**Visio charts not updated**

D

**Daniel**

 reported via email

*20 days ago (Fri, 13 Jan 2023 at 8:40 AM)*

To:"Blika Support" <support@blika.com>

Hi,

I’ve encountered that the Visio charts are not updated with the latest data from Blika. Sold/ Disposed entities are shown as active in Visio/Blika while they are disposed in Blika.

When running the **Check for updates to charts** option the following error came up:

Exception occured for user: Daniel \*\*\* at utc-time: 2023-01-13 07:22:48, local time: 2023-01-13 08:22:48

Displayed message: An error occured. The error report has been sent to the server

Base Exception: The remote server returned an error: (500) Internal Server Error.

Stack Trace:    at System.Runtime.Remoting.Proxies.RealProxy.HandleReturnMessage(IMessage reqMsg, IMessage retMsg)

   at System.Runtime.Remoting.Proxies.RealProxy.PrivateInvoke(MessageData& msgData, Int32 type)

   at Blika.Platform.Visio.IVisioService.GetBrowseChartsList(Boolean archived, Boolean includeUpdateInfo)

   at Blika.Platform.Visio.VisioService`1.<>c\_\_DisplayClass5\_0.<GetBrowseChartsList>b\_\_0(I s)

   at BlikaForms.WcfRequestHandlerClient`1.ExecuteRequest[TResponse](RequestDelegate`1 request)

   at BlikaCoreNew.Service.WcfService`1.Request[TResponse](RequestDelegate`1 request)

   at Blika.Platform.Visio.VisioService`1.GetBrowseChartsList(Boolean archived, Boolean includeUpdateInfo)

   at PalantirVisioAddIn.BrowseChartsPresenterBase`1.RefreshView(Boolean refetchFromServer, Boolean includeUpdateInfo)

Inner Exception: The remote server returned an error: (500) Internal Server Error.

Inner Stack Trace:    at System.Net.HttpWebRequest.GetResponse()

   at System.ServiceModel.Channels.HttpChannelFactory`1.HttpRequestChannel.HttpChannelRequest.WaitForReply(TimeSpan timeout)

Here is an example where 4 disposed entities are shown:

Graphical user interface

Description automatically generated

Here is a sub selection of the chart entities marked in red are disposed:

Diagram

Description automatically generated

In Blika for entity  LE3004, same for the others:

Graphical user interface, application

Description automatically generated

Graphical user interface, text, application, email

Description automatically generated

Please let us know why we can’t get the correct data in Visio.

Thanks, Daniel

N

[**Nadira Greenock**](https://support.blika.com/a/agents/22033682699)

replied

*20 days ago (Fri, 13 Jan 2023 at 8:43 AM)*

To:daniel.

Hi Daniel,

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Thank you for your email today!

​

I will forward your Visio isuue to our tech team and will gat back to you as soon possible.

​

Ticket: [\*\*\*](https://support.blika.com/helpdesk/tickets/1727)

Vänlig hälsning / Kind regards

Nadira Greenock

M

[**Maria Cherkes**](https://support.blika.com/a/agents/22025373233)

added a private note

*20 days ago (Fri, 13 Jan 2023 at 8:45 AM)*

Notified to:nadira.greenock@blika.com

Last edited by: [**Maria Cherkes**](https://support.blika.com/a/agents/22025373233), 20 days ago (Fri, 13 Jan 2023 at 8:46 AM)

Hej Nadira,

Zero out är inte gjort

Graphical user interface, text, application, email

Description automatically generated

M

[**Maria Cherkes**](https://support.blika.com/a/agents/22025373233)

added a private note

*20 days ago (Fri, 13 Jan 2023 at 8:47 AM)*

Notified to:nadira.greenock@blika.com

Samma med den andra

Graphical user interface, text, application

Description automatically generated

N

[**Nadira Greenock**](https://support.blika.com/a/agents/22033682699)

replied

*20 days ago (Fri, 13 Jan 2023 at 8:53 AM)*

To:daniel.

Hi Daniel,

​

My collegue had a look into these entities and it shows that they are not totaly disposed in Blika. Their ownership is not Zeroed out, see below;

Graphical user interface, text, application, email

Description automatically generated

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Graphical user interface, text, application

Description automatically generated

​You need to Zero out ownership then entities will be disposed totaly.

Ticket: [\*\*\*](https://support.blika.com/helpdesk/tickets/1727)

Vänlig hälsning / Kind regards

Nadira Greenock

D

[**Daniel**](https://support.blika.com/a/contacts/22018911414)

replied

*20 days ago (Fri, 13 Jan 2023 at 3:02 PM)*

To:"Blika Support" <support@blika.com>

HI,

Thanks, yes saw that now and the solution worked! Thanks, Daniel

N

[**Nadira Greenock**](https://support.blika.com/a/agents/22033682699)

replied

*20 days ago (Fri, 13 Jan 2023 at 3:44 PM)*

To:daniel.

Hi Daniel,

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Very good news, thank you.

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Have a nice weekend!  
  
Ticket: \*\*\*

Vänlig hälsning / Kind regards

Nadira Greenock