

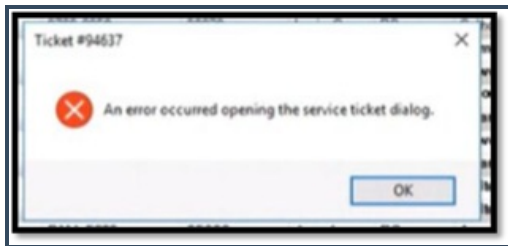
Error Opening Service Ticket Dialog (Internal)

07/17/2025 9:17 am EDT

Issue:

When trying to open a Service Ticket, we receive the message that an error occurred opening the service ticket dialog.

What can cause this message?



Resolution:

We have seen a few problems that can cause this message. Below are two problems we have seen that can generate the error.

The first issue is from NULL values in the SV_Service_Ticket_Parts table for the quantity field.

To fix this, the scripts below can be used to see if this is the problem and update the fields with a valid value.

--- Can be from null values in the parts quantity field. ---

--- Find the Service_Ticket_Id from the Service_Ticket_Number. ---

```
Select Service_Ticket_Id from SV_Service_Ticket where Ticket_Number = '18196'
```

---Find parts records for the service ticket.---

```
Select * from SV_Service_Ticket_Parts where Service_Ticket_Id =18196
```

--- Update the parts record with the correct quantity. ---

```
update SV_Service_Ticket_Parts  
  
Set Quantity =1  
  
where Service_Ticket_Part_Id =81040
```

The second issue that we have seen is a problem with NULL values in the first issue is from NULL values in CS_Customer_System table.

The record for the customer's site may have null values for one or all of the fields named Keys_On_File, Key_Number, and Secondary_Account.

The scripts below can be used to check the customer records for other nulls and to get the IDs needed to view and update the records.

---CS_Customer_System record for the customer's site may have null values for the fields Keys_On_File, Key_Number, and Secondary_Account. ---

---Update the fields to have the correct default values instead of null and the service ticket error went away. ---

--- Find the service ticket with the issue to get Customer_ID. ---

```
select * from SV_Service_Ticket where Ticket_Number ='173439'
```

--- Check Customer Records for problems like nulls or missing records.---

```
select * from AR_Customer where Customer_Id ='52819'

select * from AR_Customer_Site where Customer_Id ='52819'

select * from AR_Customer_System where Customer_Id ='52819'

select * from AR_Customer_Bill where Customer_Id ='52819'
```

-- When opening a Service Ticket, there is a check for CS_Customer_System records. This can cause the error. ---

```
SELECT Customer_System_Id, Keys_On_File, Key_Number, Secondary_Account FROM CS_Customer_System WHERE AR_Customer_System_Id = 56951
```

--- Check integration id --

```
SELECT * FROM CS_Alarm_Company

SELECT * FROM SS_Integration
```

--- If they do not use the integration, update the record to have the correct ID instead of NULL ---

```
UPDATE CS_Alarm_Company

SET Integration_Id = 1

Where Integration_Id is NULL
```

--- Update the CS_Customer_System record with correct values instead of the NULL---

--- Could be one or all fields need updated. ---

```
UPDATE CS_Customer_System
```

```
SET Keys_On_File ='N'
```

```
WHERE Keys_On_File IS NULL
```

```
UPDATE CS_Customer_System
```

```
SET Key_Number =''
```

```
WHERE Key_Number IS NULL
```

```
UPDATE CS_Customer_System
```

```
SET Secondary_Account =''
```

```
WHERE Secondary_Account IS NULL
```