AssetCloud & InventoryCloud: Attempting to delete one or more sites, there is a red message "All site could not be deleted"

Scott Leonard - 2024-08-14 - Cloud

Attempting to delete one or more sites, there is a red message "All site could not be deleted", and when hovering the mouse over the red triangle next to the site, there is a message "The site is in use."

Here is a list of possible reasons the site is in use. There may be more than one reason why a particular site cannot be deleted, so multiple techniques may be necessary.

1. There are locations created under the site.

Resolution: Delete the locations first, then delete the site.
a. Lookups, Location.
b. Filter the Site column by the name of the Site you want to delete.
c. Check any Location that appears in the list.
d. Click the red Delete button.
e. If you get the red message "All locations could not be deleted", note the location(s) that could not be deleted.
f. Determine the problem with the location(s) and fix that. Most likely is there is inventory or assets in a location that is in the site, so move or remove the inventory or asset, delete the location, then delete the site.

2. (AssetCloud only) An employee is assigned to a location in the site.

Resolution: Delete or change the Location.
a. Lookups, Employee.
b. If you don't see the Site and Location column headers, click the 3-dots button in any column heading, Columns, then check Site and Location.
c. Now you can see which Employee is assigned to a Site & Location.
d. Edit the Employee(s) that are assigned to the Site(s) you want to delete. Delete or change the Location value, then Save.
e. When no more Employees are assigned to the Site(s) in question, try again to delete the Site(s).

3. (InventoryCloud only) A Site is specified in a Pick Order.

Resolution: Delete or change the Site.
a. Pick Order, View Pick Orders.
b. If you don't see the Site Name column header, click the 3-dots button in any column heading, Columns, then check Site Name.
c. Now you can see which Pick Order has a Site assigned.
d. Edit the Pick Order that has a Site assigned that you want to delete. Delete or change the Site value, then Save.
e. When no more Pick Orders are assigned to a Site in question, try again to delete the Site(s).

4. (AssetCloud only) A Funding source has specified a Site in Funding Restrictions.

Resolution: Remove the Site from the Funding source.
a. Lookups, Funding.

b. Click the Funding Source.
c. Funding Restrictions tab.
d. Uncheck the Site.
e. Save button.
f. Try again to delete the Site(s).

5. An Audit Window has a Window Restriction set to a Site.

Resolution: Remove the Site from the Window Restriction.
a. Audit, Audit Window.
b. Click the Audit Window.
c. In the Window Restriction section, uncheck the Site.
d. Save button.
e. Try again to delete the Site(s).