

**RE: Tech Access**

Don Duffy <dduffy@troxlerlabs.com>

Mon 7/11/2022 4:19 PM

To: John Panico <jpanico@troxlerlabs.com>; Valerie Montjoy <vmontjoy@troxlerlabs.com>; Amy Kretzer <akretzer@troxlerlabs.com>; Don Duffy <dduffy@troxlerlabs.com>

Cc: Brad Griffin <bgriffin@troxlerlabs.com>; Mariana Oliveira <moliveira@troxlerlabs.com>

All,

Hi. I was not able to access Customers from BC. See error description below.

I'm not if this helps, but I'm to access Service Quotes, Service Orders, Service item Lines, Service Items, Items, Scan Employee In & Out Time, Warehouse Shipments, Transfer Orders.

This message is when I clicked on "How to report this error".

It copies it to clipboard:

**You do not have the following permissions on TableData Application User Settings: Read.**

**To view details about your permissions, see the Effective Permissions page. To report a problem, refer to the following server session ID: '232559'.**

**Internal session ID:**

**0d32c5b8-41dd-43ac-a2f1-b0c1b5a95b05**

**Application Insights session ID:**

**159c52e4-d14f-4463-b470-f64477c49811**

**Client activity id:**

**3faf8097-1299-422b-9ad0-5acbab605585**

**Time stamp on error:**

**2022-07-11T20:09:17.6963958Z**

**AL call stack:**

**"User Settings Impl."(CodeUnit 9175).GetAppSettings line 2 - System Application by Microsoft**

**"User Settings Impl."(CodeUnit 9175).CheckIfUserCalloutsAreEnabled line 4 - System Application by Microsoft**

**"System Action Triggers"(CodeUnit 2000000006).GetAutoStartTours(Event) line 2**

Sent from [Mail](#) for Windows

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**From:** [John Panico](#)

**Sent:** Monday, July 11, 2022 2:32 PM

**To:** [Valerie Montjoy](#); [Amy Kretzer](#)

**Cc:** [Brad Griffin](#); [Mariana Oliveira](#); [Don Duffy](#)

**Subject:** Re: Tech Access

Hi,

I logged out and tried again. Unfortunately, the issue still exists.

Best,

John

**John Panico**

Lab Supervisor | Radiation Safety Officer  
(614) 484-9401 Ext. 4501

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**From:** Valerie Montjoy <vmontjoy@troxlerlabs.com>  
**Sent:** Monday, July 11, 2022 3:26:13 PM  
**To:** Amy Kretzer <akretzer@troxlerlabs.com>  
**Cc:** Brad Griffin <bgriffin@troxlerlabs.com>; Mariana Oliveira <moliveira@troxlerlabs.com>; John Panico <jpanico@troxlerlabs.com>; Don Duffy <dduffy@troxlerlabs.com>  
**Subject:** RE: Tech Access

Thank you Amy! They will try again and let us know if there are still issues.

Much appreciated!

*Having badge issues? Contact [dosimetry@troxlerlabs.com](mailto:dosimetry@troxlerlabs.com) for assistance.*

*Having issues with Troxler online training courses? Contact [training@troxlerlabs.com](mailto:training@troxlerlabs.com) for assistance.*

Kind regards,  
Valerie Montjoy  
Customer Service Representative  
Troxler Electronic Laboratories, Inc.  
3008 East Cornwallis Road  
PO Box 12057  
Durham, NC 27709  
877-876-9537

**My working hours are 7:00am-4:00PM Eastern Time**

[vmontjoy@troxlerlabs.com](mailto:vmontjoy@troxlerlabs.com)

[www.troxlerlabs.com](http://www.troxlerlabs.com)

**John 14:1-7**

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**From:** Amy Kretzer <akretzer@troxlerlabs.com>  
**Sent:** Monday, July 11, 2022 3:14 PM  
**To:** Valerie Montjoy <vmontjoy@troxlerlabs.com>  
**Cc:** Brad Griffin <bgriffin@troxlerlabs.com>; Mariana Oliveira <moliveira@troxlerlabs.com>; John Panico <jpanico@troxlerlabs.com>; Don Duffy <dduffy@troxlerlabs.com>  
**Subject:** RE: Tech Access

Valerie,

I added permissions for them to add customers. Please have them try again.

