

Service Ticket Won't Open

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145826

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As of Sedona Office 6.2.0.20, when the updater is run, if there are any service tickets open, those service tickets may have an erroneous lock applied to them from SedonaEFTService that will prevent them from opening. These locks will not appear in the Lock Table Maintenance window and need to be removed within SQL.

The issue does not generate an error message or a message saying that the ticket can't be opened. Certain service tickets will simply not open from the front end.

Resolution

-- First run: To identify the tickets that have been erroneously locked. The Service Ticket # will be the "Code" column

```
Select *
from SS_LockTable st
where LockedByUser = 'SedonaEFTService'
and Table_Name not in ('AR ACH', 'AR ACH BATCH')
```

-- The result should be something like this picture with locks applied by the SedonaEFTService to service and other non-ACH tables.

	LockTable_Id	Table_Name	Code	LockedByUser	LockedTime	Form	Description	Table_Or_Process	Application_Id	O
2	3068370	OE Job	42756	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
3	3068373	Customer_System	44263	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
4	3077652	SV_Service_Ticket	74485	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
5	3077653	SV_Service_Ticket	74488	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
6	3077654	SV_Service_Ticket	74426	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
7	3077655	SV_Service_Ticket	74486	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
8	3077721	AR_Customer_Credit	23617	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
9	3077724	OE Job	42857	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
10	3077726	OE Job	42861	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
11	3084066	OE Job	42765	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
12	3085325	SV_Service_Ticket	74538	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
13	3085800	OE Job	42711	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	
14	3086023	AR_Invoice	614...	SedonaEFTService	2025-09-22 09:48:51.773		Sedona Payment Processing	T	5	

-- Backup the Lock table with:

```
Select * into ZBG_SSLockTable_CaseNumber_MMY from SS_LockTable
```

-- Then, delete the erroneous locks:

```
Delete from SS_Locktable where LockTable_ID in ()
```