**Martyn Shirtliff Naxt/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 Naxt: Script error pops up like below

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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 Naxt Sandbox

Table

Description automatically generated with medium confidence

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

Table

Description automatically generated with medium confidence

Back in Naxt 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

Text

Description automatically generated with medium confidence

Text

Description automatically generated with medium confidence

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://terraindustrial-my.sharepoint.com/:v:/g/personal/jess_beattie_terracat_co_nz/ESYILfeC5JhFq3K7fVLZUbwBT0z1kc3anuZ8SABgwg7XUQ?e=GKjzlW>

**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

Graphical user interface, application

Description automatically generated

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

Graphical user interface

Description automatically generated

Table

Description automatically generated with low confidence

I then logged into <https://citrix.ggh.co.nz/Citrix/GoughGroupWeb/> with my admin login

Opened Sandbox and got the script error

A screenshot of a computer

Description automatically generated

Attempted to approve the expense

Graphical user interface, text, application, email

Description automatically generated

A picture containing text, screenshot, indoor, computer

Description automatically generated

Expense approved fine

Graphical user interface, text, application, email

Description automatically generated

Tried another expense example (ERN148515)

Graphical user interface

Description automatically generated with medium confidence

Reassigned to my admin user

Graphical user interface, application

Description automatically generated

Again, got the script error upon opening Sandbox

Graphical user interface

Description automatically generated

Attempted to approve expense

Graphical user interface, text, application

Description automatically generated with medium confidence

That one went through fine as well

Graphical user interface, text, application, email

Description automatically generated

Thought I would try a purchase order this time

Graphical user interface, application

Description automatically generated

Reassigned PO to my admin user

Graphical user interface, application

Description automatically generated

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

Graphical user interface, text, application

Description automatically generated

Attempted to approve the purchase order

Graphical user interface, application

Description automatically generated

That also went through fine – no “user not found” error

Graphical user interface, text, application, email

Description automatically generated

This time, I tried assigning an expense report and a purchase order to my admin user at the same time

ERN148514 and 64A0014345

Graphical user interface

Description automatically generated with medium confidence

Graphical user interface, application

Description automatically generated

Graphical user interface, application

Description automatically generated

Graphical user interface, application, table

Description automatically generated with medium confidence

Again, no script error upon opening Sandbox (Thought it might have popped up seeing as there is an expense report to approve)

Graphical user interface, text, application

Description automatically generated

Attempted to approve the purchase order first

Graphical user interface, text, application, email

Description automatically generated

Upon approving the purchase order, the script error popped up

Graphical user interface, application

Description automatically generated

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

Graphical user interface, text, application

Description automatically generated

Then attempted to approve the expense report

Text

Description automatically generated with low confidence

Got the script error again upon approving expense report

Graphical user interface, text, application

Description automatically generated

Clicked NO

Then got the “user, not found” error and the expense report did not approve/disappear (as per screenshot below)

Graphical user interface, text, application, email

Description automatically generated