

Error when picking up signal off Traffic (SIMS III Flat File)

12/28/2023 12:34 pm EST

Description of Issue:

Error received when picking up signal off of Traffic (SIMS III Flat File).

Fix:

1. Note the account number.
2. Access the account via Edit>Edit Account or from F9 on the Traffic Screen.
3. Check the fields for Backup Account, Alt Backup, Notify Account (on Premise page) or Sub-Account (on Zone page).
4. Confirm that any account numbers that are listed there are valid account numbers. If they are not valid account numbers, then remove that account number from that field.
5. The signal on the Traffic Screen should be accessible after #4 has been completed.