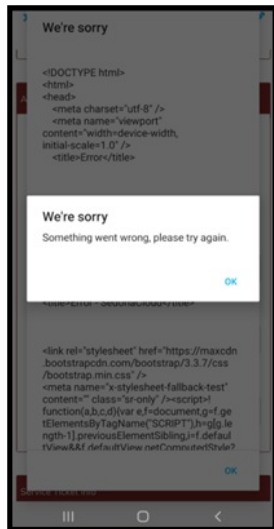


Correct Sedona-X error with Service Ticket Dispatch table

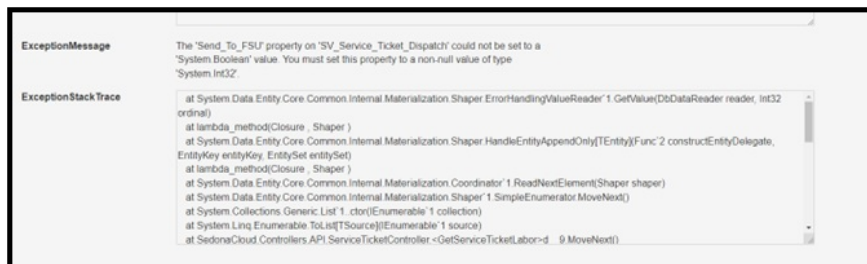
02/09/2024 6:14 pm EST

Description of Issue:

When accessing Service tickets in the SedonaX, the user may receive an error that something went wrong.



If checking the API Logs in SedonaCloud you should see an error 500 on the API call.



System.InvalidOperationException: The 'Send_To_FSU' property on 'SV_Service_Ticket_Dispatch' could not be set to a 'System.Boolean' value. You must set this property to a non-null value of type 'System.Int32'.

at System.Data.Entity.Core.Common.Internal.Materialization.Shaper.ErrorHandlingValueReader`1.GetValue(DbDataReader reader, Int32 ordinal)

at lambda_method(Closure, Shaper)

```

    at System.Data.Entity.Core.Common.Internal.Materialization.Shaper.HandleEntityAppendOnly[TEntity]
(Func`2 constructEntityDelegate, EntityKey entityKey, EntitySet entitySet)

```

Resolution:

This error is caused by the field Send To FSU using the wrong datatype.

This field should be set as an integer and is not.

Before making a change backup the data in the table to a new table using the SQL statement below.

Add the Case number on the backup table so it can be found later if needed.

Verify you are in the correct database and then execute the script below in SQL Management Studio.

```
Select * Into SV_Service_ticket_Dispatch_CaseNUMBER from SV_Service_ticket_Dispatch
```

Before running the alter script, you should ask that users not be using the service module to be safe.

Verify you are in the correct database and then execute the script below in SQL Management Studio.

```
ALTER TABLE dbo.Sv_Service_ticket_Dispatch ALTER COLUMN Send_To_FSU int
```