ADP GlobalView®

Workday Enhanced Integration

Troubleshooting Guide

Commercial in Confidence

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Authorizations and Amendments History

Version	Authored	Date	Next Review Date
V 1.0	Jyothi Pujari	13th Jan 2017	As required
V 1.1	Jyothi Pujari	16th Jan 2017	Added Intended Audience section
V 1.2	Jyothi Pujari	11th Jul 2017	Adapted to ADP template and standardized the content. Added Error: 401 in Authorization Errors section Removed the section on documentation links

Table of Contents

Intended Audience

This document is intended for the below audience:

- Internal
    - ADP GlobalView® Implementation team
    - ADP GlobalView® Client Services team
    - ADP GlobalView® Product team
- External
    - Workday HCM team
    - Workday HCM Implementation partners
    - Clients

4

Terminology

Integration System	The object in Workday HCM that is used to store the configuration for integration such as Cloud Connect for 3rd Party Payroll.
PECI	**P**ayroll **E**ffective **C**hange **I**nterface
PICOF	**P**ayroll **I**nterface **C**ommon **O**utput **F**ile - Workday HCM Payroll Connector Interface File
UI	User Interface

Overview

This Trouble shooting guide covers the most frequently errors encountered in Workday HCM – ADP GlobalView® Enhanced Integration, along with the suggested resolutions to resolve them. If at all a situation arises, where the proposed resolution doesn't yield successful results, or an error is faced which is not documented in this guide, it is suggested to raise a CRM ticket to ADP GlobalView® team with all the details of the error.

The errors are classified as below based on the phase, at which they occur for easy reference.

- Authentication Errors
- Authorization Errors
- Processing Errors
- Service Failure Errors

Note: All Workday HCM screen shots provided in this document are only for reference. The actual screens on Workday HCM are subjective to change based on Workday HCM updates and user security profiles.

Scope

This document, though covers the errors that occur in various phases of Workday HCM Enhanced Integration, majorly focuses on the errors that might arise due to Authentication, Authorization setup, Processing and other miscellaneous errors.

Please contact Workday HCM Implementation partners and ADP GlobalView® Implementation team for extra support.

AUTHENTICATION ERRORS

This section covers known errors that might occur due to issues in Authentication setup. If you encounter any other authentication errors, suggested to contact Workday HCM Implementation partners or ADP GlobalView® team for the resolution.

1. 'ADP Local Payroll Data' tab is not visible under Pay tab

The Enhanced Integration tab 'ADP Local Payroll Data' is not visible on Workday HCM system.

Note: As per the security profiles if 'ADP Local Payroll Data' tab is the only tab configured under Pay tab, then Workday HCM doesn't display the 'ADP Local Payroll Data' tab header explicitly and Enhanced Integration landing page will be displayed without any sub-header under Pay tab.
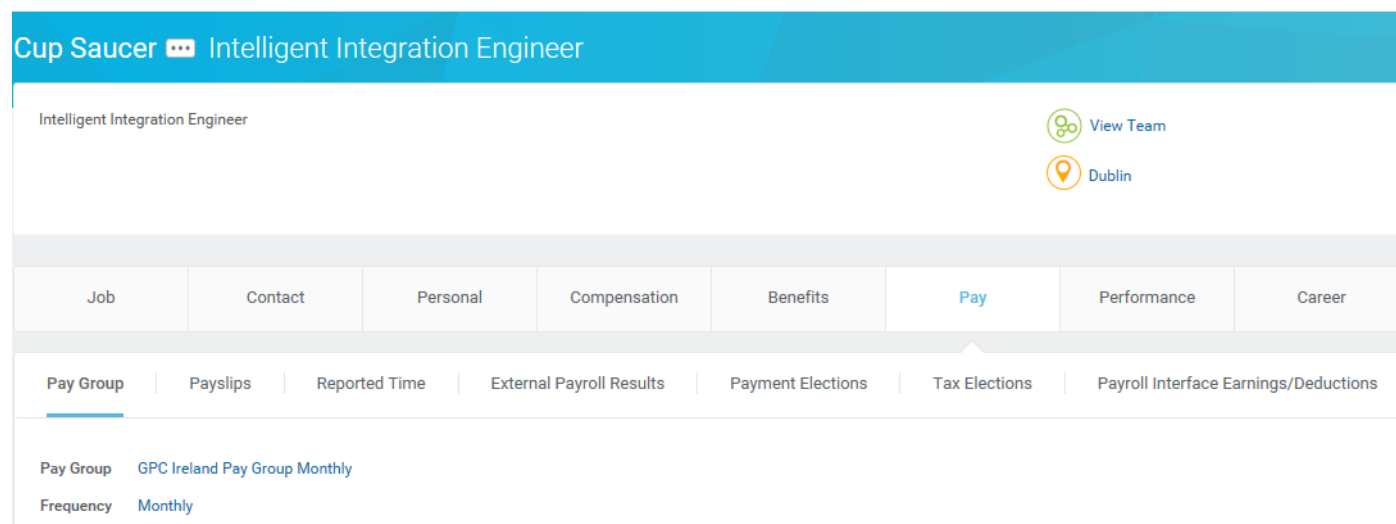
- ✓ **PROBABLE REASON**

