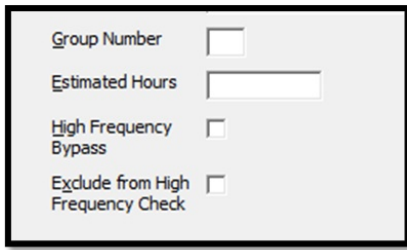


Enable Ticket Groups in SedonaOffice for Service Tickets

06/20/2024 6:04 pm EDT

Issue:

When creating an inspection record the Ticket Group is not available for editing.



A screenshot of a form with four rows of input fields. The first row is 'Group Number' with a small square input box. The second row is 'Estimated Hours' with a rectangular input box. The third row is 'High Frequency Bypass' with a small square input box. The fourth row is 'Exclude from High Frequency Check' with a small square input box.

Resolution:

This is not available by default. The settings need to be enabled in the SedonaOffice company.

The scripts below can be used to enable the functionality in the Company.

--- Backup table ---

```
select * into SS_Setup_Modules_Backup from SS_Setup_Modules
```

--- Check what is already in the in_Process field. ---

```
select * from SS_Setup_Modules
```

--- Add the existing values to the update to include the gv settings. ---

```
update SS_Setup_Modules
```

```
set In_Process = ' gv '
```

```
where Setup_Id =1
```

--- Verify the change ---

```
select * from SS_Setup_Modules
```

--- Check to see if Ticket Groups is enabled. ---

```
Select Ticket_Groups, * from SV_Setup
```

--- If not Y set to Y.---

```
update SV_Setup
```

```
Set Ticket_Groups ='Y'
```

```
where Setup_Id =1
```