

Industry Tip

Error When Opening and Viewing Incidents

| Date | Module/Application/Functionality | Notes |
|--------------------|---|-----------------|
| September 22, 2017 | Inspections; Well and Facility Infrastructure | Initial Release |

An application error may occur when a user attempts to open or view an incident in IRIS.

Issue

When a user searches for an incident, and then selects to view, edit and/or add a reclamation report to the incident using the 'Action' icon, they may receive an application error.



Enter incident ID # and click 'Search'.

Click 'Action' icon

| Id | Submission Date | Detailed Report Submitted Date | Report Deadline | Status Type | Source Licence Type | Source Licence # | Incident Surface Location | Actions |
|----|-----------------|--------------------------------|-----------------|--------------------------|---------------------|------------------|---------------------------|---------|
| █ | 2017-02-17 | 2017-03-15 | 2017-05-18 | Open Pending Reclamation | Facility Licence | █ | █ | ⚙ |

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🔍 Quick Search

Application Error

A System Error has occurred. If you have any questions please contact the [Service Desk](#).

Error Reference Number (i.e. correlation id):
616d9b5c-e2de-4ef2-a176-bf6d9af62b07

The error message was:
Unknown Request

The error doesn't happen every time a user opens or views an incident, and doesn't correlate with the status of the incident.

Impact

If the error occurs the user can't open the incident. As a result, the user is unable to enter incident information, complete the 90-Day Detailed Incident Report, attach reports, or close the incident. Unfortunately, there currently isn't a workaround.

Action

The following actions can be taken:

- If you receive this application error when attempting to edit or add a reclamation report to an incident, contact the Ministry of the Economy's (ECON) Petroleum and Natural Gas (PNG) Support at 1-855-219-1030 or PNG.support@gov.sk.ca.
 - If you're attempting to meet a compliance deadline, contact PNG Support to ensure ECON is aware that you've encountered the application error and may miss the deadline as result. Please provide the specific incident number so ECON can acknowledge that any non-compliance issued or deadlines missed are attributed to the application error.
 - **Note:** The incident owner must enter the incident information into IRIS once the application error issue is fixed. Industry will be informed when the issue is resolved through IRIS's Release Notes published on www.saskatchewan.ca/IRIS.
- If you're trying to view information on an incident, refer to the incident details available in [The Saskatchewan Upstream Oil and Gas IRIS Incident Report](#), available on www.saskatchewan.ca, until the issue is resolved.

Questions?

Contact PNG Support at 1-855-219-1030 or PNG.support@gov.sk.ca for more information.