

REQUEST ID- # 37925

eCat Image Upload Job Error

Requested by Meagan Frank on Apr 12, 2023 08:55 AM | Approval Status : Not Configured

Request Details

Header Section

Status	UAT Testing	Request Type	Fix (Defect)
Group	IT - Application Development	Priority	3. Normal / Minor Impact
Technician	Justin Pope	Benchmark Estimate Date	Not Configured
Work Association	Job Error	Technician Category	Not Assigned
Work in Progress this week	Not Assigned		

Requester Details

Requester Name	Meagan Frank	Affected Group	Business Development – ALL
Department Priority	None	Estimated Effort	Not Assigned
		Total Hours Saved per Year	Not Assigned
Current Update	Not Assigned		

Due by date	Not Configured	Responded Date	Apr 18, 2023 04:27 PM
Response Due Date	Not Configured		
Created Date	Apr 12, 2023 08:55 AM	Completed Time	Not Configured
		Site	IT Requests
Emails to Notify	-		
Created By	Ben Erickson	Department	Information Technology
Template	5. IT - Business Applications	SLA	Not Assigned

Requester Details



Meagan Frank

meaganf@summerclassics.com

Employee ID	-
Phone	-
Mobile	-
Job Title	Business Systems Manager
Site	IT Requests
Department	Information Technology
Reporting Manager	Sateesh Donti
Requester Additional Fields test	-

Resolution

No resolution available

Conversations

Meagan Frank On : Apr 12, 2023 08:55 AM

eCat Image Upload Job Error

There were images ready to upload to eCat (first time since March 5th). And the job is erroring with a DTSER Failure.

Justin Pope On : Apr 18, 2023 04:27 PM

Re: [Request ID :##37925##] : eCat Image Upload Job Error

To : dondic@summerclassics.com, meaganf@summerclassics.com

I have update the update eCat ssis package within azure environment and confirmed that it works by connecting our test site GabriellaWhite.files.com. If I can get approval with deploying this SSIS package in production this should fix the problem we are having in production not being able to send over images.

Assigned Technician: Justin Pope

Click here to view the request in the portal: <https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000023445339/details>

For review, here's the original request:

There were images ready to upload to eCat (first time since March 5th). And the job is erroring with a DTSER Failure.

Attachments

Test Plan.xlsx (634.39 KB)

Dondi Colgrove On : Apr 18, 2023 04:52 PM

RE: [Request ID :##37925##] : eCat Image Upload Job Error

To : meaganf@summerclassics.com,servicedesk@summerclassics.com

I think that your testing shows the issue should be resolved with the updated version you have built as the files are showing as successfully being sent via ftp.

It also shows that the other processes should run and be sent via ftp as well. This shows that fixing the images shouldn't break the other objects getting created.

It shows you ran the process from the SQL job, which means it ran from the server and the versioning being deployed is correct.

From a technical stand point, I think it should be good to move to production.

Thanks,

Dondi Colgrove
Software Developer

DondiC@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35214

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From: Service Desk <ServiceDesk@summerclassics.com>

Sent: Tuesday, April 18, 2023 4:27 PM

To: Meagan Frank <MeaganF@summerclassics.com>; Dondi Colgrove <DondiC@summerclassics.com>

Subject: Re: [Request ID :##37925##] : eCat Image Upload Job Error

I have update the update eCat ssis package within azure environment and confirmed that it works by connecting our test site GabriellaWhite.files.com. If I can get approval with deploying this SSIS package in production this should fix the problem we are having in production not being able to send over images.

Assigned Technician: Justin Pope

Click here to view the request in the portal: <https://servicedesk.summerclassics.com/app/itdesk/ui/requests/34904000023445339/details>

For review, here's the original request:

There were images ready to upload to eCat (first time since March 5th). And the job is erroring with a DTSEF Failure.

Meagan Frank On : Apr 19, 2023 08:07 AM

RE: Technician has responded for Request Id ##37925##.

To : servicedesk@summerclassics.com

APPROVED

Meagan Frank
Business Systems Manager

MeaganF@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35124
Telephone: 919-704-6278

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From: Service Desk <ServiceDesk@summerclassics.com>

Sent: Tuesday, April 18, 2023 5:53 PM

To: Meagan Frank <MeaganF@summerclassics.com>

Subject: Technician has responded for Request Id ##37925##.

