

Navigating Common Error Messages

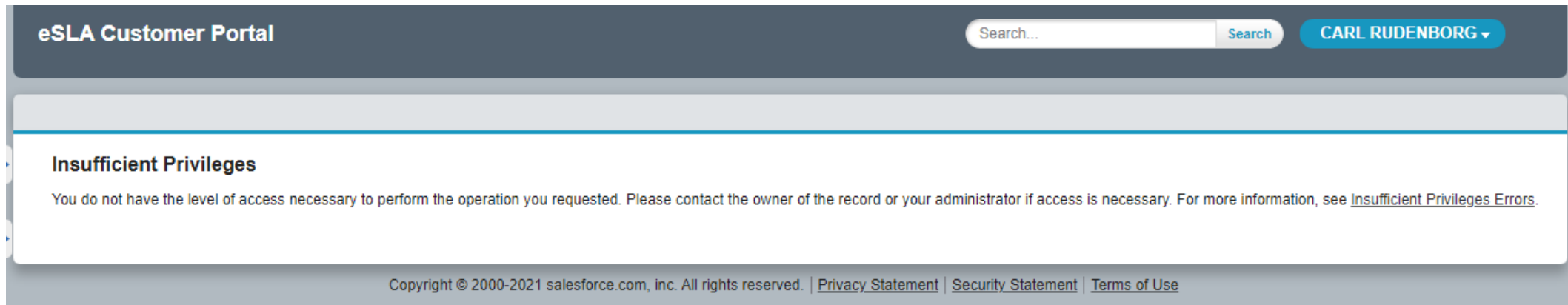
THE FOLLOWING FOUR PAGES WILL DISCUSS SOME COMMON
ERROR MESSAGES.

Did you receive this Error Upon clicking “Submit?”

Error

Error: Unable to save the application - Please contact the Program Area: Ref: System.DmlException: Upsert failed. First exception on row 0 with id aoy8y0000004PEJAAM; first error: CANNOT_INSERT_UPDATE_ACTIVATE_ENTITY, Permit2Trigger: execution of BeforeUpdatecaused by: System.DmlException: Insert failed. First exception on row 0; first error: CANNOT_INSERT_UPDATE_ACTIVATE_ENTITY, FeeUpdateCart: execution of BeforeInsertcaused by: BGCM.BGException: Too many active Carts found for Contact: 003t000000m40eEAAQClass.BGBK.CartSupport: line 57, column 1Class.BGBK.FinancialSupport: line 153, column 1Class.BGBK.CartManager: line 241, column 1Class.BGBK.CartManager: line 39, column 1Class.BGBK.CartManager: line 28, column 1Trigger.FeeUpdateCart: line 68, column 1: []Class.BGCM.DMLManager.commitRecordsHelper: line 175, column 1Class.BGCM.DMLManager.commitRecords: line 163, column 1Class.BGCM.DMLManager.upsertRecords: line 66, column 1Class.DRETriggerHandler.executeDRE: line 19, column 1Class.DRETriggerHandler.onBeforeUpdate: line 4, column 1Class.BGCM.TriggerManager.execute: line 25, column 1Class.Permit2TriggerHandler.DRESequence: line 1122, column 1Class.Permit2TriggerHandler.onBeforeUpdate: line 218, column 1Class.TriggerDispatcher.run: line 25, column 1Trigger.Permit2Trigger: line 27, column 1: []

Did you receive this Error at any time?



The screenshot shows a web interface for an eSLA Customer Portal. At the top left, the text "eSLA Customer Portal" is displayed. To the right of this is a search bar with the placeholder text "Search..." and a "Search" button. Further right, the user's name "CARL RUDENBORG" is shown with a downward arrow indicating a dropdown menu. Below the search bar, a white error message box is centered on the page. The message title is "Insufficient Privileges" in bold. The main text of the message reads: "You do not have the level of access necessary to perform the operation you requested. Please contact the owner of the record or your administrator if access is necessary. For more information, see [Insufficient Privileges Errors](#)." At the bottom of the page, there is a footer containing the copyright notice "Copyright © 2000-2021 salesforce.com, inc. All rights reserved." followed by links for "Privacy Statement", "Security Statement", and "Terms of Use".

