Re: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

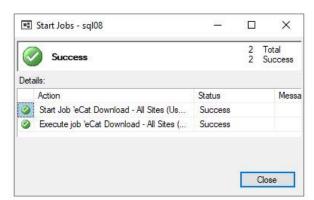
Justin Pope

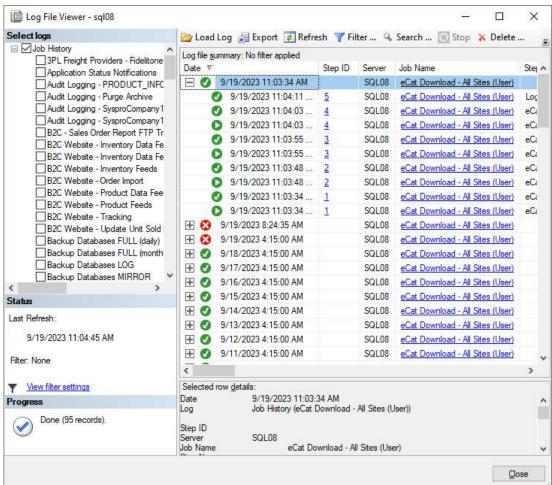
Tue 9/19/2023 11:05 AM

To:Ben Erickson <Ben@gabriellawhite.com>;Meagan Frank <MeaganF@summerclassics.com>

Cc:Database Administrator < Database Administrator@gabriellawhite.com >

All,





I will close SDM 41958

Justin Pope

Software Developer JustinP@gabriellawhite.com

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3140 Pelham Parkway, Pelham, AL 35214

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From: Ben Erickson <Ben@gabriellawhite.com> Sent: Tuesday, September 19, 2023 10:58 AM

To: Justin Pope <JustinP@gabriellawhite.com>; Meagan Frank <MeaganF@summerclassics.com>

Cc: Database Administrator < Database Administrator@gabriellawhite.com>

Subject: RE: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

I assume the error was from the contract login ABURSEY. I've corrected the login on the eCat side the customer name was in the customer number field. If you want to retry the job.

Ben Erickson

Vice President of Information Technology Ben@gabriellawhite.com

GABRIELLA WHITE

3140 Pelham Parkway, Pelham, AL 35124

Telephone: 205-358-9295

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From: Ben Erickson <Ben@gabriellawhite.com> Sent: Tuesday, September 19, 2023 10:54 AM

To: Justin Pope < JustinP@gabriellawhite.com>; Meagan Frank < MeaganF@summerclassics.com>

Cc: Database Administrator < Database Administrator@gabriellawhite.com>

Subject: RE: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

If the customer ID coming from eCat is more than 7 characters, then it's an incorrect value. That field maps to Syspro's customer ID which is a varchar(15) field but all customer numbers currently are only 7 characters (it's an autonumber increment)

Ben Erickson

Vice President of Information Technology Ben@gabriellawhite.com

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3140 Pelham Parkway, Pelham, AL 35124 Telephone: 205-358-9295

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From: Justin Pope < <u>JustinP@gabriellawhite.com</u>> Sent: Tuesday, September 19, 2023 9:45 AM To: Meagan Frank < MeaganF@summerclassics.com >; Ben Erickson < Ben@gabriellawhite.com >

Cc: Database Administrator < <u>DatabaseAdministrator@gabriellawhite.com</u>>

Subject: Re: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

All,

SDM 41958 has been created for this issue.

Justin Pope

Software Developer JustinP@gabriellawhite.com

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From: Meagan Frank < Meagan F@summerclassics.com >

Sent: Tuesday, September 19, 2023 9:14 AM

To: Justin Pope < <u>JustinP@gabriellawhite.com</u>>; Ben Erickson < <u>Ben@gabriellawhite.com</u>>

Cc: Database Administrator < <u>DatabaseAdministrator@gabriellawhite.com</u>>

Subject: RE: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

Well this explains why the customer wasn't showing up in ecat. @Ben this is the one I was looking for before.

I don't see any issues with increasing the column. <u>@Ben</u> any objections?

Meagan Frank

Business Systems Manager <u>MeaganF@gabriellawhite.com</u>

GABRIELLA WHITE

3140 Pelham Parkway, Pelham, AL 35124 Telephone: 919-704-6278

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From: Justin Pope < <u>JustinP@gabriellawhite.com</u>>
Sent: Tuesday, September 19, 2023 10:04 AM

To: Ben Erickson < Ben@gabriellawhite.com >; Meagan Frank < MeaganF@summerclassics.com >

Cc: Database Administrator < <u>DatabaseAdministrator@gabriellawhite.com</u>>

Subject: Re: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08

All,

In regard to the sql job that errored out this morning, step 5 of the job executes the procedure [Ecat].[dbo].[usp_LoginCount_Build]. The purpose of the procedure is to populate the following tables:

[Ecat].[dbo].[LoginCount]

[Ecat].[dbo].[LoginTable]

The error occurs when populating the LoginCount table as there is a CustomerID that exceeds the max length of the table. Screenshot:



Unless there are other opinions, I would recommend changing the datatype of the column CustomerId from Varchar(20) => Varchar(100) or more. We currently have the Columns Username and DisplayName set to Varchar(255).

Let me know what is recommended for moving forward.

Justin Pope

Software Developer JustinP@gabriellawhite.com

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From: Ben Erickson <<u>Ben@gabriellawhite.com</u>>
Sent: Tuesday, September 19, 2023 8:26 AM
To: Justin Pope <<u>JustinP@gabriellawhite.com</u>>
Cc: Meagan Frank <<u>MeaganF@summerclassics.com</u>>

Subject: FW: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

Justin,

Looks like you're on call this week. I tried running step 5 again since it failed this morning and it still failed. Truncation error. Step 5 runs Ecat.dbo.usp_LoginCount_Build

Ben Erickson

Vice President of Information Technology Ben@gabriellawhite.com

3140 Pelham Parkway, Pelham, AL 35124

Telephone: 205-358-9295

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-----Original Message-----

From: SQL Server < < sql Server @summerclassics.com >

Sent: Tuesday, September 19, 2023 8:25 AM

To: Database Administrator < <u>DatabaseAdministrator@gabriellawhite.com</u>>

Subject: [Failed] SQL Server Job System: 'eCat Download - All Sites (User)' completed on \\SQL08.

JOB RUN: 'eCat Download - All Sites (User)' was run on 9/19/2023 at 8:24:35 AM

DURATION: 0 hours, 0 minutes, 1 seconds

STATUS: Failed

MESSAGES: The job failed. The Job was invoked by User SUMMERCLASSICS\Ben. The last step to run was step 5 (Login Count Build). The job was

requested to start at step 5 (Login Count Build).