**The dealer master work items status does not change to "Inprocess/Failed/Processed" from "Persisted”**

\*\*Description: \*\*Users are unable to change state of dealer master work items.

\*\*Cause: \*\* The ECS Job OPSETDIRSDM is not triggered or encountering an error

\*\*Resolution: \*\* The steps taken to resolve the issue:

Refer to Config : KB0024516

Verify that batch job OPSETDIRSDM running status and resolve it in case of any issue.

If issue still not resolved then contact SET Demand team.

\*\*KB Number: \*\* KB0024520