From:	Justin Pope
Sent:	Friday, June 2, 2023 5:24 PM
To:	Software Developer; Cather Cheese; Ben Erickson
Subject:	RE: [Sales Order Handler Service] [Error] -

All,

Looking at this issue I am seeing the following:

	ApplicationId	LogDateTime	SubTask	EventDescription	GroupIdentifier	Identifier
1	46	2023-06-02 15:00:51.247	cSOH	tmrPrimary_Elapsed_Finished		
2	46	2023-06-02 15:00:50.730	cSysProHandler	LogOff()		
3	46	2023-06-02 15:00:50.010	cSOH	Order Process ERROR		0
4	46	2023-06-02 15:00:49.480	ERROR			cMain.AddLog()
5	46	2023-06-02 15:00:49.480	cDispatch	ERROR	78852	240-1003421 | 1000000003
6	46	2023-06-02 15:00:19.493	cDataContext	Service Error		
7	46	2023-06-02 15:00:18.963	cSOH	Staging Timer Started	tmrStaging	
8	46	2023-06-02 15:00:18.370	cSOH	Order Process Start	78852	240-1003421
9	46	2023-06-02 15:00:17.853	cSOH	Service Loop Working		
10	46	2023-06-02 15:00:17.777	cSOH	Staging Timer Elasped	tmrStaging	
11	46	2023-06-02 15:00:17.290	cSOH	Order Process Finish	78851	200-1111804
12	46	2023-06-02 15:00:16.777	cDispatch	ProcessWork	78851	200-1111804 | 1000000003
13	46	2023-06-02 15:00:16.150	cDispatch	CreateDispatchItem	78851	200-1111804 | 1000000003
14	46	2023-06-02 15:00:15.637	cDispatch	ProcessCharges	78851	200-1111804 | 1000000003
15	46	2023-06-02 15:00:15.120	cDispatch	LoadCharges	78851	200-1111804 | 1000000003
16	46	2023-06-02 15:00:14.510	cSOH	Order Process Start	78851	200-1111804
17	46	2023-06-02 15:00:13.993	cSOH	Service Loop Working		

The error originates from line 6 were the SQL connection when executing the procedure
`[SysproDocument].[SOH].[SalesOrderProcessCharges_Get]`.
The culprit comes from line 7 where the staging procedure was just executed and closed the SQL connection.

For sales order 200-1111804, I reset the staged record and will be adding this conversation to SDM 39067 since the timers for the SOH service are already being worked on there.

Justin Pope
Software Developer
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GABRIELLA\

3140 Pelham Parkway, Pelham, AL 35214

Our Family of Brands:

From: No_Reply <No_Reply@gabriellawhite.com>
Sent: Friday, June 2, 2023 3:01 PM
To: Software Developer <SoftwareDeveloper@gabriellawhite.com>
Subject: [Sales Order Handler Service] [Error] -

Sales Order Handler Service

Result	Error
Error Message	Error Processing ProcessNumber 78852 - Object reference not set to an instance of an object.

Service Details

Service Name	Sales Order Handler Service
Machine Name	GWCAPPS
IP Address	192.168.0.29

Msg Ref NFY-305705