

#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 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** Problem Solved High Service Desk Jess Beattie

Category

NAXT

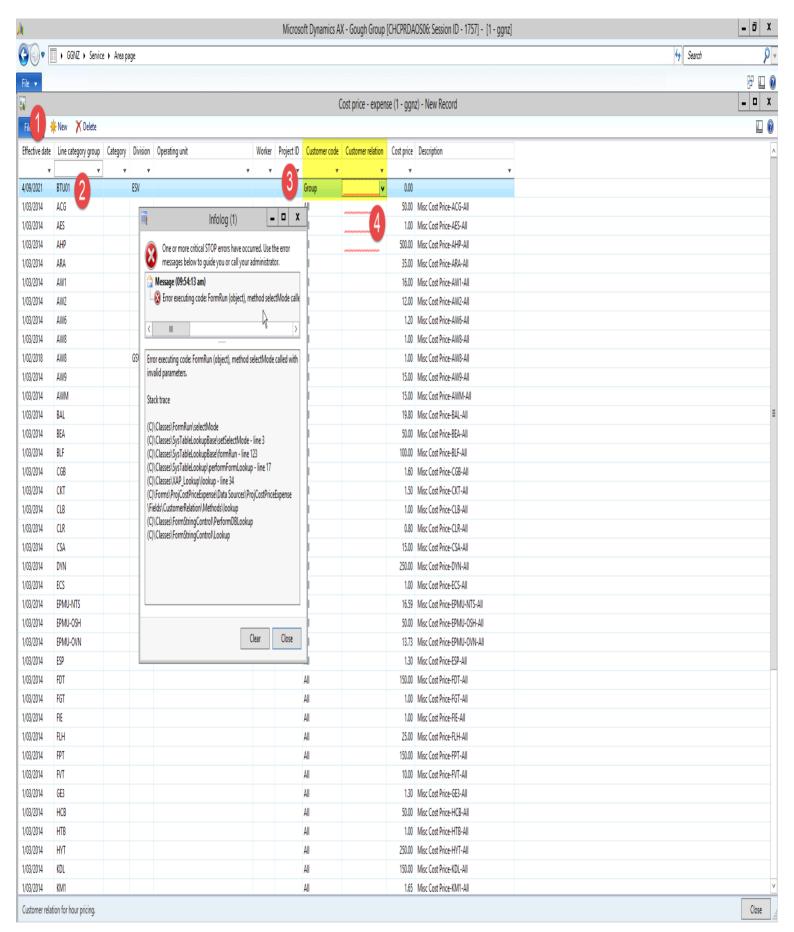
Nathan Welch August 17, 2021 at 10:01 AM

Hi Team,

I'm trying to setup travel band data in NAXT before the go-live and received this stack trace error... Steps to reproduce:

- 1. From the Cost price expense table select New
- 2. Enter data to the line
- 3. Change Customer code to Group
- 4. Try to select the group and the stack trace will occur

This might be something to do with SOD as Sandbox seems to work OK. Can you give me Sys Admin so I can continue this work?



Service Development Manager - Terra Cat

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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

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Bradley Harrison August 17, 2021 at 11:16 AM

Internal note

Thanks Jess

Bradley Harrison

Business Systems Manager - Terra Cat

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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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Nathan Welch

