

CNA 3.0 Known Issues and Solutions (KIS)

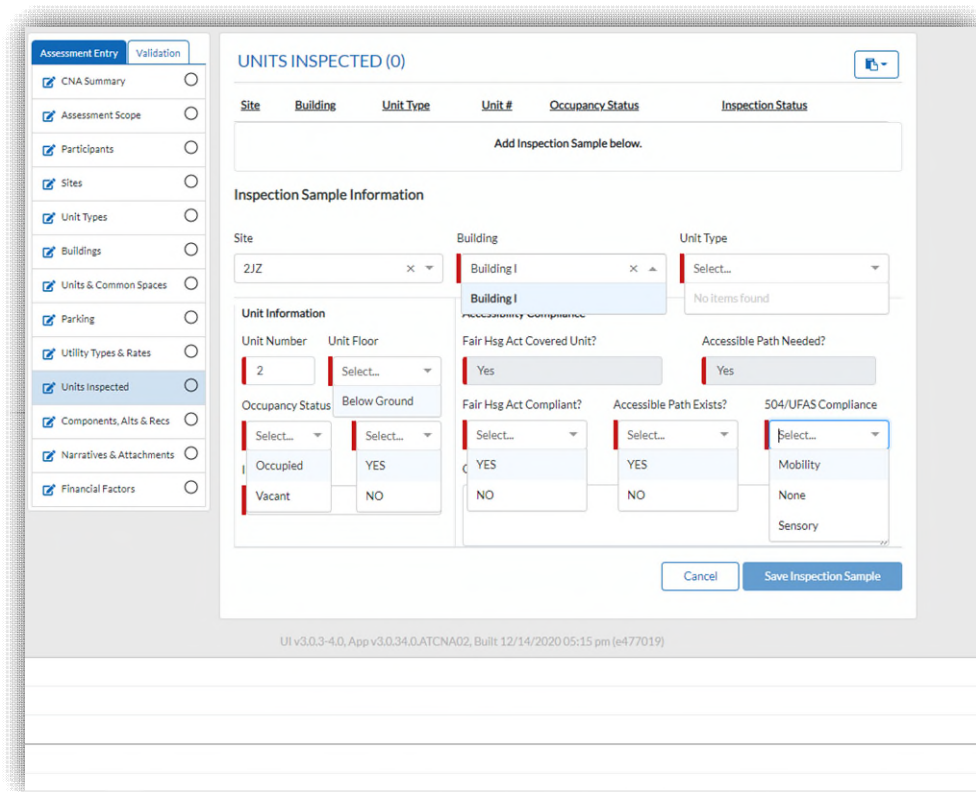
LAST UPDATED: 1/11/21

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“Units Inspected” Page Crashing

Issue: Users reported an issue where the “Units Inspected” page fails to load properly. The page will seemingly crash and will not respond to the User’s inputs. There are also typically horizontal lines that can be seen on the bottom of the screen.



As seen above, the Units Inspected page has completely crashed. All of the dropdowns remain opened, the user cannot save, and the horizontal lines at the bottom of the page have appeared.

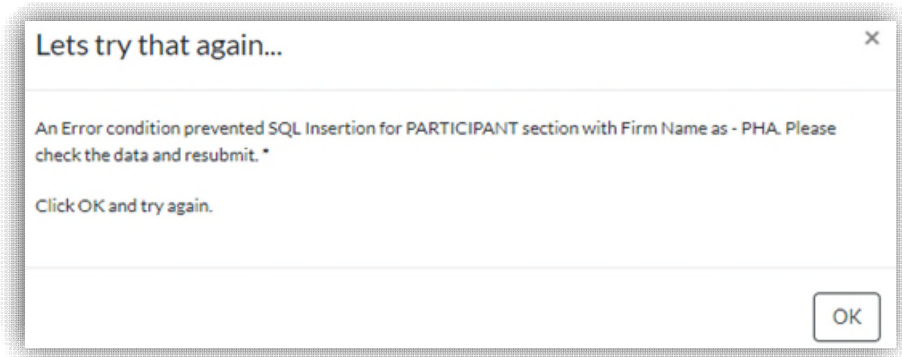
Temporary Solution: The root cause of this issue is the usage of decimals for the “Stories Above Grade” and “Stories Below Grade” fields (found in the “Buildings” tab). If the User has a Building with decimals on either of those two fields, the Units Inspected page will crash if attempting to create an inspection sample. The simple solution is to avoid using decimals for those two fields until the fix has been implemented.



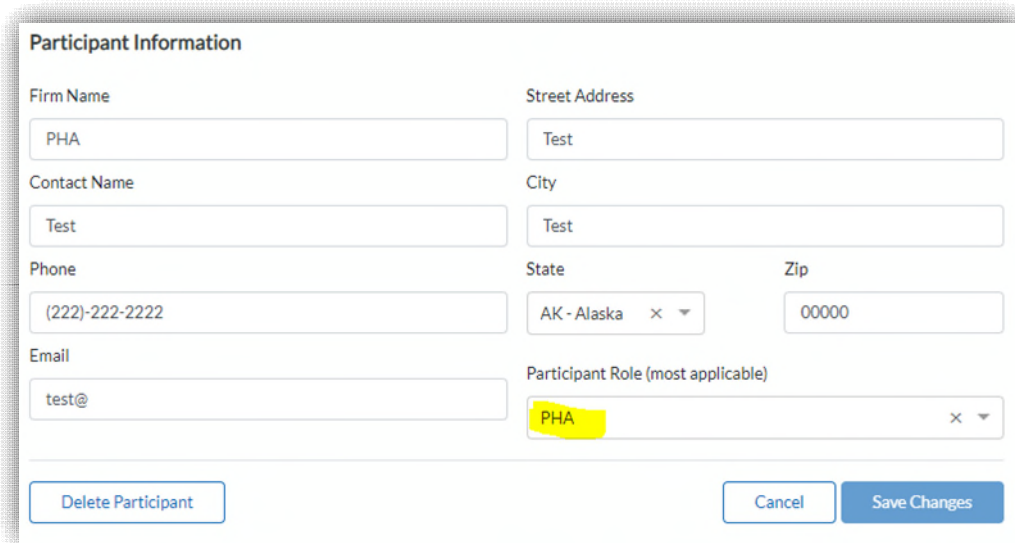
This screenshot shows the Stories Above Grade and Below grade with decimals. This caused the Units Inspected page to barf in the example shown above.

Validate: SQL Insertion Error from “Participants”

Issue: Users receive the error below when clicking the “Validate” button.



The root cause of this issue is trying to validate a CNA that has one or more Participants being listed as “PHA” or “PAE” in the “Participants” tab.



The error from the first screenshot was caused by the Participant in the screenshot shown above.

Temporary Solution: For all PHA/PAE Participants, use the Participant Role: “**Current Owner**” until the fix has been implemented.

