

Critical Message Won't Expire

09/23/2024 2:28 pm EDT

Critical Messages on the customer record will occasionally fail to expire. This can be caused by a data error, usually from conversions. If setting the Expiration Date does not resolve the issue, it will need SQL to investigate.

The critical message is not kept on the customer record though, it is found in SY_Critical_Message.

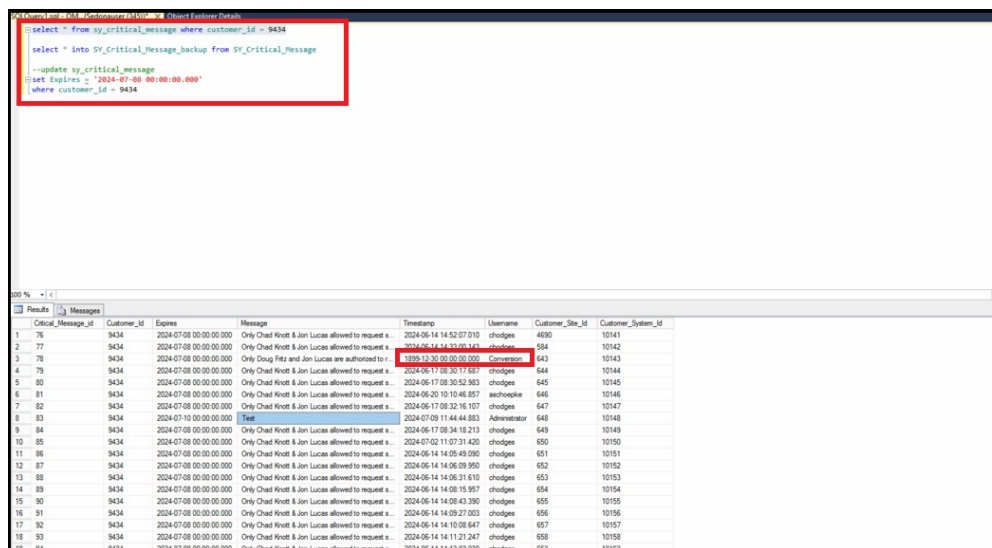
Select * from sy_critical_message where customer_id = ReplaceWithCustomer_ID

If you see the messages that are stuck, either with nulls or odd dates, you can set the messages to have an expiration date in the past.

Update sy_critical_message

Set Expires = 'ReplaceWithYesterday'

Where customer_id = ReplaceWithCustomer_ID



```
--select * from sy_critical_message where customer_id = 9434
select * into SY_Critical_Message_backup from SY_Critical_Message
--update sy_critical_message
--set Expires = '2024-07-08 00:00:00.000'
where customer_id = 9434
```

Critical_Message_Id	Customer_Id	Expires	Message	Timestamp	Username	Customer_Site_Id	Customer_System_Id
75	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:52:07.010	chodges	4020	10141
77	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:53:05.143	chodges	584	10142
78	9434	2024-07-08 00:00:00.000	Only Doug Fitz and Jon Lucas are authorized to r...	1899-12-30-00:00:00.000	Conversion	643	10143
79	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-17 08:30:17.687	chodges	644	10144
80	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-17 08:30:52.963	chodges	645	10145
81	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-20 10:10:46.857	eschephie	646	10146
82	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-17 08:32:16.107	chodges	647	10147
83	9434	2024-07-10 00:00:00.000	Test	2024-07-09 11:44:44.883	Administrator	648	10148
84	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-17 08:34:18.213	chodges	649	10149
85	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-07-02 11:07:31.420	chodges	650	10150
86	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:05:49.090	chodges	651	10151
87	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:06:09.950	chodges	652	10152
88	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:06:31.610	chodges	653	10153
89	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:08:15.957	chodges	654	10154
90	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:08:43.390	chodges	655	10155
91	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:09:27.003	chodges	656	10156
92	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:10:08.647	chodges	657	10157
93	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:11:21.247	chodges	658	10158
94	9434	2024-07-08 00:00:00.000	Only Chad Knott & Jon Lucas allowed to request s...	2024-06-14 14:13:03.036	Administrator	659	10159