#319785 Script error Pop up when starting NAXT
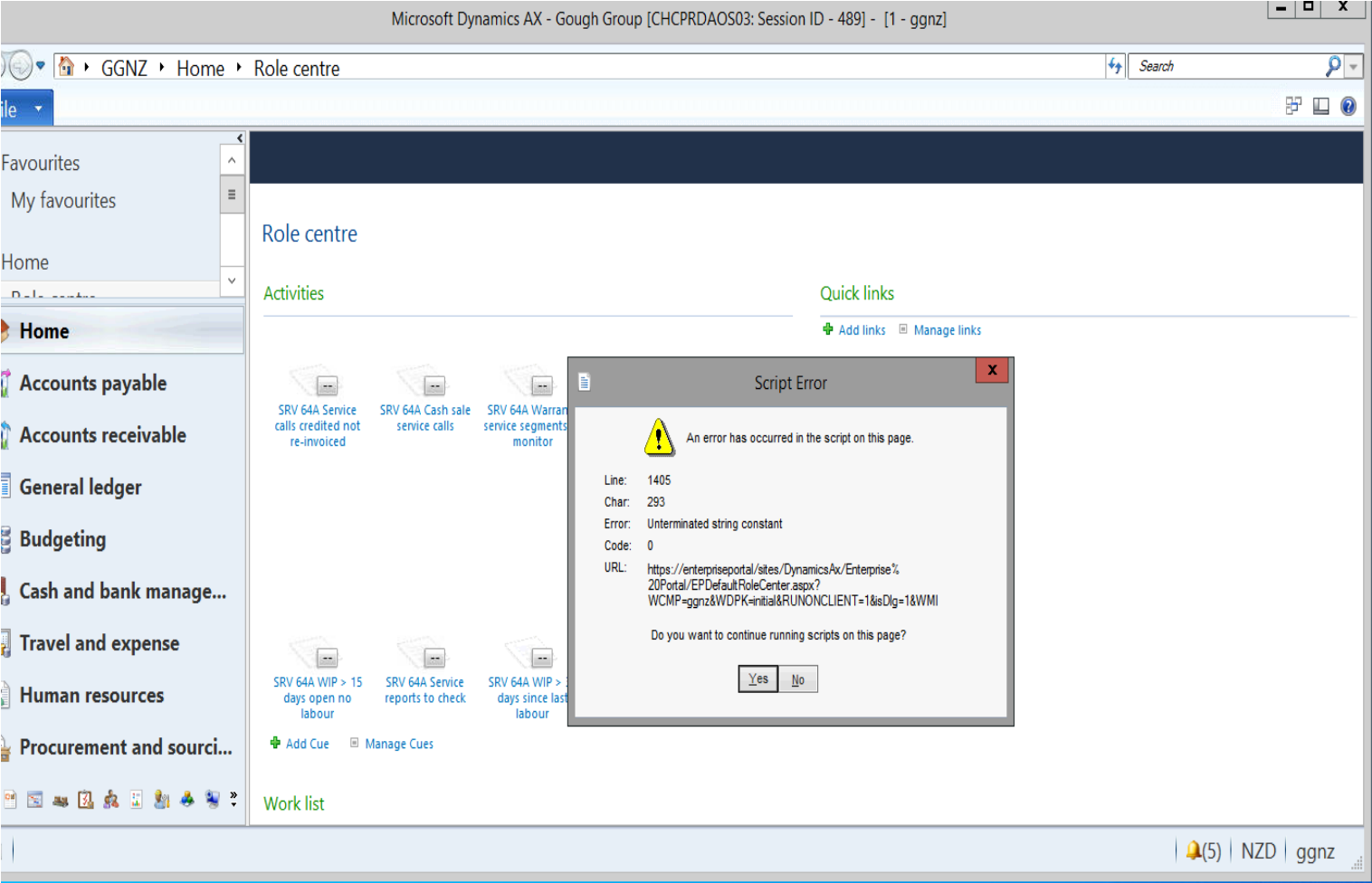
Submitted	**Received via**	**Requester**
4 August 2021 at 13:00	Mail	Martyn Shirtliff <martyns@terracat.co.nz>

CCs

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

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

Category

NAXT

Martyn Shirtliff   August 4, 2021 at 13:00

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

Martyn Shirtliff
Branch Manager - Terra Cat
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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.

