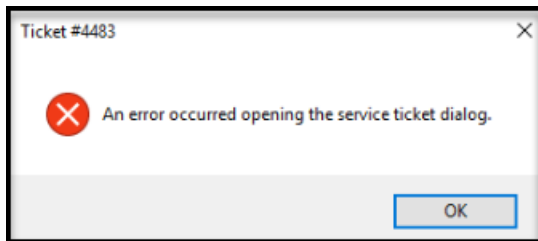


Cannot Create a Service Ticket – An Error Occurred Opening the Service Ticket Dialogue

07/18/2025 9:59 am EDT



Customer Account

From the Customer, right-click on the Site linked to the Service Ticket, and select Edit Site.

Reenter the information in each field (do not copy and paste) and reselect any drop-down menu items and use the Tab key to move between each field. Click Save.

Next, right-click on the System linked to that Service Ticket and select Edit System.

Reenter the information in each field (do not copy and paste) and reselect any drop-down menu items and use the Tab key to move between each field. Click Save.

You should now be able to create the Service Ticket.
