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Error Message: 'The Menu Item with Name Lactestuxloadrunredirect Could not Be Opened' When Running the UX Test Scenario

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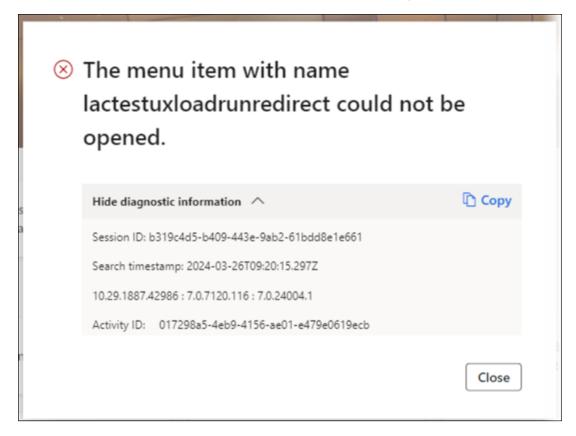
## Lasernet for Dynamics 365

## Issue

When attempting to run a UX test scenario, the following error message appears:

Error

The menu item with name lactestuxloadrunredirect could not be opened.



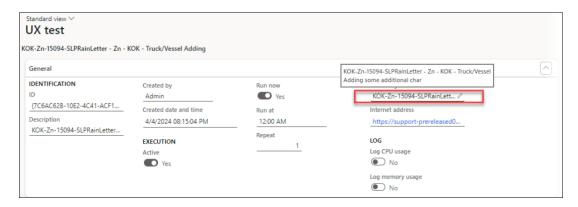
This error prevents the UX test from running.

## **Causes**

A UX test error can occur due to two reasons:

• In versions older than 6.20.0.2, if the **Title/recording name** field contains too many

characters, this can cause the field to remain blank. Standard Dynamics 365 FO has a character limit of 80 characters.



• The error can occur due to user system access, namely, if the user tries to run the task but does not have the correct access rights.

## Solution

To solve the issue, ensure the UX test recording exists by clicking **Task recordings** to open the full list.

If the recording exists, try the following solutions:

- If the **Title/recording name** field contains too many characters, upgrading to version 6.20.0.2 or newer will automatically cut off the number of characters that can be entered in this field.
- If the issue concerns security access, giving a user the roles of Lasernet administrator, Lasernet advanced user, or system administrator will grant the user access to run the UX test.