

<b>Document Description:</b> Schedule auto-deploy on Service Hub fails for NaN	<b>Document Number:</b> 80027860 <b>Version:</b> A
	
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## Customer Service Bulletin

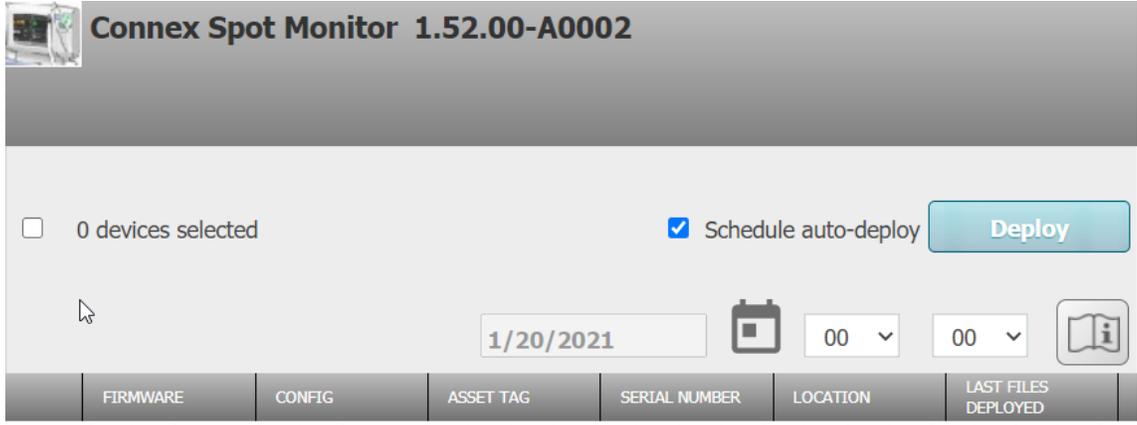
<b>Product:</b> Service Hub	<b>Date:</b> 2021-01-21
<b>Subject:</b> Schedule auto-deploy on Service Hub fails for NaN	
<b>HW Version(s) Affected:</b> All	<b>SW Version(s) Affected:</b> 5.0.5
<b>Serial Numbers Affected:</b> All	<b>Lot or Date Code Affected:</b> N/A

<b>Classification:</b> Informational Only
<b>Distribution:</b> <input checked="" type="checkbox"/> Customer Care <input checked="" type="checkbox"/> Product Service <input checked="" type="checkbox"/> Field Service <input checked="" type="checkbox"/> ASPs <input checked="" type="checkbox"/> Distributors <input checked="" type="checkbox"/> Customers <input type="checkbox"/> Company

**Training Required:**  Yes  No

**Summary:** When the browser language setting is set to a language setting other than US English the schedule auto deploy date will show as “Nan” and deployment will fail to schedule.

The date format for English US language is as below. Some Languages change the date format to 20/1/2021 and this will set the value to Nan.



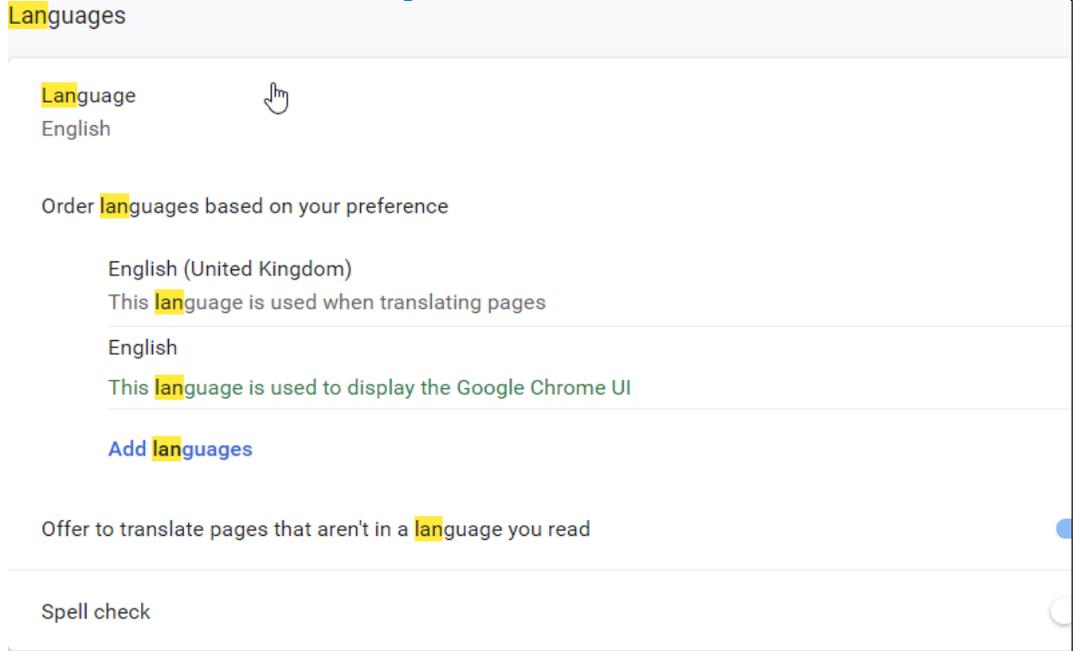
The screenshot shows the 'Connex Spot Monitor 1.52.00-A0002' interface. It features a 'Deploy' button, a 'Schedule auto-deploy' checkbox which is checked, and a date field set to '1/20/2021'. Below the date field are dropdown menus for time (00) and another dropdown (00). At the bottom, there is a table with columns: FIRMWARE, CONFIG, ASSET TAG, SERIAL NUMBER, LOCATION, and LAST FILES DEPLOYED.



