



Act-On / AO-59320

# Personalization Dialog stops working after changing CRM - NullPointerException

## Details

Type:	<input checked="" type="checkbox"/> Bug: In Production	Status:	<b>CLOSED</b> (View Workflow)
Priority:	<input checked="" type="checkbox"/> Medium-Needs response	Resolution:	Works As Intended
Affects Version/s:	None	Fix Version/s:	None
Component/s:	CRM		
Labels:	None		
Target Version:	No Target		
Team:	Select Team		
Release Notes:			
ARR:	0		
Patch or Easy Push:	No		
Test Status:	No Value Selected		

## Description

### Instance Name & Branch:

test2 acton##20200420.20.16-44.3-test-3051

### Account Used:

nico@test.com / 123123 (Account ID: 126153)

### Exists in Production:

Probably it does. Checked in [demo environment](#) that dialog stays in blank | acton##20200410.22.51-44.1-release-44.1-1

### Test Data Used:

- Sugar CRM credentials:
  - url: <https://acton8a.sugarondemand.com/>
  - login: admin
  - password: jhPLXP43e0Z1
- NetSuite CRM credentials:
  - (<https://bitbucket.via.act-on.net:8443/projects/QA/repos/test-protractor-acton/browse/acton-ci-credentials-common.json?at=test#61>)
  - Account ID: TSTDRV951673
  - Token ID: 5bb19b30b842ff6ea9eff6df8da4805003cd248a012946fc3c07db02f64d3188
  - Token Secret: 9bc7c12e414327a1763673e6b9f0725c7de8d9421d8d80f7366962ee0bd4262c
  - Consumer Key: 713501db9bbc0e248e7dd40ca7d906a2e7615130379990b00f9a37c1a12eff8e
  - Consumer Secret: 3a94e77309b0b4798ec6ab6cfc7c260584a6e048706116dea763969ee147cfb9

### Steps to Reproduce (*Detailed steps*):

1. Connect SugarCRM
2. (OPTIONAL) check that Sender Personalization dialog renders
3. Disconnect SugarCRM
4. Connect NetSuite CRM
5. Go to Outbound > New Message > Blank Message > Design
6. Add a *Rich Text* block
7. Open the Personalization dialog

### Expected Results:.

The dialog renders.

### Actual Result:

Dialog does not render.

Logs captured from test2, with TinyMCE v3 in the message composer page

```
2020-04-20 14:01:51 - [SEVERE ] An exception occurred processing JSP page /tiny_mce/plugins/aofields/insertField.jsp at
```

```
54: Map<String, List<PersonalizationOptionGroup>> options = new HashMap<>();
55: if (useCrmModelPersonalization)
56:     {
57:         options = CrmPersonalizerServiceFactory.create(userID.getAccountId()).getGroupedOptionsFromPrimaryEntiti
58:     }
59:
60: AddressStore as = new AddressStore(userID);

Stacktrace:
org.apache.jasper.JasperException: An exception occurred processing JSP page /tiny_mce/plugins/aofields/insertField.jsp


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```

### Notes:

- It's not a Tiny issue. Editor v3, v4 and v5 are affected.
- Also affects Landing Pages, Forms, ....
- Also reproducible when disconnecting Sugar and connecting Salesforce
- The dialog back to work if latest CRM integration is disconnected

### Activity


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▼  **Matt Feldman** added a comment - 23/Apr/20 11:07 AM

This is not a bug, it's one of many problems that exist in the app if you switch CRMs without cleaning up the crmmodel directory (among other things). Always use separate acton accounts when testing different CRMs.

### People

Assignee:

 Unassigned

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Reporter:

 Nicolas Valdesogo

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 0 Vote for this issue

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### Dates

Created:

20/Apr/20 2:46 PM

Updated:

23/Apr/20 11:07 AM

Resolved:

23/Apr/20 11:07 AM

### Development

[Create branch](#)

### Agile

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