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

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❌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.