  The required Enhanced Integration setup on Workday HCM is either incomplete or not done. There could also be an issue with the security profile assigned to your user profile in Workday HCM system.

- ✓ **SUGGESTED RESOLUTION**

  Workday HCM: Please contact Workday HCM Implementation partner to resolve this.
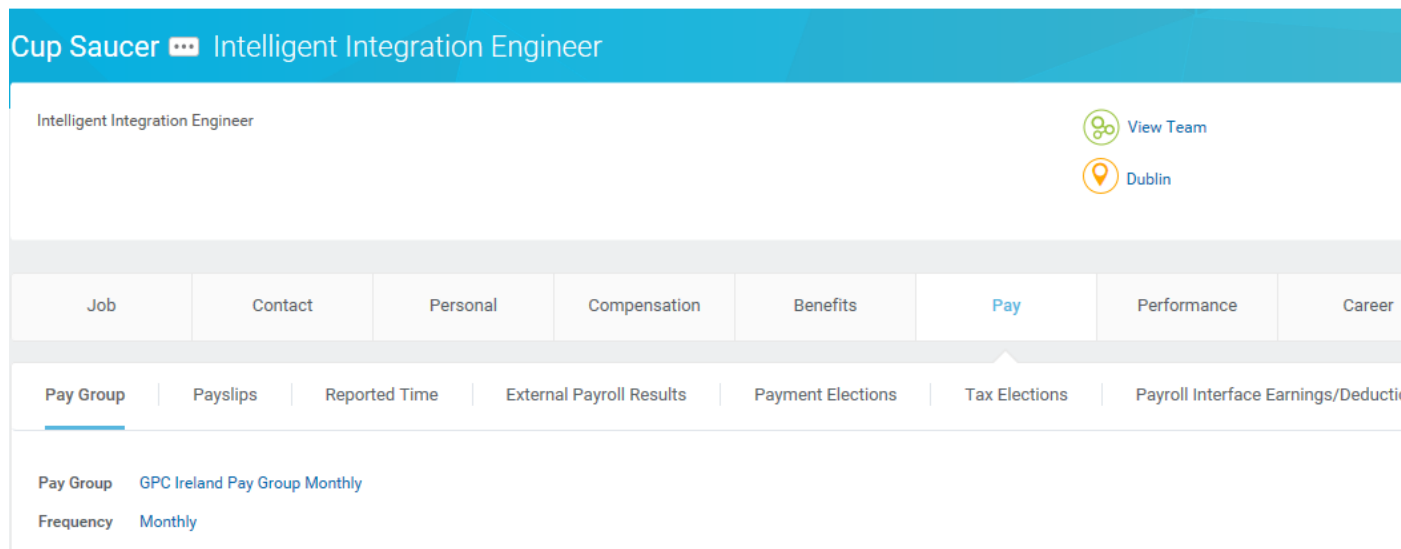
- ✓ **REFERENCES:**

  User Guide: 'Administrative Tasks' section
  Implementation Guide: Appendix A

2. 'ADP Local Payroll Data' tab is not visible under Pay tab for few Employees

The Enhanced Integration tab is visible for few employees but missing for few other employees.

Note: As per the security profiles if 'ADP Local Payroll Data' tab is the only tab configured under Pay tab, then Workday HCM doesn't display the 'ADP Local Payroll Data' tab header explicitly and Enhanced Integration landing page will be displayed without any sub-header under Pay tab.

