8.5 - OLE error ######### in Ticket Entry/TSTE, or when editing TSTE codes

Summary:

"OLE error 800A0258" (or followed by other alpha and numeric characters) are observed when logging into TE or TSTE or using the Touchscreen editor.

Cause:

See below.

Solution:

This problem has been reported on machines running older versions of Internet Explorer. Internet Explorer 11 or later (Microsoft Edge browser supported) is required in 8.5.x or later. If this error or other generic Windows errors are observed, check the version of I.E to confirm the workstation has I.E 11 and is current with regards to software updates, particularly on older O/S versions such as Windows 7.

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