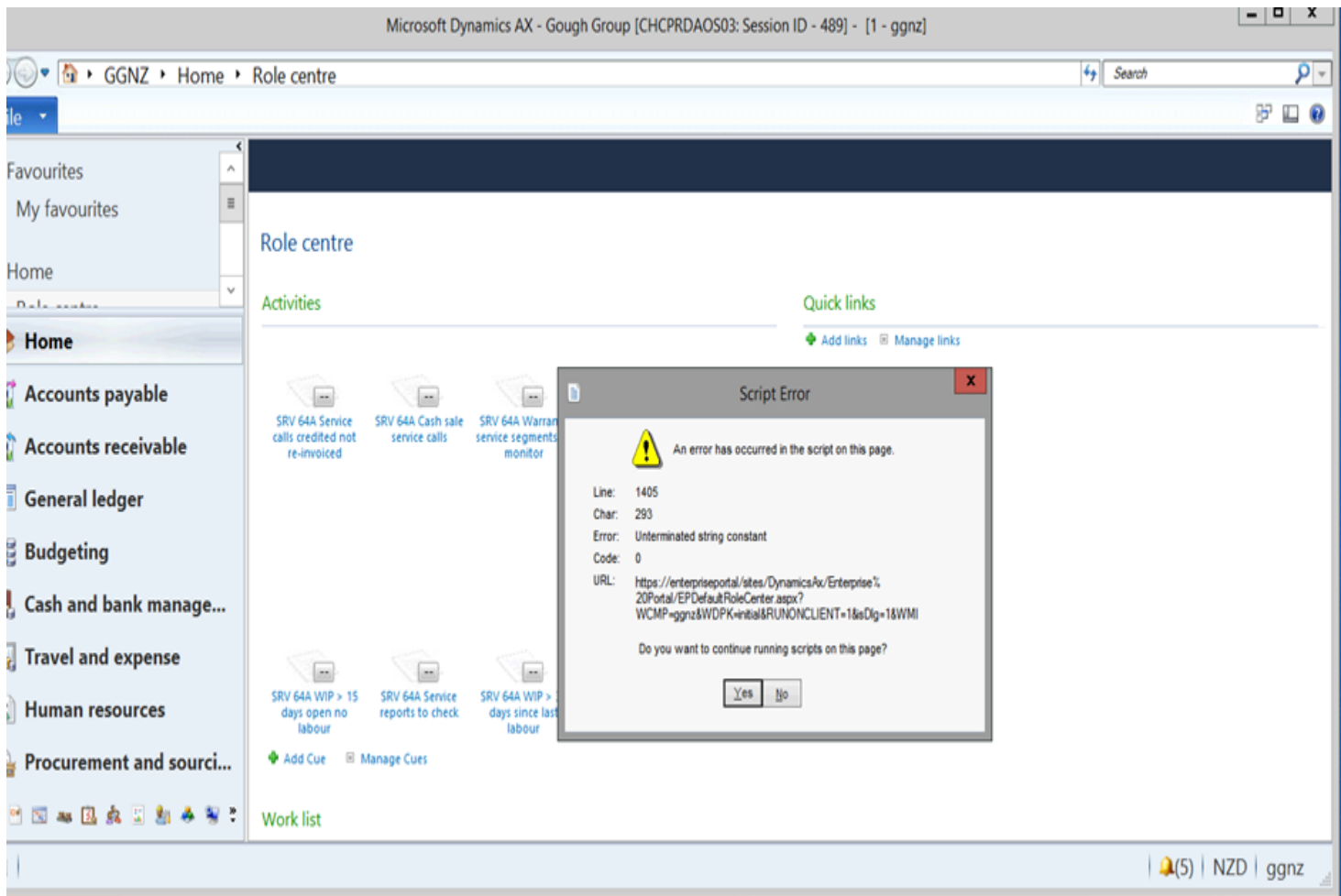**Jess Beattie** (ITSD - Terra Cat)

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

Private note

[Blair Doherty](#)

