

## Docket Not Downloading

**Overview:** This documentation covers addressing the issues of docket/pdf icons that are not visible on Dispatch App and thus unable to download. The most effective way to address issues like this is to start debugging from fuel service API 2 in power automate. In this documentation, we address docket issues that result in failure from external API service. For this case, we will address the issues of capital core Azure API. When this service fails, the fuel service API also fails to generate dockets. We address the issue by re-initiating the fuel service API process 2 manually using just the FDT of the docket.

**Docket:** a docket refers to a document or record that contains information about a specific shipment or consignment.

**Issue:** When a docket icon is not visible as seen in figure 1 below. T665T does not have the docket icon visible as seen in the T693T docket of Figure 1.



Figure 1: Docket list

**Debugging:** Debug the process by checking the run history of fuel service APIs for docket generation. These APIs are flow designed to generate dockets and push the NAV number to Navision. Use the timestamp from the docket image (enclosed in red) to track the request from the flow run history.

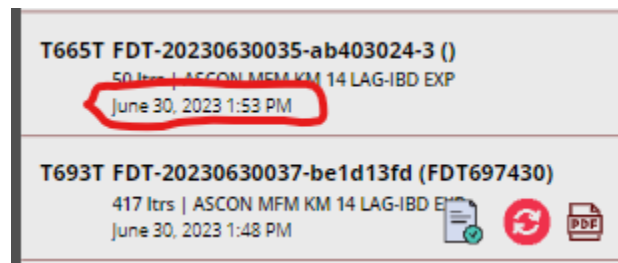


Figure 2: Docket list highlighting the timestamp

**Flow Run History:** The "Flow run history" refers to a log of all the previous runs of a specific flow. It provides a detailed view of each flow execution, showing when the flow was triggered(start time), its status (failed, canceled, running, succeeded), and run duration. These are captured in Figure 3.

Start time	Duration	+ Add column	Status
May 16, 12:49 PM (24 min ago)	00:00:15		Failed
May 16, 12:45 PM (28 min ago)	00:14:56		Failed
May 16, 12:45 PM (29 min ago)	00:13:18		Failed
May 16, 12:44 PM (29 min ago)	00:13:08		Failed
May 16, 12:43 PM (30 min ago)	00:13:29		Failed
May 16, 12:32 PM (42 min ago)	00:15:11		Failed
May 16, 12:26 PM (47 min ago)	00:14:47		Failed
May 16, 12:24 PM (50 min ago)	00:13:08		Failed
May 16, 12:23 PM (50 min ago)	00:13:22		Failed
May 16, 12:18 PM (55 min ago)	00:13:29		Failed

Figure 3: Flow Run History for different runs

**N: B** It is possible that you may not find the exact timestamp; therefore, it is advisable to open the flow run that is closer to that timestamp. Open the flow, and look for a variable that has FDT writing on it. FDT is highlighted in Figure 4. What we call variables is captured in Figure 5. In this case, it has the name “Initialize variable - FDT Request Number” and a value of FDT-20230719019-8f6d99a0

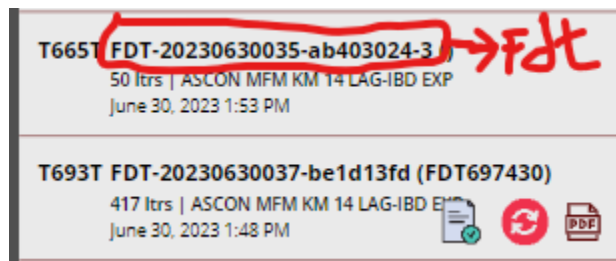


Figure 4: Docket List showing FDT

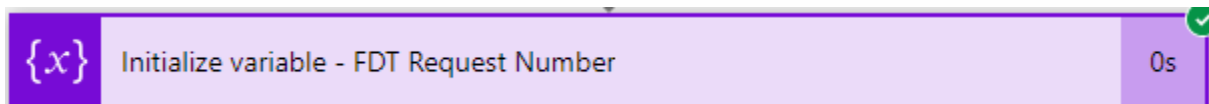


Figure 5: Variable

{x} Initialize variable - FDT Request Number 0s

INPUTS Show raw inputs >

Name  
FDT Number

Type  
String

Value  
FDT-20230719019-8f6d99a0

FDT

Figure 6: Variable revealing the FDT value

**Causes:** As seen from the error details below, the “Generate Fuel Me Code” API failed.

Fuel Service API (2) - Process Fuel Docket Request • Ran at 5/16/2023 7:41:57 AM Resubmit Cancel Edit Help

Flow run failed.

