Shirtliff' and the right is for 'Josh Johnson'. Both windows show a list of groups they are members of. In both lists, the group 'CXA_XenApp_Prod16DG' is highlighted in yellow. Below the list, the 'Primary group' is set to 'Domain Users'. At the bottom of each window are buttons for 'OK', 'Cancel', 'Apply', and 'Help'.

Name	Active Directory Domain Se
CXA_App_EmergeCU7Train_SND	ad.ggh.co.nz/Security Grou
CXA_App_GGHDesktopRefresh	ad.ggh.co.nz/Security Grou
cxapp_next_production	ad.ggh.co.nz/Security Grou
CXA_App_TableauReader	ad.ggh.co.nz/Security Grou
CXA_XenApp_2012DG	ad.ggh.co.nz/Security Grou
CXA_XenApp_Prod16DG	ad.ggh.co.nz/Security Grou
CXA_XenApp_ProdDG	ad.ggh.co.nz/Security Grou
CXA_XenApp_User	ad.ggh.co.nz/Security Grou

Name	Active Directory Domain Se
CXA_Policy_EnableOutlookModemAuth	ad.ggh.co.nz/Security Grou
CXA_XenApp_2012DG	ad.ggh.co.nz/Security Grou
CXA_XenApp_6.5to7.11MigUsers	ad.ggh.co.nz/Security Grou
CXA_XenApp_Prod16DG	ad.ggh.co.nz/Security Grou
CXA_XenApp_User	ad.ggh.co.nz/Security Grou
Domain Users	ad.ggh.co.nz/Security Grou
dwh_bi_reportingservices_Palmerston ...	ad.ggh.co.nz/Security Grou
DWH_GGH_BRANCH_SERVICE_RE...	ad.ggh.co.nz/Security Grou

Kind regards,

Jess Beattie

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From: Blair Doherty (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Wednesday, 4 August 2021 1:02 pm

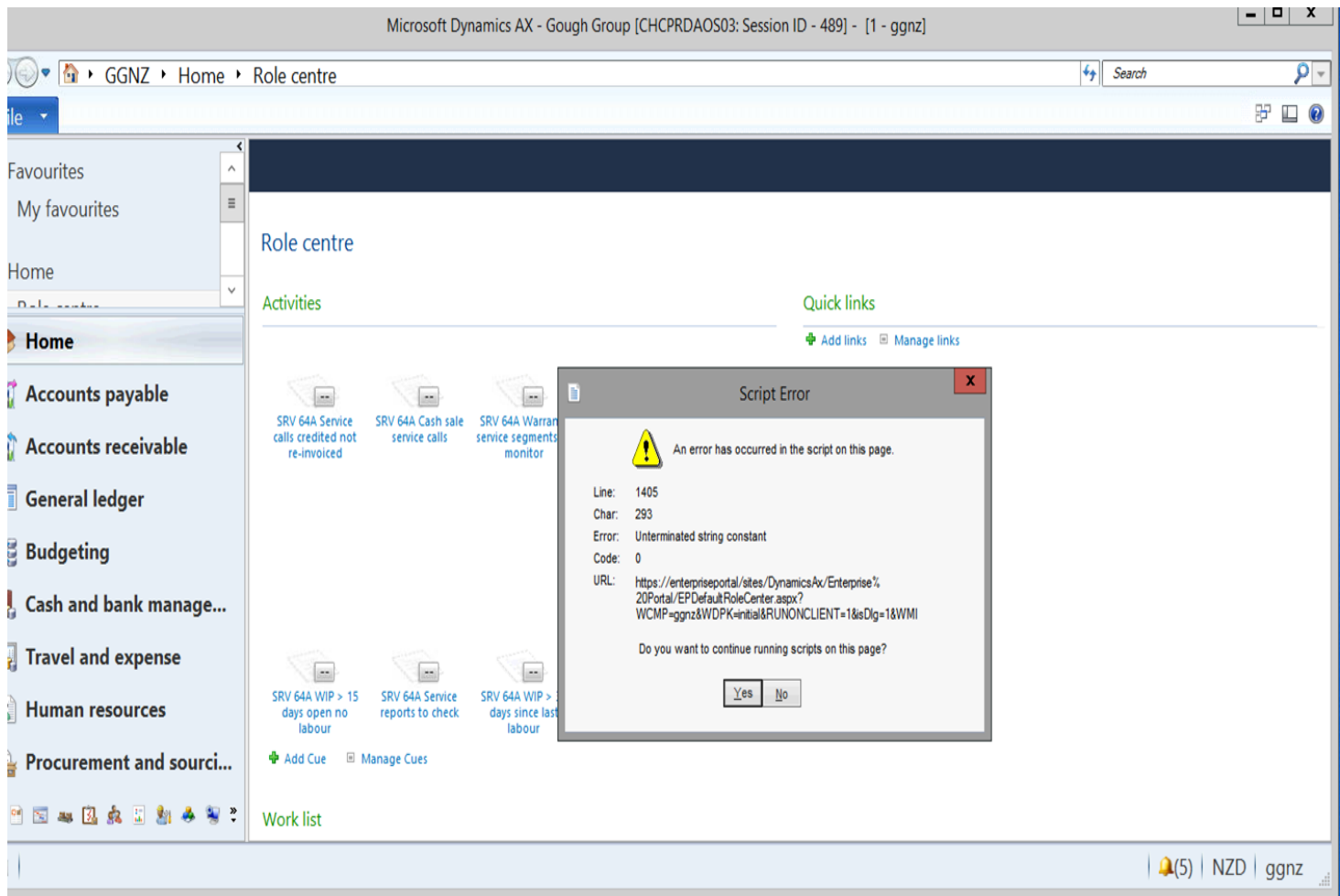
To: Jess Beattie <Jess.Beattie@terracat.co.nz>
Subject: [IT Service Desk] Assignment: Pop up when starting NAXT

