

Docket Not Download Case II

Overview: In this case, the docket icon is not visible, but pay attention to the FDT you will notice it has a hyphen (-) and a digit alongside. A normal docket is usually like this **FDT-20230720025-9822073f** whereas a regenerated docket would look like this **FDT-20230718011-8d846eaa-2**. This means that the docket was regenerated. To resolve issues like this, make use of the timestamp from the docket list to track the request using the flow run history. Then run a flow manually to re-initiate the process.

Issue: Docket icon is not visible.

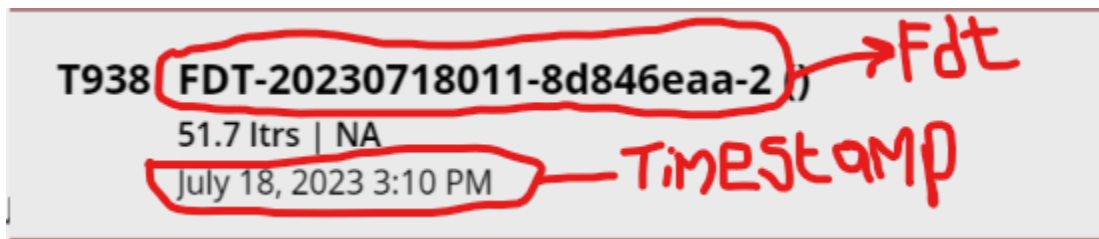


Figure 1: Docket list

Findings: The FDT is found in the flow run history of “Fuel Service API (5) - Regenerate Fuel Docket” power automate (flow). And has the error details “Http request failed: the server did not respond within the timeout limit.....” This implied that the “http request...” action in power automate did not receive any response before it timed out.

