

My Greetings to all,

As requested by the DXC testing team to run the COB service, I faced a new type of issue, unlike the usual ones.  
 This issue occurred at all stages, leading to the suspension of the COB.  
 While monitoring the COB, I observed that it cannot generate reports to be placed in the &HOLD& folder.  
 I encountered an error on the screen below, identified as a **"Fatal error in SPOOL.REPORT error CANNOT OPEN HOLD FILE contract:"** The specific error message is **"CANNOT OPEN HOLD FILE contract"**.  
 As a **SPOOL.REPORT** is a core routine responsible for creating reports.

This error typically occurs when the system is unable to open the &HOLD& folder for the specified contract.  
 Somehow, the &HOLD& folder has been deleted from the database. and this occurrence should not have happened. This information was brought to my attention

Let's dive deep.

- While monitoring the COB logs:

```

'como> tail -f +SA RR 20231227 22-05-08
{dt.trace_id: 1cf1a3fd45bb0628, dt.trace_sampled=true}
27 DEC 2023: and F.JOB.LIST.4
{dt.trace_id: 1cf1a3fd45bb0628, dt.trace_sampled=true}
27 DEC 2023:
{dt.trace_id: 1cf1a3fd45bb0628, dt.trace_sampled=true}
27 DEC 2023: .703705466.890
{dt.trace_id: 1cf1a3fd45bb0628, dt.trace_sampled=true}
27 DEC 2023: Selected=0 time=23millisecs
{dt.trace_id: 1cf1a3fd45bb0628, dt.trace_sampled=true}
27 DEC 2023 22:05:10:469_Fatal error in SPOOL.REPORT error CANNOT OPEN HOLD FILE contract:
{dt.trace_id: dt.trace_sampled=true} </job>
{dt.trace_id: dt.trace_sampled=true} </process>
{dt.trace_id: dt.trace_sampled=true} </service>
{dt.trace_id: dt.trace_sampled=true} </como>
{dt.trace_id: dt.trace_sampled=true} COMO completed Wed Dec 27 22:05:10 EET
2023

```

- Simple brief about SPOOL.REPORT routine:

## SPOOL.REPORT

**Description:** Spools a report, which has not been created, by the report control system. This is only intended for use with COMO files. This routine must be used instead of executing a spool command.

**Arguments:** ("", NAME, TREE.NAME, "", "", "")

### Incoming:

**NAME** Name of the report as defined on the report control file.

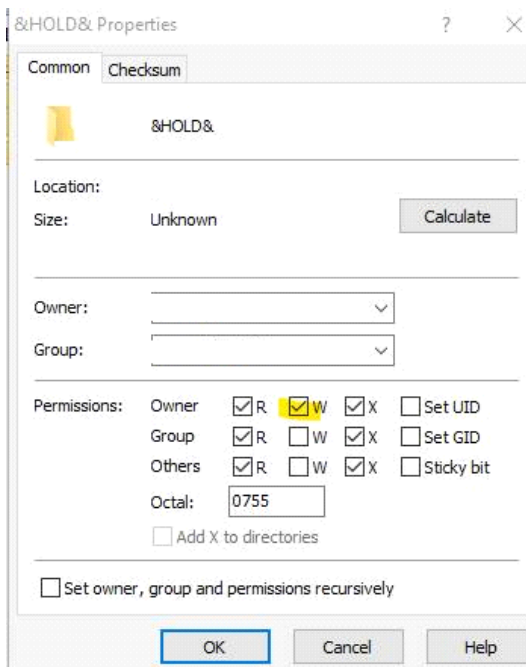
**TREE.NAME** The path name of the COMO file. This must be in the format 'filename>recordname' e.g. &COMO&>TEST.COMO. The filename must be a valid VOC entry.