- ✓ **PROBABLE REASON**

  The Paygroup mapping on Workday HCM is missing for the Paygroups to which these Employees belong.

- ✓ **SUGGESTED RESOLUTION**

 *Workday HCM*: Please map all the required Paygroups on Workday HCM system to resolve this.

- ✓ **REFERENCES:**

  User Guide: 'Setup Paygroup Vendor Associations' section
  Implementation Guide: 'Maintain Paygroup Vendor Associations' section

3. 404 – Page Not Found Error

Depending on the security profiles, 'ADP Local Payroll Data' tab is visible, but when clicked on it a 404 error as shown below is displayed. There could be multiple reasons for this error, either the public certificate is not generated on Workday HCM or generated but not shared with ADP GlobalView® or shared but not setup in ADP GlobalView®.
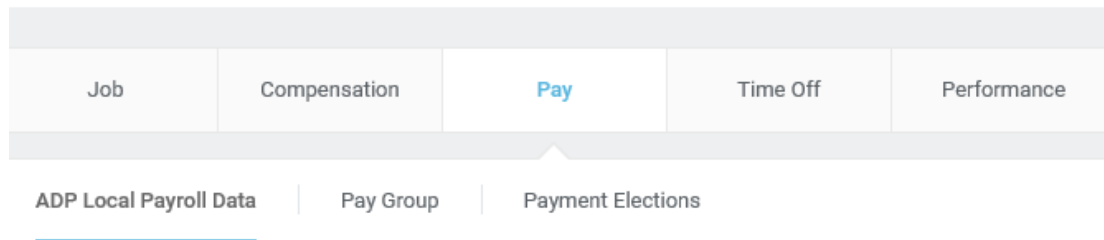
Error 404 - ADP: Page Not Found. The page you were looking for does not exist.

✓ **PROBABLE REASON**

There could be an issue with the public certificate setup.

✓ **SUGGESTED RESOLUTION**

Workday HCM:

– If public certificate is not generated on Workday HCM, please contact Workday HCM Implementation partner to generate it and share the certificate with ADP GlobalView® Implementation team via CRM.

– If certificate is setup in ADP GlobalView®, then verify the TENANT field. Please contact ADP GlobalView® implementation team for the actual TENANT that is configured.

ADP GlobalView®:

– If public certificate is shared, then it needs to be setup into our trust store. Raise a CRM to Team 9. It is important to ensure the same TENANT is configured in both Workday HCM and in our setup.

✓ **REFERENCES:**

User Guide: 'Create External Payroll Site Vendor Mapping' section
**Implementation Guide:** 'Create External Payroll Site Vendor Mapping' section
Consultant Guide (Internal to ADP GlobalView®): 'Workday Configuration' and 'ITS Setup Tasks' sections

AUTHORIZATION ERRORS

This section covers known errors that might occur due to issues in Authorization setup. If you encounter any other authorization errors, suggested to contact ADP GlobalView® team for the resolution.

4. 401 – Unauthorized Error

Certification setup is done and when navigated to Enhanced Integration tab, an error that 'Error 401: ADP: Unauthorized. You're either not authenticated or authentication failed. Please try authenticating again' is displayed.
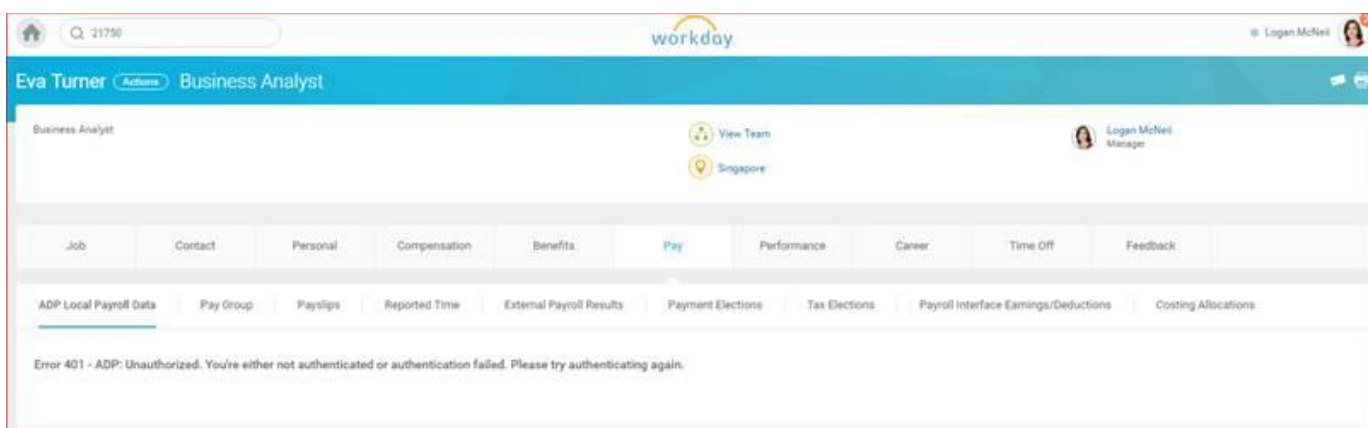
✓ **PROBABLE REASON**