Thanks,

**Amy Kretzer, MBA**

Company Controller

Troxler Electronic Laboratories

3008 E. Cornwallis Road

Research Triangle Park, NC 27709

Ext: 2700

T: 919.314.2700

[akretzer@troxlerlabs.com](mailto:akretzer@troxlerlabs.com)

[www.troxlerlabs.com](http://www.troxlerlabs.com)



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**From:** Valerie Montjoy <[vmontjoy@troxlerlabs.com](mailto:vmontjoy@troxlerlabs.com)>

**Sent:** Monday, July 11, 2022 2:51 PM

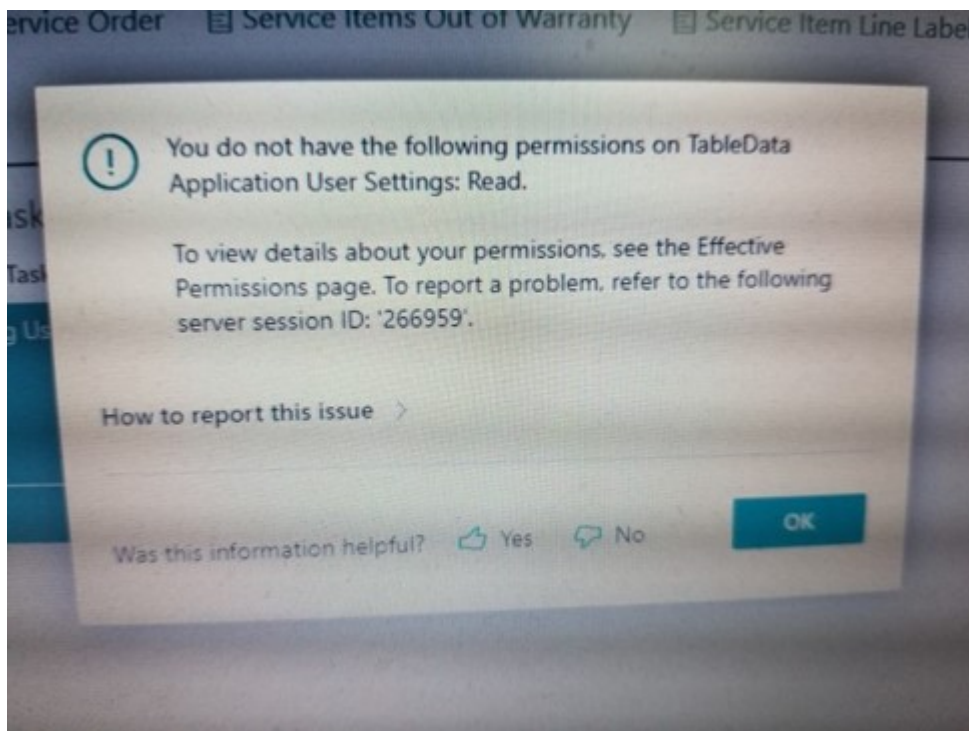
**To:** Amy Kretzer <[akretzer@troxlerlabs.com](mailto:akretzer@troxlerlabs.com)>

**Cc:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>; Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>; John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>; Don Duffy <[dduffy@troxlerlabs.com](mailto:dduffy@troxlerlabs.com)>

**Subject:** FW: Tech Access

Hi Amy,

There are several service techs who have lost permissions to see Customers and Items. John Panico and Don Duffy have reported the issue (screenshot from Don is below). Do you know if there is any way to restore their permissions? Mariana tried to resolve John's issue by making him a Supervisor but that didn't work. John has been down a while and his situation is getting urgent. Thank you!