{x} Initialize variable - qr code 0s ✓

HTTP - Generate Fuel Me Code 12m !

{ } Parse JSON 0s ✗

{x} Set variable - qr code 0s ✗

{x} Set variable - qr code request id 0s ✗

Error Details

Start time May 16, 07:41 AM (5 h ago) Duration 00:12:37

Error

Action 'HTTP\_-\_Generate\_Fuel\_Me\_Code' failed

Error Details

Http request failed with status code 'NameResolutionFailure' and status message: 'The remote name could not be resolved: 'ccol.azure-api.net''.

**Resolution:** Reinitiate the process manually using this flow:

<https://make.powerautomate.com/environments/Default-9cfc061d-de6e-4c54-87bd-1e019be81db0/flows/shared/9b7352c2-bbf1-4acd-be60-246720e4c4e1/details>

**Tools:** Use Manually Reprocess Failed Fuel Services Using FDT- Rapid Support Response (RSR) power automate flow to resolve it.

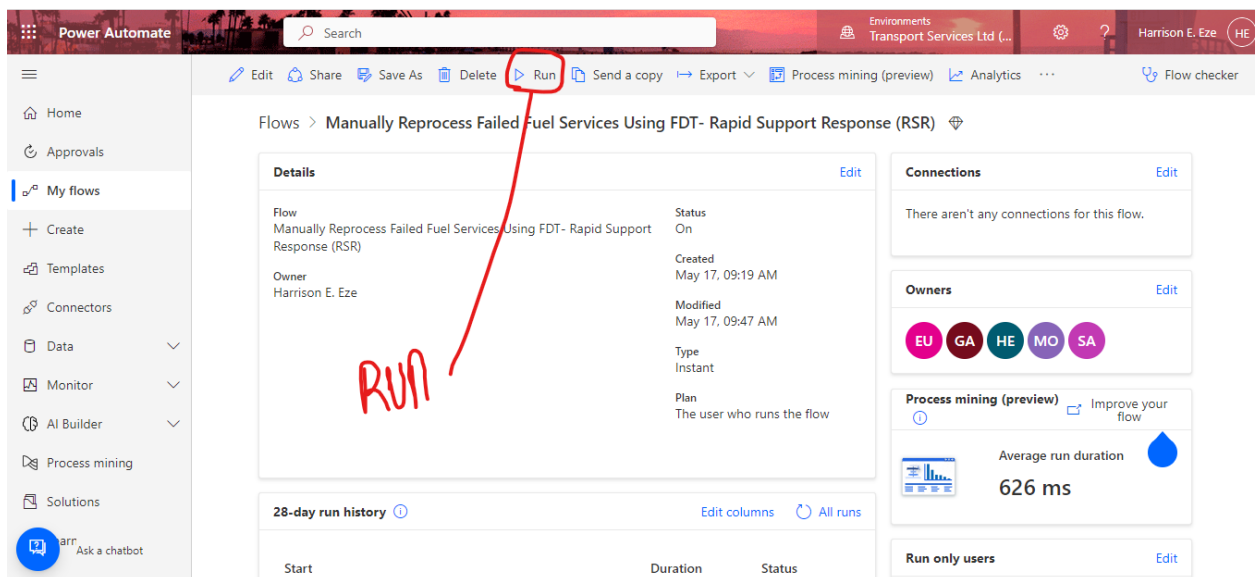
