

Justin Pope

From: Service Desk
Sent: Monday, May 8, 2023 3:17 PM
To: Justin Pope
Subject: [Request ID :##38563##] : RE: [Request ID :##38563##] : eCat Download - All Sites (Order) Error - Is appended with requester reply.

Requestor: Ben Erickson
Created Date: May 8, 2023 09:35 AM
Due By Date:

Description:

Sounds good to me. Since it's just column size increases I think the testing you did is fine. Thursday is also fine unless Cather wants to go ahead and do it. It would only affect some reporting on quotes and a report that is used to check for missed orders when we do server maintenance.

Ben Erickson

Vice President of Information Technology
Ben@gabriellawhite.com

GABRIELLA

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From: Service Desk <ServiceDesk@gabriellawhite.com>
Sent: Monday, May 8, 2023 3:07 PM
To: Ben Erickson <Ben@gabriellawhite.com>
Cc: Cather Cheese <CatherC@gabriellawhite.com>
Subject: Re: [Request ID :##38563##] : eCat Download - All Sites (Order) Error

Ben,

Looking into the data for the Gabby eCat export, there a specific line that has a large value for the LineNotes.

Within the Test Plan you can navigate to the Gabby orders export to view the data at your leisure.

My suggestion would be to increase the size of the OrderNotes and LineNotes columns of each export.

Attached is a sql script to modify columns that would be updated.

Also attached is the current test plan for this issue. One caveat is that Test #1 is to excute the job on SQL08 eCat Download - All sites (Orders) did not pass. This is because in the Azure Dev environment the supercat site is blocked from SQL08. Test #2 is to run the SSIS package from my developer workstation which did pass. This is suficient for the current issue but is not the most correct way to test. I have a ticket with Johnny to get the site open up for testing (SDM 38582).

I defer to your decision if you want to wait for Johnny or not.

Also, if we move forward would you want this to go in as an emergency or wait till Thursday?

Assigned Technician: Justin Pope

Click here to view the request in the portal:

<https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000023776172/details>

For review, here's the original request:

Last successful run on May 1st.

JOB RUN: 'eCat Download - All Sites (Order)' was run on 5/8/2023 at 4:00:00 AM

DURATION: 0 hours, 4 minutes, 30 seconds

STATUS: Failed

MESSAGES: The job failed. The Job was invoked by Schedule 549 (Daily at 4:00 AM). The last step to run was step 1 (eCat Gabby Export Order).

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