**""** All other arguments must be specified as null (internal use only).

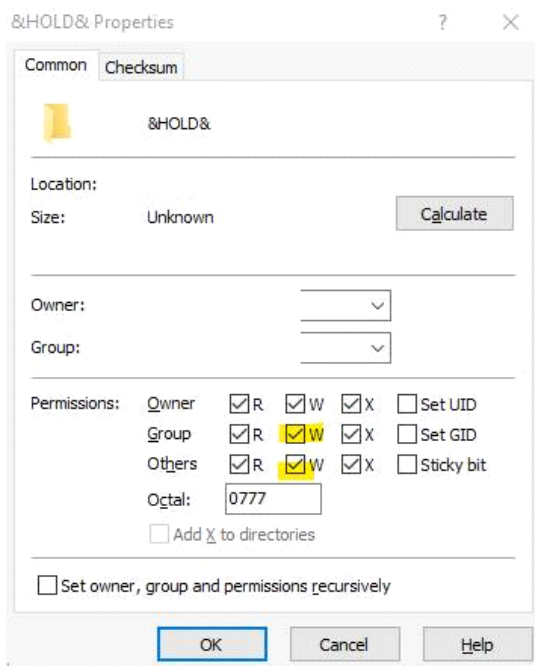
Firstly, I checked the file system permissions for the directory where the hold file is

supposed to be created, and it was expected to have full permissions. Unfortunately, it did not have the necessary permissions.

- Before:



- After:



- Secondly and the important key to solve this issue lies within this routine. For exp:

```

27 DEC 2023 22:05:10:469 Fatal error in SPOOL.REPORT error CANNOT OPEN HOLD FILE contract:
c358e5c, dt.trace_sampled=true} </job>
c358e5c, dt.trace_sampled=true} </process>
c358e5c, dt.trace_sampled=true} </service>
c358e5c, dt.trace_sampled=true} </como>
c358e5c, dt.trace_sampled=true} COMO completed Wed Dec 27 22:05:10 EET
2023

```

```

OPEN '&HOLD&' TO F.HOLD
ELSE
  TEXT = 'CANNOT OPEN &HOLD& FILE'      ;* Error msg
  CALL FATAL.ERROR(NAME.OF.ROUTINE)    ;* Display error msg and abort
END

```

- The purpose of these code lines is to open the &HOLD& folder/file, if not, an error message will be raised.

```

OPEN '&HOLD&' TO F.HOLD      ;* Open the hold folder
ELSE
  TEXT = 'CANNOT OPEN &HOLD& FILE' ;* Error msg
  CALL FATAL.ERROR(NAME.OF.ROUTINE) ;* Display error msg and abort
END

```

- &HOLD& folder has been deleted from Database and I have created it again:
- GETDBNAME &HOLD& < to fetch an information about the file > and not found
- CREATE-FILE &HOLD& TYPE=UD & < to create a file in database>

```

-----
>GETDBNAME &HOLD&
-----
DBTools      JQL                                     P1:1 C1:1
-----
Basic-T24 file name:&HOLD& not found in VOC

```

```

-----
>CREATE-FILE &HOLD& TYPE=UD
-----
DBTools      JQL                                     P1:1 C1:2
-----
Execute of CREATE-FILE &HOLD& TYPE=UD succeeded with output: [ OK ] File &HOLD&














```

```

-----
GETDBNAME &HOLD&
-----
DBTools      JQL                                     P1:1 C1:1
-----
Basic-T24 file name:&HOLD&
Database file name:|
Database dict name:|

```

- I have restarted the COB service, and reports are generated:

/wasnfs/&HOLD&/		
Name	Size	Changed
 20450046398181600	103 KB	12/27/2023 10:43:17 PM
 20450046398180800	524 KB	12/27/2023 10:43:14 PM
 20450046398180500	153 KB	12/27/2023 10:43:07 PM
 20450046398179600	769 KB	12/27/2023 10:43:04 PM
 20450046398178200	843 KB	12/27/2023 10:42:54 PM
 20450046398175800	1,253 KB	12/27/2023 10:42:40 PM
 20450046398175600	103 KB	12/27/2023 10:42:17 PM
 20450046398174800	524 KB	12/27/2023 10:42:14 PM
 20450046398174400	115 KB	12/27/2023 10:42:07 PM
 20450046398172900	1,016 KB	12/27/2023 10:42:02 PM
 20450046398172400	171 KB	12/27/2023 10:41:48 PM
 20450046398170500	1,512 KB	12/27/2023 10:41:42 PM
 20450046398168800	947 KB	12/27/2023 10:41:24 PM

- The COB has been completed with the new date as requested:

COB Progress Meter

COB Progress Bar

Stage	Progress Update	Processed	Total	% Completed
APPLICATION	<input type="text"/>	0	157	0
SYSTEM WIDE	<input type="text"/>	0	71	0
REPORTING	<input type="text"/>	0	220	0
START OF DAY	<input type="text"/>	0	95	0
ONLINE	<input type="text"/>	0	58	0
COB	<input type="text"/>	0	601	0