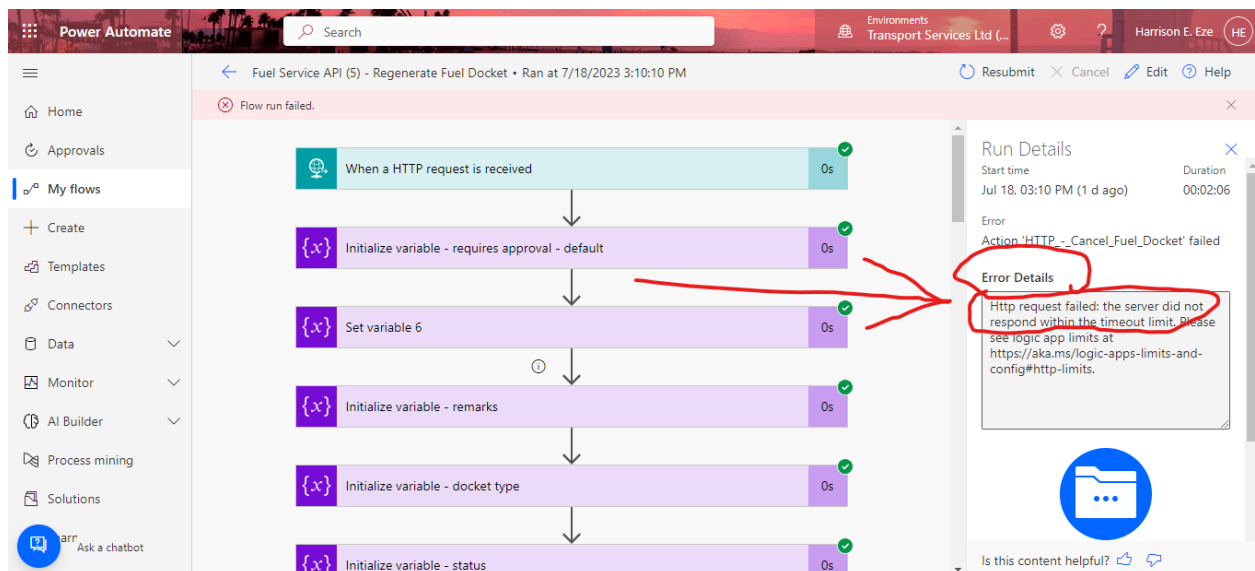


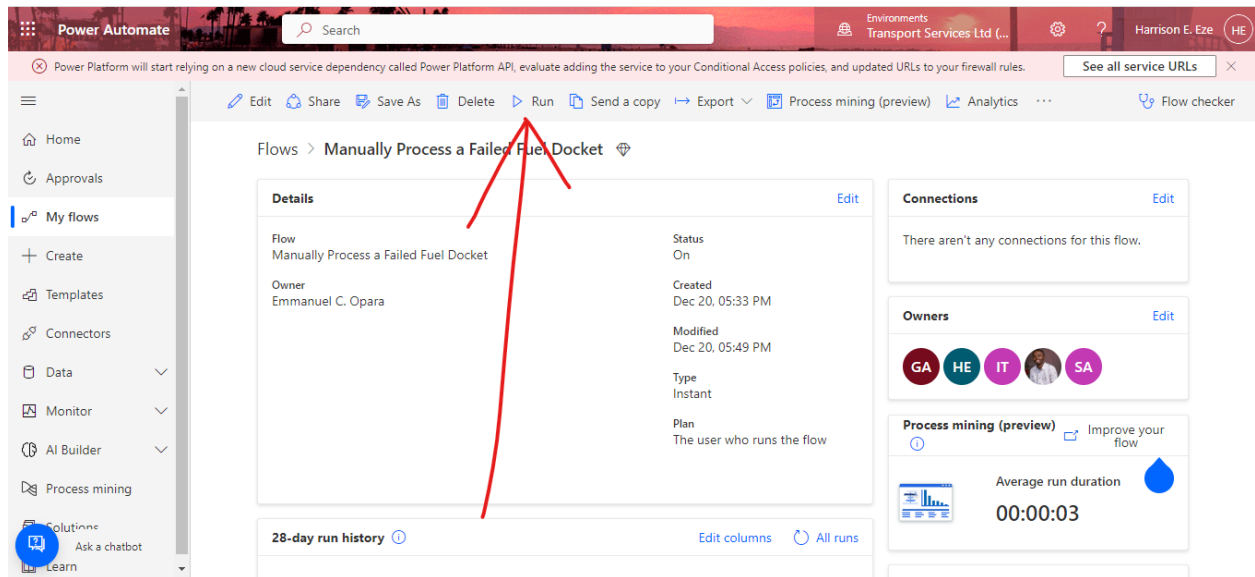
Figure 2: Flow run history of the affected docket showing the error details

Resolution: Manually re-process the request using the “Manually Process a Failed Fuel Docket

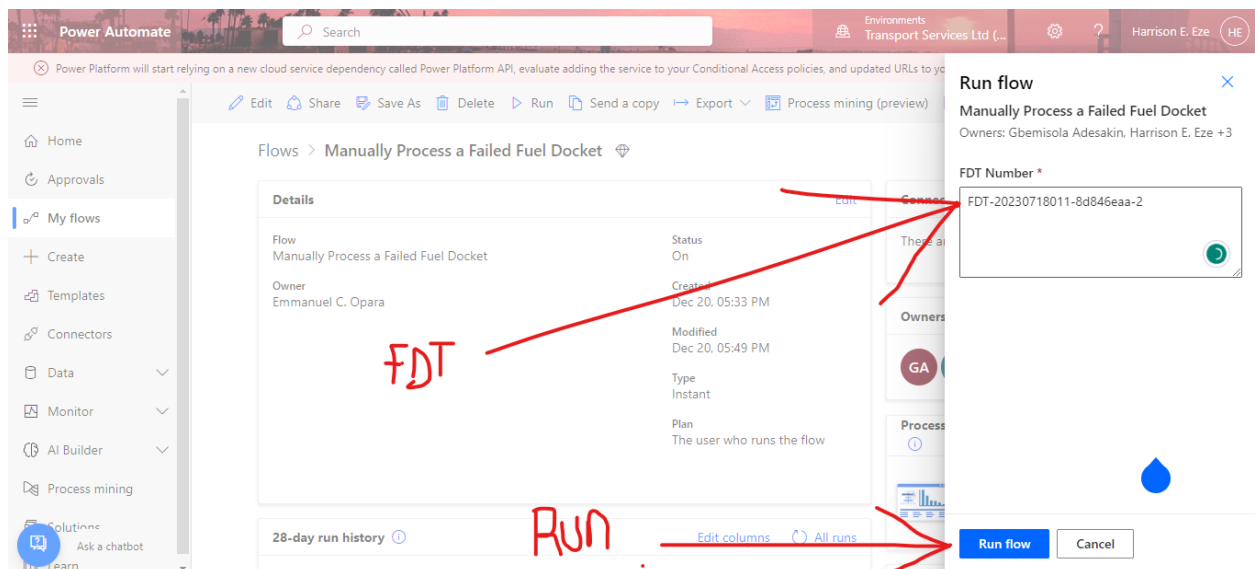
“power automate (flow).