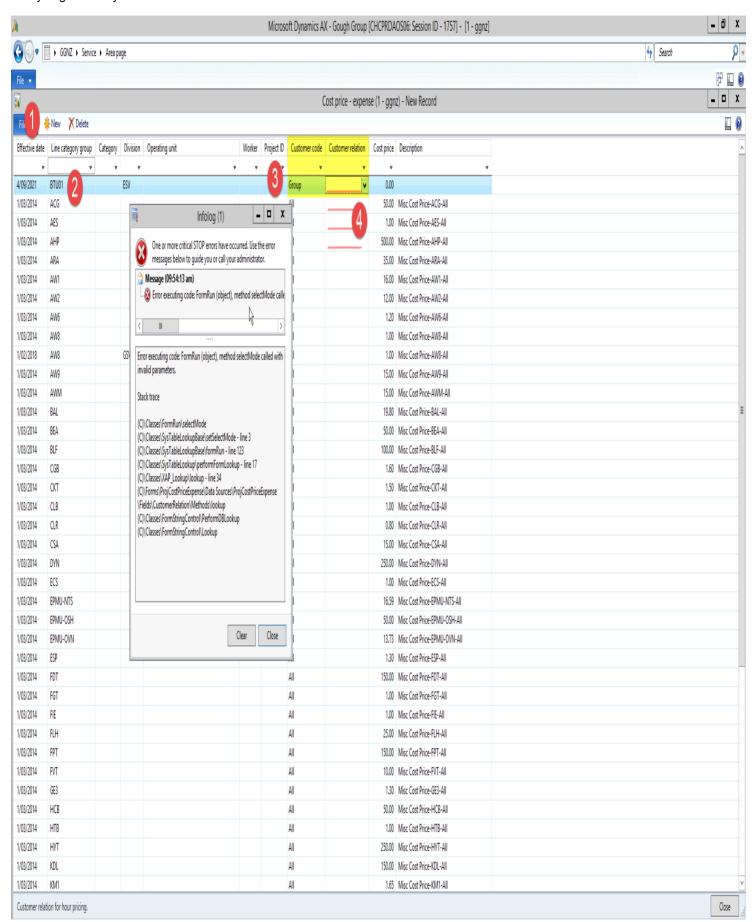
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Nathan Welch August 17, 2021 at 11:37 AM

Thanks. All finished now.

Nathan Welch

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

Sent: Tuesday, 17 August 2021 11:16 am

To: IT Service Desk <support+id320506@itsdterracat.zendesk.com>; 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>; IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: RE: [IT Service Desk] Re: Stack Trace in Production

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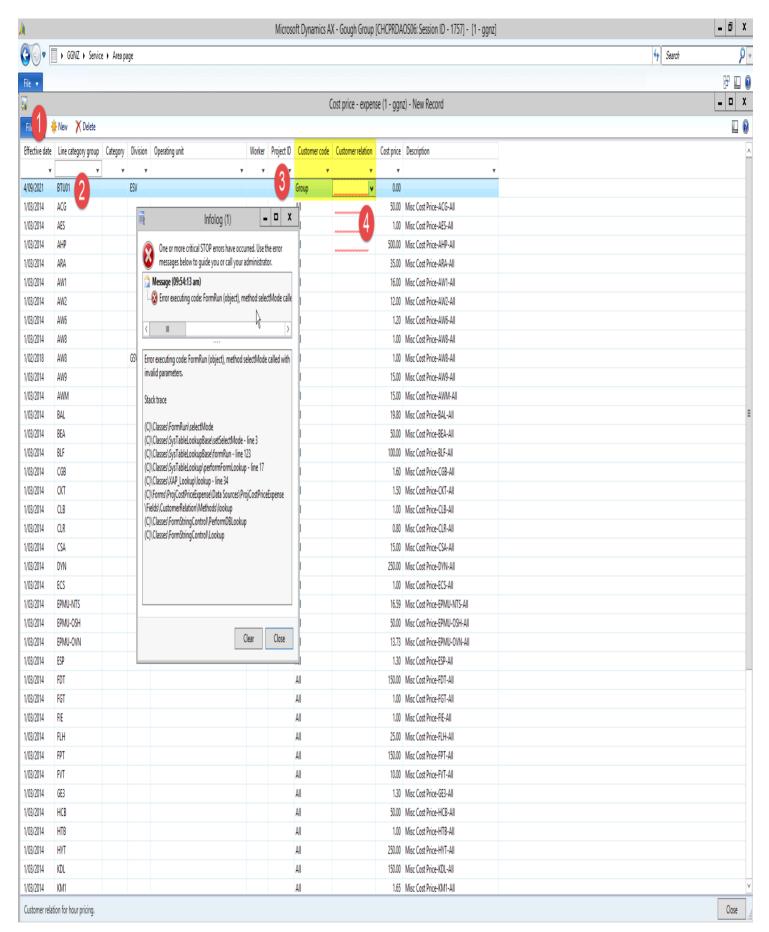
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Jess Beattie August 17, 2021 at 11:38 AM

Sweet, thanks Nathan. Sys Admin has now been removed.

Kind regards, Jess Beattie

Service Desk Analyst - Terra Cat

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