

Customer Locale Error

02/01/2024 5:14 pm EST

Operator(s) cannot access alarm from the alarm queue due to the following error.

"User does not belong to customer's locale"

Cause: The operator(s) does not have this customer's local checked on the user page in Supervisor Workstation.

Steps to resolve Issue

1. Open Supervisor Workstation. Go to:
2. Maintenance/Users.
3. Click on the User that got the error. Click Edit.
4. Under Alternates, check the box next to this customer locale.
5. If necessary, check the same alternate locale for other operators.
6. Save
7. Have user log off manitou client and then log on again.
8. Go back to the Alarm Queue and now the user should be able to access the alarm.

Screen Capture