*Having badge issues? Contact [dosimetry@troxlerlabs.com](mailto:dosimetry@troxlerlabs.com) for assistance.*

*Having issues with Troxler online training courses? Contact [training@troxlerlabs.com](mailto:training@troxlerlabs.com) for assistance.*

Kind regards,  
Valerie Montjoy  
Customer Service Representative  
Troxler Electronic Laboratories, Inc.  
3008 East Cornwallis Road  
PO Box 12057  
Durham, NC 27709  
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**My working hours are 7:00am-4:00PM Eastern Time**

[vmontjoy@troxlerlabs.com](mailto:vmontjoy@troxlerlabs.com)

[www.troxlerlabs.com](http://www.troxlerlabs.com)

**John 14:1-7**

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**From:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>

**Sent:** Monday, July 11, 2022 2:23 PM

**To:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>; Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>

**Cc:** Valerie Montjoy <[vmontjoy@troxlerlabs.com](mailto:vmontjoy@troxlerlabs.com)>

**Subject:** RE: Tech Access

Hey Mariana,

Sounds like some of the other techs are also experiencing access issues when trying to view customer information.

Brad Griffin, MBA  
Service Manager,  
Troxler Electronic Laboratories, Inc.  
3008 Cornwallis Road  
Research Triangle Park, NC

Mobile: 919-308-0075

Office: 919-485-2243

[Bgriffin@troxlerlabs.com](mailto:Bgriffin@troxlerlabs.com)



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**From:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>  
**Sent:** Monday, July 11, 2022 10:45 AM  
**To:** Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>  
**Cc:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>; Valerie Montjoy <[vmontjoy@troxlerlabs.com](mailto:vmontjoy@troxlerlabs.com)>  
**Subject:** RE: Tech Access

Hi Mariana,

Still no luck.

Best,  
John



### John Panico

Lab Supervisor | Radiation Safety Officer  
(614) 484-9401 Ext. 4501  
[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)

**Troxler Electronic Labs Inc.**  
**Ohio Service Lab**  
**6969 Worthington Galena Rd, STE C**  
**Worthington, OH 43085**

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**From:** Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>  
**Sent:** Monday, July 11, 2022 10:29 AM  
**To:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>  
**Cc:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>; Valerie Montjoy <[vmontjoy@troxlerlabs.com](mailto:vmontjoy@troxlerlabs.com)>  
**Subject:** RE: Tech Access

John.

I gave you supervisor access now.  
Please check again.

Mariana

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**From:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>  
**Sent:** Monday, July 11, 2022 9:03 AM  
**To:** Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>  
**Cc:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>  
**Subject:** RE: Tech Access

Hi Mariana,

Unfortunately it still doesn't allow me access.

John



**John Panico**

Lab Supervisor | Radiation Safety Officer  
(614) 484-9401 Ext. 4501  
[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)

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**Ohio Service Lab**  
**6969 Worthington Galena Rd, STE C**  
**Worthington, OH 43085**

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**From:** Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>  
**Sent:** Saturday, July 9, 2022 8:33 AM  
**To:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>  
**Cc:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>  
**Subject:** RE: Tech Access

John.

Please access this link to check your access.

[Outbound Technician - Customer Service - Dynamics 365 Business Central](#)

Mariana

**From:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>  
**Sent:** Wednesday, July 6, 2022 12:50 PM  
**To:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>; Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>  
**Subject:** RE: Tech Access

Hi Mariana,

Along with not being able to access customer basic information (server session ID 15918) I'm also unable to see more details for items once I've searched for them (server session ID 256774).

Best,  
John



**John Panico**

Lab Supervisor | Radiation Safety Officer  
(614) 484-9401 Ext. 4501  
[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)

**Troxler Electronic Labs Inc.**

**Ohio Service Lab**

**6969 Worthington Galena Rd, STE C  
Worthington, OH 43085**

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**From:** Brad Griffin <[bgriffin@troxlerlabs.com](mailto:bgriffin@troxlerlabs.com)>  
**Sent:** Friday, July 1, 2022 11:33 AM  
**To:** Mariana Oliveira <[moliveira@troxlerlabs.com](mailto:moliveira@troxlerlabs.com)>  
**Cc:** John Panico <[jpanico@troxlerlabs.com](mailto:jpanico@troxlerlabs.com)>  
**Subject:** Tech Access

Hey Mariana,

It has come to my attention that at least one tech no longer has permissions to access customer information. Can you add this to all of their permissions? They use this to gain access to contact information for the customer. John can elaborate if needed. Thanks!

Brad Griffin, MBA  
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