

# Browse Bookmarks getting unexpected...

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[simoncurtis](#) 45 posts since

Jun 16, 2009

For certain users (2 at the moment) we are getting an unexpected error reported when the try using the browse - bookmark function (See attachment). The user has tried using different pc's (internal and extrenal to Bupa) getting the problem at all locations. Also tried the following test

- a. **user a** logs on to pc
- b. **user a** logs onto Bupalive
- c. **user a** trys Browse - Bookmarks - all ok
- d. user logs off BupaLive
- e. **user b** logs onto BupaLive
- f **user b** trys Browse - Bookmarks - fails
- g **user b** logs off BupaLive

as user B use the PC whilst it was logged on to user a, this means the settings for IE6 will be the same for both sessions.

Simon

**Attachments:**

- [Document1.doc](#) (682.5 K)

Tags: bookmarks, browse, unexpected\_error, bupa



[Karl Cyr](#) 6,819 posts since

Mar 12, 2008 1. **Re: Browse Bookmarks getting unexpected error** Jun 24, 2009 7:01 PM

Browse Bookmarks getting unexpected...

Hi Simon,

I have seen a similar issue recently. I'll see if I can get to the bottom of this and get back to you soon with more information.

Regards,

Karl



[glynjona](#) 210 posts since

Apr 22, 2009 2. **Re: Browse Bookmarks getting unexpected error** Jun 25, 2009 6:19 AM

Hi Karl,

This issue is happening with a Bupa VIP. We are keen to get this resolved asap. Are there any updates with this?

Regards

Andrew



[Karl Cyr](#) 6,819 posts since

Mar 12, 2008 3. **Re: Browse Bookmarks getting unexpected error** Jun 25, 2009 12:06 PM

Hi Andrew,

It looks to me like there is perhaps some data corruption in the database. All in all, it looks like there may be a couple dozen user accounts which are affected.

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I am taking a look into what is needed to correct this issue.

Regards,

Karl



[Karl Cyr](#) 6,819 posts since

Mar 12, 2008 4. **Re: Browse Bookmarks getting unexpected error** Jun 25, 2009 1:53 PM

Hi guys,

I believe that this should be all set now. Please test and let me know.

Regards,

Karl



[glynjona](#) 210 posts since

Apr 22, 2009 5. **Re: Browse Bookmarks getting unexpected error** Jun 26, 2009 4:00 AM

hi Karl,

I have checked with one user it it looks like it has fixed it. I am waiting to hear from the VIP. thank you for fixing this. Do you know what the cause of the corruption was? Is this something we need to do on a regular basis?

Regards

Browse Bookmarks getting unexpected...

Thank you

Andrew



[Karl Cyr](#) 6,819 posts since

Mar 12, 2008 6. **Re: Browse Bookmarks getting unexpected error** Jun 26, 2009 6:01 AM

Hi Andrew,

That's great news. This hopefully should only be a one time thing, but I have not yet isolated the root cause of the missing data. If it does happen again, we have a pretty good process for fixing it, so we should be able to resolve it quickly.

Regards,

Karl



[glynjona](#) 210 posts since

Apr 22, 2009 7. **Re: Browse Bookmarks getting unexpected error** Jul 3, 2009 3:35 AM

hi Karl,

Thanks for fixing this and everything looks ok at the moment?

Andrew