Martyn Shirtliff

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

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

Samhrutha G

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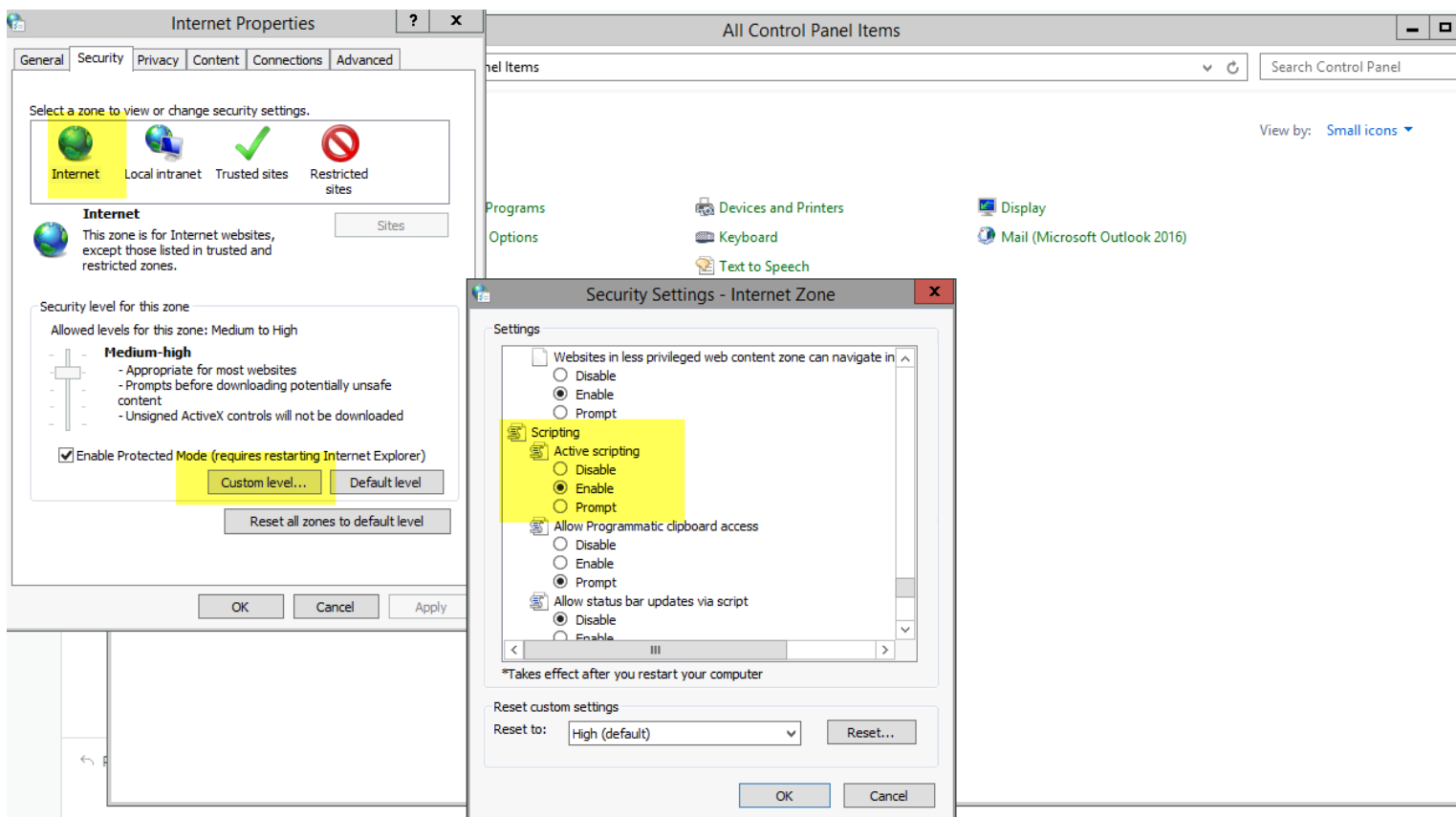**Link: How to optimize Internet Explorer:**   http://support.microsoft.com/default.aspx/kb/936213

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

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

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

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 Naxt control centre and GGH Desktop
- Cleared browser cache/cookies/data within Naxt control centre and GGH Desktop
- Played with settings in Internet Explorer within Naxt 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..