**Using the flow:**

1. Open the flow:

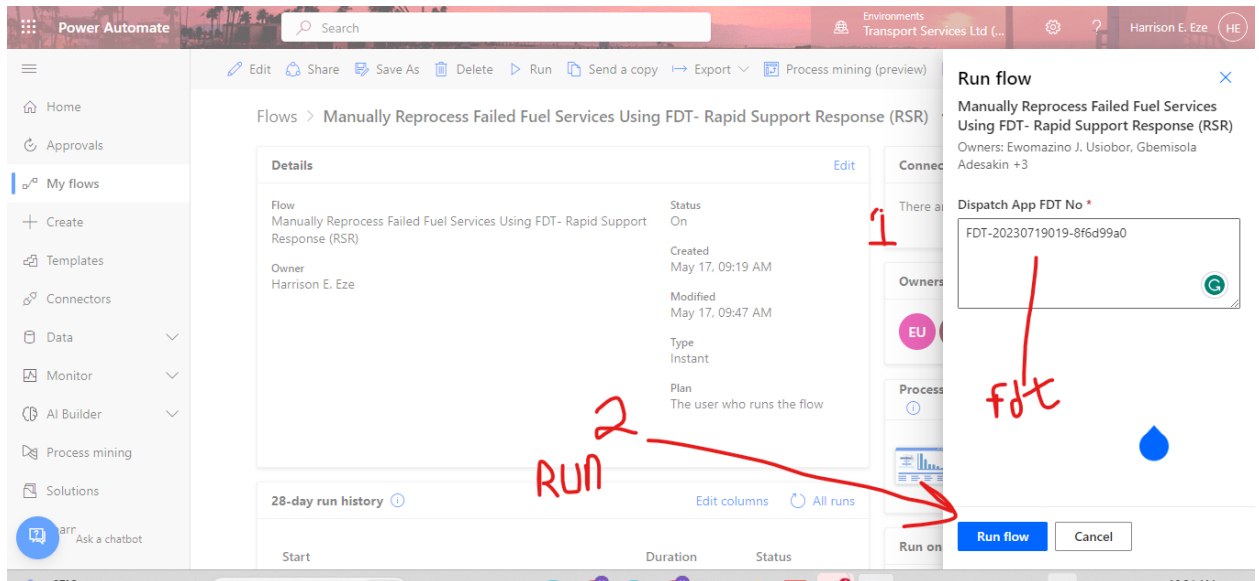
<https://make.powerautomate.com/environments/Default-9cfc061d-de6e-4c54-87bd-1e019be81db0/flows/shared/9b7352c2-bbf1-4acd-be60-246720e4c4e1/details>

N: B You must have access to the flow. Otherwise, use the service account.

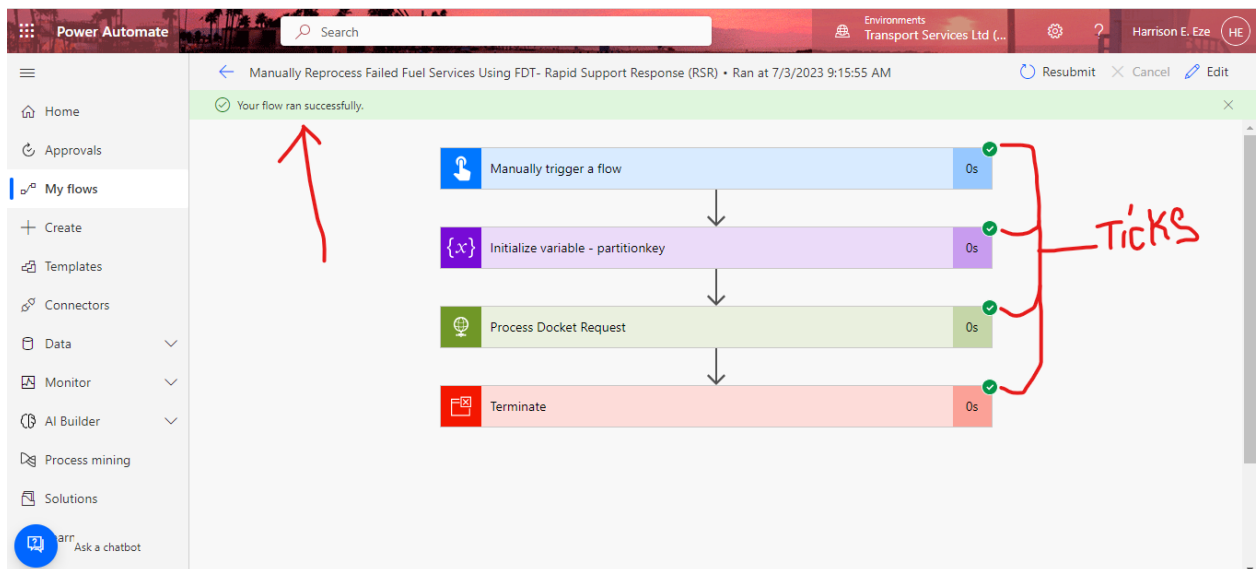
2. Copy the FDT of the docket. For instance, FDT-20230719019-8f6d99a0.
3. Run the flow by clicking on the run button:



4. Paste the FDT and click the run button:



5. Observe the run and ensure the actions on the flow have green ticks:



6. You'll observe the green ticks and also see "Your flow ran successfully" when you open the flow run. *And you are good to go!*