eSLA Customer Portal

Search... Search

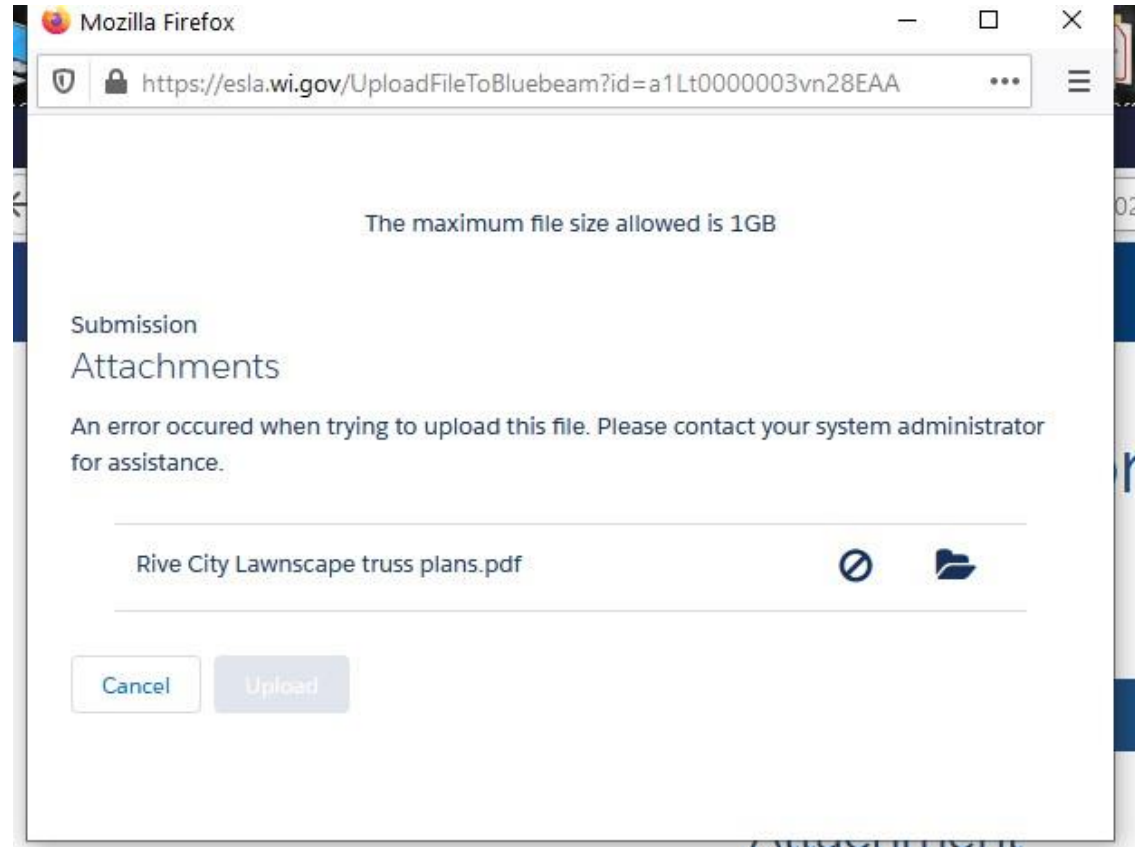
CARL RUDENBORG ▾

Insufficient Privileges

You do not have the level of access necessary to perform the operation you requested. Please contact the owner of the record or your administrator if access is necessary. For more information, see [Insufficient Privileges Errors](#).

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Did you run into an issue uploading an attachment to a service request (plan revision, component submittal, or compliance statement)?



Solutions (click link to jump to solution)

These error messages are likely due to an issue with your account association.

For existing projects - you are probably submitting a plan revision, component submittal, or compliance statement. Please use the following pages to ensure your profile is associated to the same business account as the existing project.

For new applications - you are probably receiving an error on the first page. Please use the following pages to ensure your profile is associated to the same business account you are choosing in the application.

If these situations do not apply to you, please provide a screenshot and description of the issue to eSLAsupport@wisconsin.gov.

For existing projects, go to the View All page

Welcome to your eSLA Dashboard

Plan Review **Permit**

[+ NEW APPLICATION](#) [MY HISTORY](#)

Please click on the "My History" button to view previously submitted payments, permits, credentials and service requests such as revisions, components and compliance statements.


[Are you trying to add a business or renew a cross connection control assembly? Click here to add a business or renew your assembly.](#)

Your Plan Reviews

To renew, edit, or update your Plan Review, please click on the Options button. Applications for a Plan Review are also shown on the bottom of the dashboard page.

View and Search all Plan Reviews

SORT BY ▾

| | PROJECT NAME | PROJECT STREET | MUNICIPALITY | STATUS | EXP DATE | REVIEW DATE | OPTIONS ▾ |
|---|----------------------------------|----------------------------|------------------|------------------------|------------|-------------|-----------|
|  | HVAC Only CB-022077677-PRHVAC | SCHNICK & STUHR APARTMENTS | City of PRESCOTT | Conditionally Approved | 11/22/2021 | | |

Use the search bar to find your existing project, if needed.

Then take note of the Business Account Name.

Search:

| Number | Type | Project Name | Status | Expiration Date | Review Date | Account Name | Applicant? | Action |
|------------------|--------------------------|--|------------------------|-----------------|-------------|-------------------|-------------------------------------|----------|
| CB-081974118-PRB | Commercial Building Only | MARKET PLACE SHOPPING CENTER MARKET PLACE & MIDWEST (AT I-90) City of ONALASKA | Conditionally Approved | 8/19/2021 | | MUNSON REALTY INC | <input checked="" type="checkbox"/> | Options▼ |

Showing 1 to 1 of 1 entries (filtered from 267 total entries)

1 Next

In the menu bar, go to your “Manage Business/
Organization Settings.”




Note if the business account listed for the existing project is shown as a Current Business.

In this example, it is not. Please send a message to eSLAsupport@wisconsin.gov. Request the security code for the missing business account.

