

**Report Title:** Knowledge Details  
**Run Date and Time:** 2024-02-14 10:20:52 Eastern Standard Time  
**Run by:** Sekar Venkatesh  
**Table name:** kb\_knowledge

Knowledge

Number:	KB0024329	Version:	1.0
Display number:	KB0024329 v1.0	Base Version:	
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Error	State:	Published
Primary Configuration item:	DIT Event Tabulation	Source:	
Configuration Item:	DIT Event Tabulation	Source Task:	
Published:	2021-04-06	Source Interaction:	
Valid to:	2024-11-30	Source Call:	
Author:	Ebron Rajasekaran (conbmqe)	Attachment link:	false
Ownership Group:		Display attachments:	false
Image:		Revised By:	
Flagged:	false	Latest AQL:	

Short description:

500 internal server error is received when accessing the application for the first time

Article body:

Issue - Symptom/problem/question/error message:

500 internal server error is received when accessing the application for the first time.

Cause (optional):

This may occur because the Vault Policy is not setup and/or configured in production

Resolution - the steps taken to resolve the issue:

1. Reach to Security-ITSAccess team to check if the Vault policy has been setup in production and configured accordingly.
  2. Make sure user must be in Vault AD Group for cashbash application in order to access PROD Vault policy
- Refer the config KB KB0024330 to get the vault AD group name.

Reach to JMA Demand team if the issue is not resolved.

Meta:

DIT Event Tabulation;Dealer Incentives Trip - Event Tabulation;CashBash Event App;

Wiki:

Notes

Work Notes:

2021-03-31 18:12:33 - Ebron Rajasekaran (Work Notes)  
How to contact Vault Admin ? - Updated the Team name instead of mentioning vault admin

2021-03-31 16:08:05 - Bhanu Sarabu (Work Notes)  
@Ebron Rajasekaran (conbmqe)  
How to contact Vault Admin ?

2021-03-31 13:13:25 - Ebron Rajasekaran (Work Notes)  
. Point 1 - How/where to check the policy has been setup / configured ? - Updated the step to reach Vault Admin directly to check on this as Ops team will not this information,

2021-03-29 12:52:24 - Bhanu Sarabu (Work Notes)  
@Ebron Rajasekaran (conbmqe)  
A. Point 1 - How/where to check the policy has been setup / configured ?

**Related List Title:** Approval List

**Table name:** sysapproval\_approver

**Query Condition:** Source table = kb\_knowledge AND Approving = 3953eb9fdb7620109da8c082ba961920 AND State != No Longer Required

**Sort Order:** Order in ascending order

None

**Related List Title:** Knowledge Version List

**Table name:** kb\_version

**Query Condition:** Knowledge Article ID = 3953eb9fdb7620109da8c082ba961920

**Sort Order:** Created in descending order, Sys ID in ascending order

2 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
1.0	Tiffani Barbour (conpqvu)	2023-09-29 17:11:18	Published	KB0024329 v1.0
0.01	Bhanu Sarabu (conxcmv)	2021-04-06 11:18:49	Published	KB0024329 v1.0

**Related List Title:** Article Checklist Summary List

**Table name:** kb\_article\_checklist\_summary

**Query Condition:** Article = (empty)

**Sort Order:** Number in ascending order

None