

**This KM explains why you may get the following error when searching for a ROSS created incident in ICBS: "ROSS Returned NULL as part of a Register Incident Interest Sync service!"**

### **End User Solution**

The Incident name in ROSS exceeds 40 characters. Rename the Incident in ROSS to meet the maximum allowed character requirement.

Reviewed 1/15/2014 jbilliard