Post-migration Issues and Workarounds

While the migration and upgrade have been completed, we are still experiencing some minor issues. Below is a listing of those issues we know of and some workarounds.

Contents

- Searching Doesn't Work
- Recent History Doesn't Show
- Log out button doesn't work
- Can't Delete Attachments

Searching Doesn't Work

Quick search for SR and WO number box does not work. The problem is related to how the site security is managed and a change/update is required from OCTO in order to enable this functionality. There is a workaround for this issue:

Workaround

Type out "SR:" or WO:" then type the number. For example:

![Search Box Example]

Recent History Doesn't Show

This is a known issue and we are requesting assistance from OCTO to resolve. This is related to the Search issue above.

Log out button doesn't work

Right now, you are unable to log out of the system. Again, this is related to both the recent history and search issues above. We hope to have this resolved shortly.

Can't Delete Attachments

Within a Service Request, Work Order or Inspection, users are not able to delete attachments directly. There is a workaround for this issue:
Workaround

There is another way to delete attachments!

1. Along the Cityworks gray toolbar, click on the dropdown wedge.
2. Select the 'Attachments' option:

   ![Cityworks dropdown menu showing 'Attachments' option highlighted]

3. This will open up a table displaying the attachments on this Service Request or Work Order.
4. Check the attachments you would like to delete and click on the 'Delete' button.