Kind regards,

Jess Beattie
Service Desk Analyst - **Terra Cat**
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98
E: Jess.Beattie@terracat.co.nz | **W:** terracat.co.nz |

From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>
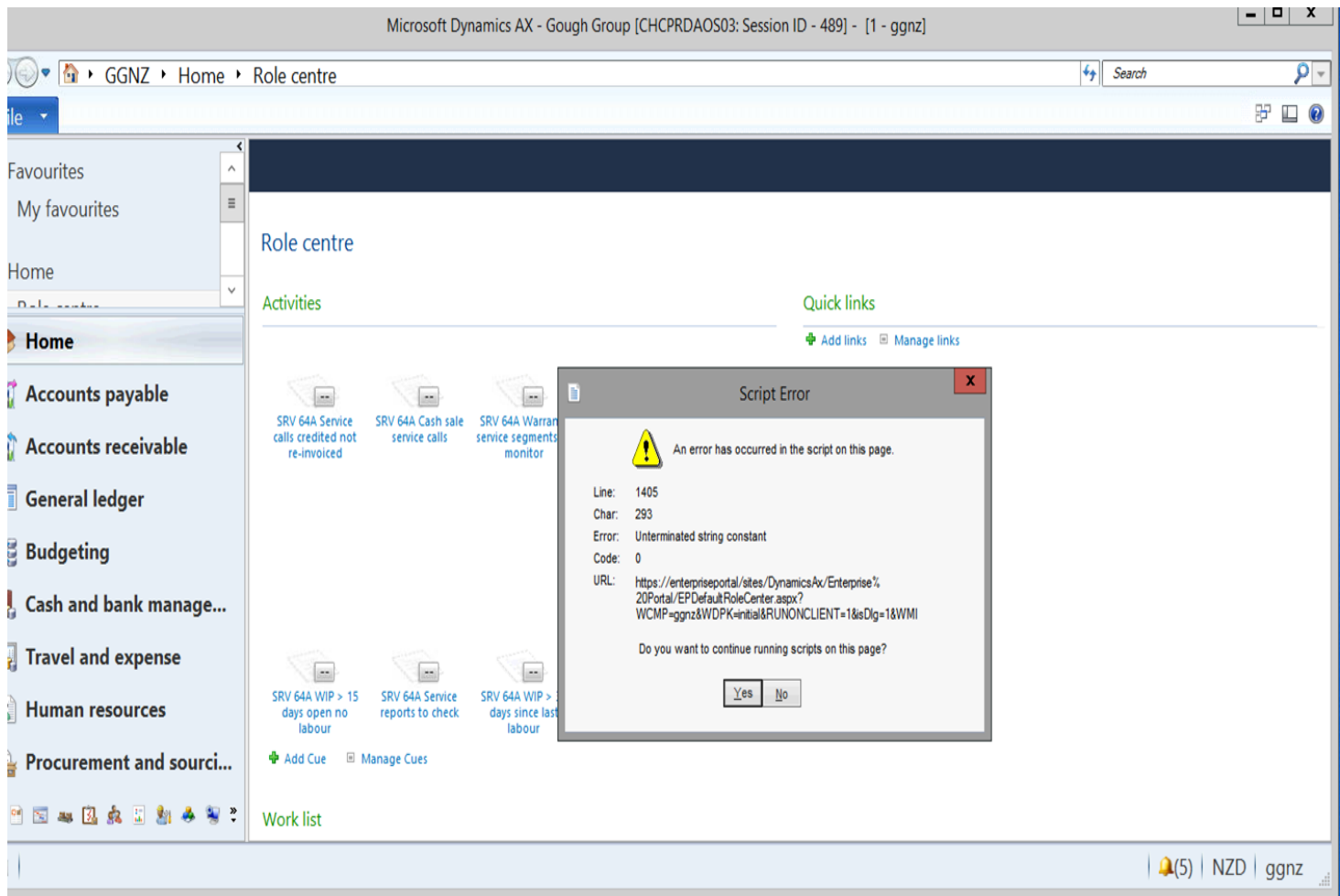**Sent:** Wednesday, 4 August 2021 1:02 pm

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.

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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	-
Group	Service Desk
Assignee	Jess Beattie
Priority	-
Type	Ticket
Channel	By Mail

This email is a service from ITSD - Terra Cat. Delivered by <u>Zendesk</u>

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 naxt 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

But script error still pops up