Manage Business/Organization

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|----------------|----------------|---------------|------------|-----------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |

In this example, the business account is shown as a Current Business. Please write down the Security Code to use later.

Then click the Edit symbol.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|-------------------|----------------|---------------|------------|-------------------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |
| MUNSON REALTY INC | | ABC123xyz | | MUNSON REALTY INC | | | | test@test.com |  |

Click the Disassociate Button. This will remove the business account for your Current Businesses List. We will re-associate the business account on the next page.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|-------------------|----------------|---------------|------------|-------------------|---------|----------------|-----|------------------------------|------|
| Preprod tester | | YsTMA9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com | |
| MUNSON REALTY INC | ABC123xyz | | | MUNSON REALTY INC | | | | test@test.com | |

* Primary Contact First Name

Primary Contact Last Name

Business Alias

* Phone

Fax

Business Email


* test@test.com

Website

CANCEL SAVE MAKE ADMIN REQUEST **DISSOCIATE**

Expand the “Add Existing Business/Organization...” section by clicking on the arrow.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|----------------|----------------|---------------|------------|-----------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |

Add Existing Business/Organization or Renew Cross Connection Control Assembly



Type the Security Code for the business account you wrote down earlier. Then press Submit.

Add Existing Business/Organization or Renew Cross Connection Control Assembly

Business Cross Connection Control Assembly

You can add an existing business if it has been previously registered. To do so, enter your security code and click 'Submit'. If you do not have your security code, click 'Obtain Security Code.'

Security Code

*


SUBMIT

OBTAIN SECURITY CODE

You will see that the business account is again shown as a Current Business. You may need to refresh your screen to see the business on the list.

The association has been corrected. You should now be able to continue submitting your Service Request.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|--------------------------|----------------|---------------|------------|-------------------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |
| MUNSON REALTY INC | | ABC123xyz | | MUNSON REALTY INC | | | | test@test.com |  |

If submitting a new application, you are required to tie the application to a business account.

Please use the following pages to re-associate the business account.

Application Selection

Select the Area. Next, based on the area, select either the Program Area, Permit/Plan Review, and Application Type or the Application Type, Credential and Credential Type as applicable.

To add an account, select the account name from the drop down. If you do not see an account, please add the business via the [Manage Business](#) page.

Select Area
Plan Reviews

Select Program Area
Commercial Buildings

Select Permit Type/Plan Review
Commercial Building and HVAC

Select Application Type
Plan Review

Please select an Account [\(Create new account\)](#)
--None--
--None--
Preprod tester
MUNSON REALTY INC

In the menu bar, go to your “Manage Business/
Organization Settings.”



Under Current Business(es), find the business account you are trying to use for your application. Please write down the Security Code to use later.

Then click the Edit symbol.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|-------------------|----------------|---------------|------------|-------------------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |
| MUNSON REALTY INC | | ABC123xyz | | MUNSON REALTY INC | | | | test@test.com |  |

Click the Disassociate Button. This will remove the business account for your Current Businesses List. We will re-associate the business account on the next page.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|-------------------|----------------|---------------|------------|-------------------|---------|----------------|-----|------------------------------|------|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com | |
| MUNSON REALTY INC | ABC123xyz | | | MUNSON REALTY INC | | | | test@test.com | |

* Primary Contact First Name

Primary Contact Last Name

Business Alias


* Phone Fax

Business Email

Website

Expand the “Add Existing Business/Organization...” section by clicking on the arrow.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|----------------|----------------|---------------|------------|-----------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |

Add Existing Business/Organization or Renew Cross Connection Control Assembly



Type the Security Code for the business account you wrote down earlier. Then press Submit.

Add Existing Business/Organization or Renew Cross Connection Control Assembly

Business Cross Connection Control Assembly

You can add an existing business if it has been previously registered. To do so, enter your security code and click 'Submit'. If you do not have your security code, click 'Obtain Security Code.'

Security Code

SUBMIT

OBTAIN SECURITY CODE

You will see that the business account is shown as a Current Business again. You may need to refresh your screen to see the business on the list.

The association has been corrected. You should now be able to continue submitting your application.

Current Business(es)

| Business | Business Alias | Security Code | First Name | Last Name | Website | Phone | Fax | Business Email | Edit |
|-------------------|----------------|---------------|------------|-------------------|---------|----------------|-----|------------------------------|---|
| Preprod tester | | YsTMa9fad2 | Preprod | Tester | | (608) 206-6358 | | jasonleehansen1616@gmail.com |  |
| MUNSON REALTY INC | | ABC123xyz | | MUNSON REALTY INC | | | | test@test.com |  |

If these steps did not solve your issue, please contact eSLAsupport@wisconsin.gov.

- Include your project number (example: CB-062100002-PRB or DIS-072176198. This number can be found on your dashboard.
- Indicate if you are submitting on an existing project or are creating a new application.
- Provide a screenshot, if possible, in your email.

Thank you for your patience and cooperation as we adjust to the new Electronic Safety and Licensing Application (eSLA)!

esla.wi.gov