Steps:

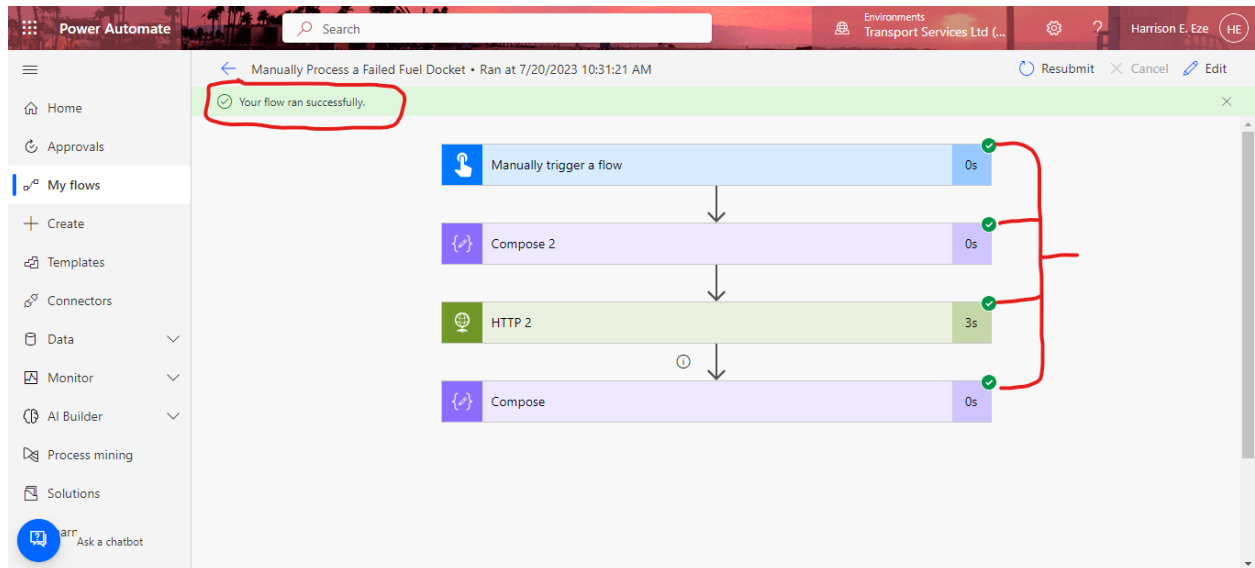
1. Open the flow



2. Run the flow using the FDT



3. Observe the status, it should show success. Otherwise, try to identify the error.



4. Wait for 15 - 20 minutes, then refresh the app to view the docket list.

< Fuel Dockets



T938

6 Dockets

T938 FDT-20230717059-664e3344-3 (FDT699414)

20 ltrs | ASCON MFM KM 14 LAG-IBD EX
July 20, 2023 8:38 AM



T938 FDT-20230720025-9822073f (FDT699410)

718.2 ltrs | ASCON MFM KM 14 LAG-IBD
July 20, 2023 7:26 AM



T938 FDT-20230718011-8d846eaa-2 (FDT699423)

51.7 ltrs | NA
July 18, 2023 3:10 PM



T938 FDT-20230717059-664e3344 (FDT699130)

36.54 ltrs | NIPCO MOWE
July 17, 2023 9:48 PM



T938 FDT-20230713027-3fc74969 (FDT698704)

51.7 ltrs | ASCON MFM KM 14 LAG-IBD
July 13, 2023 2:03 PM



T938 FDT-20230707018-b60ad890-3 (FDT698566)

60 ltrs | TOTAL WASIMI SS
July 12, 2023 8:21 AM



From

Jul 11 2023



To

Jul 20 2023



