Summary

This article provides you some Important Notes plus Troubleshooting details regarding "No details shown on Dashboard".

Applies To

Applies to MachPanel v6 and above

Details

Error / Problem Statement:Nothing is shown on dashboard due to large amount of data as shown below.

Search in menu	•	E Home						
A Home		Dashboard						
Lustomer Manager	+							
Service Director	+	Select Language: English Select Locale: English [\$12,345.50, 12/18/2020 2:29 PM]						
🔞 Service Plans	+	Showing summary for:						
💕 Import Utilities	+							
System Configuration	+	Version: v 6.4.10 HF1 Powered by MachSol						
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Error explanation

Serialization error occurs due to large amount of data (as found in inspect element) and nothing is shown on dashboard as shown below.

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GP Service Director	+	Select Language:	English	- Select Locale:	English [\$12,345.50, 12/21/20	020 8:52 AM]	<u> </u>			
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No details on Dashboard due to large amount of data

Solution

Navigate to C:\Program Files\MachSol\MachPanel Control Server and edit the file web.config

Replace: <jsonSerialization maxJsonLength="500">

With: <jsonSerialization maxJsonLength="2147483644">

Replace:
Uncomment this line to customize maxJsonLength and add a custom converter
<jsonserialization maxjsonlength="500"></jsonserialization>
<add name="ConvertMe" type="Acme.SubAcme.ConvertMeTypeConverter"></add>
Uncomment this line to enable the authentication service. Include requireSSL="true" if appropriate
With:
Uncomment this line to customize maxJsonLength and add a custom converter
<jsonserialization maxjsonlength="2147483644"></jsonserialization>
<converters
<add name="ConvertMe" type="Acme.SubAcme.ConvertMeTypeConverter"></add>
>
Uncomment this line to enable the authentication service. Include requireSSL="true" if appropriate
To solve this issue.

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/55649/No-details-on-Dashboard-due-to-l...