Odoo Server Issue report:

# Issue summary:

To get started from beginning the issue was, we couldn’t able to start the odoo server interface on production machine. The issue was reported by the client on Monday (08/14/2017) evening around 5:30 pm IST. So later I got help from Tamil and we both started working on that issue to get resolved ASAP. We have been working on that issue for 14-18hrs totally.

# Research:

1. We have made some code changes and created a column in Odoo DB for Opportunity \_Count and Upgraded the CRM. The implementation has gone well and Odoo server was working good.
2. Later the Client wants us to remove the Opportunity \_ Count, since it doesn’t count the Opportunities in descending properly, very few is not calculated according to the requirement.
3. Further we moved along with the client and removed the Opportunity\_count and when I tried to hit the upgrade button in CRM the Odoo Server interface throwed an error

**“Odoo 500 Internal Server Error”.**

1. So, we took the log files and found that this error doesn’t occurred because of the Opportunity changes from our end. The client has installed a module **“crm. custom. field-10.0.1.3.2”**. From the Log Files, it clearly states that the client has wrongly installed the module.
2. The reason is, we worked on the add-on changes crm. custom. field, which has created the columns in res. partners table and ir\_model. This module was not properly installed so that the odoo interface is loaded and have thrown the above error as mentioned. So, we could not able to uninstall or upgrade the module without the help of interface.
3. Finally, we asked the latest backup of DB and the master Password to the client. Client has copied the DB backup file on downloads folder.

File name: “XMTERPF\_2017-08-12\_21-37-28.zip”.

Master Password: “DONTDOSALES175”.

1. We then restored the DB and we brought the Odoo Interface up and running on 08/16/2017.

# Current Open Issue:

* We are facing an issue when we try to Upgrade the CRM Module in Odoo. Since it is more important we are considering that issue and trying to resolve ASAP.