Request details are :

Title : RE: [Request ID :##37925##] : eCat Image Upload Job Error

Description :

I think that your testing shows the issue should be resolved with the updated version you have built as the files are showing as successfully being sent via ftp.

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Dondi Colgrove
Software Developer

DondiC@summerclassics.com
3140 Pelham Parkway, Pelham, AL 35214

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From: Service Desk <ServiceDesk@summerclassics.com>

Sent: Tuesday, April 18, 2023 4:27 PM

To: Meagan Frank <MeaganF@summerclassics.com>; Dondi Colgrove <DondiC@summerclassics.com>

Subject: Re: [Request ID :##37925##] : eCat Image Upload Job Error

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For review, here's the original request:

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Notes

Tested the SSIS package out of production sending files to our GabrielaWhite SFTP site and the ssis package is working.
Working with Meagan to get these files in.

Justin Pope said on Apr 13, 2023 05:12 PM

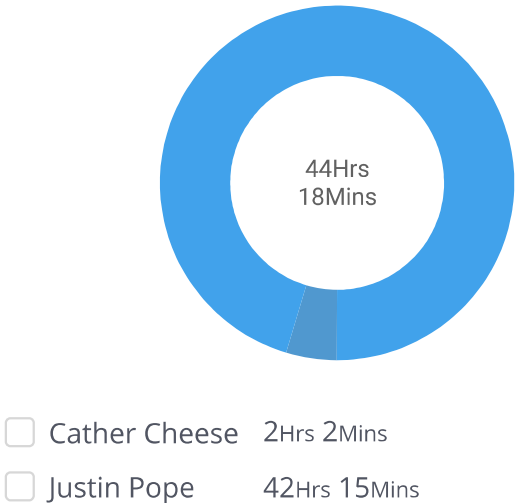
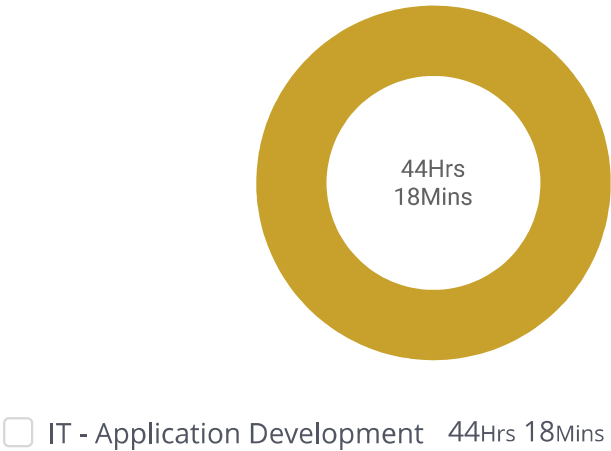
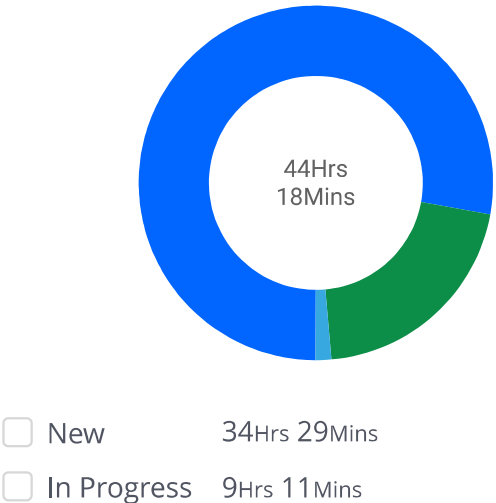
Worklog

Worklog	Time Spent	Charges(\$)		
		Technicians	Others	TOTAL

No data available

Time Elapsed Analysis

Life Of Request - 44Hrs 18Mins		Assigned Time		SLA - N/A	
44Hrs 18Mins	-	44Hrs 18Mins	44Hrs 18Mins	43Hrs 31Mins	-
Total Time Elapsed	OnHold Time	in Groups	by Technicians	Response Time	Resolution Time



☐

 UAT Testing 38Mins

History
