

Field History Tab Displays Blank Lines

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Q. I am seeing blank lines on the *History* tab when editing a field. It seems there are products missing. This also occurs when I run the Field History report.

A. You may see this happen when a product ID has been changed/edited after tickets have been transferred to Field History.

The history for the old product ID will appear blank. If the product ID is changed back to the original ID, the products will show up again.

Note: If some tickets transferred under the old product ID and other tickets under the new product ID, then only history for the current/new product ID will show.