You have been assigned to this ticket ([#319785](#)).

Martyn Shirtliff

4 Aug 2021, 13:00 GMT+12

Blair has reset usage and UPM folder but error message is still coming up.



Martyn Shirtliff

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Ticket # 319785

Status Open

Requester Martyn Shirtliff
CCs IT Service Desk
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

This email is a service from ITSD - Terra Cat. Delivered by [Zendesk](#)

[ML03Y8-4WX9]Ticket-Id:319785Account-Subdomain:itsdterracat

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Jess Beattie January 20, 2022 at 12:45

Hey Martyn,
I have been talking with Matt (Our Systems Engineer) and Blair again regarding this script error popup and I learnt another potential solution today that helped solve someone else's issue that I could try with you but it may be best I do it first thing in the morning before you start work. A heads up though that we aren't sure if it will reset all your next personalisations or not so just warning you that it may do :)
I am also wondering that if this solution fixes the script error, I am hoping it might fix the approving expenses issue too :)
Kind regards,
Jess Beattie

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Jess Beattie January 21, 2022 at 07:20

Internal note

.old UPM folder

upm (\\ad.ggh.co.nz) (V:) >

Name	Date modified	Type	Size
martind	21/05/2020 12:40 pm	File folder	
martinh	2/07/2021 12:22 pm	File folder	
martinj	2/07/2021 12:26 pm	File folder	
martino	3/07/2020 3:43 pm	File folder	
MartinT	10/09/2018 7:54 am	File folder	
martyns	21/01/2022 7:09 am	File folder	
martyns.old	5/01/2022 4:58 pm	File folder	
martynsh	2/07/2021 12:22 pm	File folder	
marys	2/07/2021 11:59 am	File folder	
maryv	2/07/2021 12:05 pm	File folder	
mathewj	2/07/2021 12:04 pm	File folder	
mathewm	1/06/2018 11:47 am	File folder	
MathewD	22/09/2019 7:50 am	File folder	

But script error still pops up