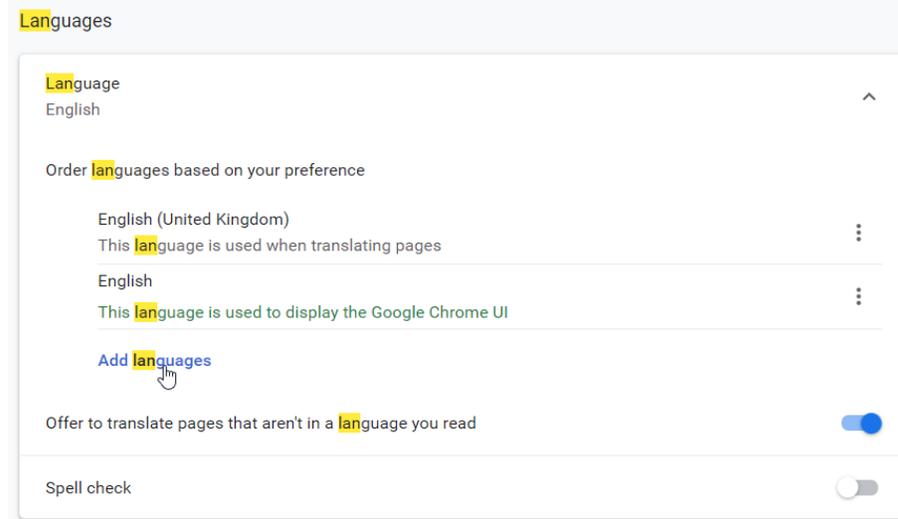
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To correct the issue change the browser language settings to US English by following the below steps for Google Chrome. Other browsers are also be impacted.

1. Goto chrome://settings/?search=lan
2. Click the down arrow, to the right



3. Click Add Languages



4. Put a check in the box in English (United States) and click Add

Add languages English

- English (Australia)
- English (Canada)
- English (India)
- English (New Zealand)
- English (South Africa)
- English (United Kingdom, Oxford English Dictionary spelling)
- English (United States)

5. Click the 3 dots on the right for English (United States) and click Move to the Top

Order languages based on your preference

- English (United Kingdom) ⋮  
This language is used when translating pages
- English ⋮  
This language is used to display the Google Chrome UI
- English (United States) ⋮

Add languages

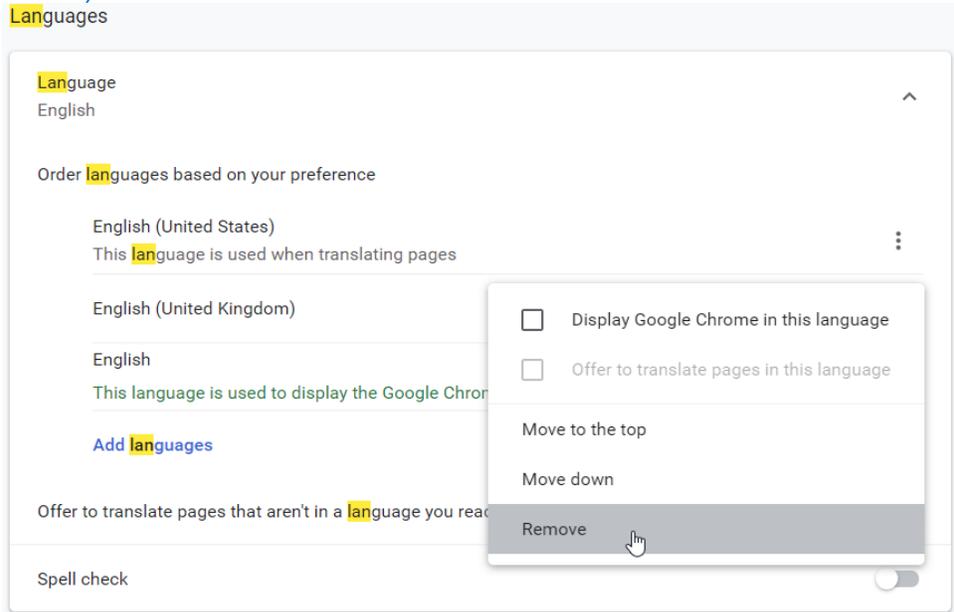
Offer to translate pages that aren't in a language you read

Spell check

Display Google Chrome in this language  
 Offer to translate pages in this language  
Move to the top  
Move up  
Remove

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6. Click the 3 dots on the right for the language that is other than English (United States) and click Remove.



7. Close Browser

8. The Service Hub will now allow Scheduled Deployments.

Version	Sec, Pg, Para Changed	Change Made	Date Version Created	Version Created By (initials)
A	N/A	Initial Release	2021-01-21	KMG

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