There could be an issue with the setup of the Operating User record in ADP GlobalView®.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Please raise a CRM to create appropriate authorization setup for the Operating user with the below details.

    i.   Workday HCM Global ID of the Operating user

   ii.   If the Operating user doesn't belong to PECI/PICOF integration, then basic personal details like First Name, Last Name, and Gender etc. are required to create a record in the GlobalView®

  iii.   Personnel Area to which the authorization is required (New Hire Employee must belong to this Personnel Area)

  iv.   Workday HCM Global ID of the Employee

ADP GlobalView®: To setup the authorizations for the Operating user, a record for the user must exist in ADP GlobalView® system. If the Operating user is not part of PECI/PICOF Integration, then a mini-master record needs to be created. If part of PECI/PICOF integration then s/he will already be setup in GlobalView®.

Once the minimaster record for Operating user exists in the system, the appropriate authorizations to the requested personnel area can be setup.

✓ **REFERENCES:**

Consultant Guide (Internal to ADP GlobalView®): 'User Authorization and Setup' section

5. Employee not setup in Global View Error

Employee is hired in Workday HCM and when navigated to Enhanced Integration tab, an error that 'Employee not setup in Global View' is displayed.

✓ **PROBABLE REASON**

There could be multiple reasons for this error. Primary reason could be that the New Hire data is not yet interfaced into APD GlobalView® system via PECI/PICOF batch integration.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Please wait till the New Hire record is setup in ADP GlobalView® via PECI/PICOF batch integration and try again.

✓ **REFERENCES:**

User Guide: 'Create External Payroll Site Vendor Mapping' section
Implementation Guide: 'Create External Payroll Site Vendor Mapping' section
Consultant Guide (Internal to ADP GlobalView®): 'Workday Configuration' and 'ITS Setup Tasks' sections

6. Employee not setup in Global View Error

New Hire is already interfaced via PECI/PICOF integration and this error is still persisting.

Employee ID (21924), Country ISO Code (SG), Pay Group (GPC-SG-MO), Pay Company (GPC-SG) is not setup in the ADP Global View system.

✓ **PROBABLE REASON**

There could be multiple reasons for this error. If the New Hire is already interfaced, then there could be an issue with the authorization setup of the Operating User record in ADP GlobalView®.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Please raise a CRM to create appropriate authorization setup for the Operating user with the below details.

  v.   Workday HCM Global ID of the Operating user

  vi.   If the Operating user doesn't belong to PECI/PICOF integration, then basic personal details like First Name, Last Name, and Gender etc. are required to create a record in the GlobalView®

  vii. Personnel Area to which the authorization is required (New Hire Employee must belong to this Personnel Area)

  viii. Workday HCM Global ID of the Employee

ADP GlobalView®: To setup the authorizations for the Operating user, a record for the user must exist in ADP GlobalView® system. If the Operating user is not part of PECI/PICOF Integration, then a mini-master record needs to be created. If part of PECI/PICOF integration then s/he will already be setup in GlobalView®.
Once the record for Operating user exists in the system, the appropriate authorizations to the requested personnel area can be setup.

✓ **REFERENCES:**

Consultant Guide (Internal to ADP GlobalView®): 'User Authorization and Setup' section

7. Employee not setup in Global View Error

New Hire is already interfaced via PECI/PICOF integration and the authorization is also setup on ADP GlobalView®, however this error still persists.

✓ **PROBABLE REASON**

There could be multiple reasons for this error. If authorizations are already setup, there could be a mismatch between Company and Paygroup parameters of the Employee between Workday HCM and GlobalView®.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Verify that the country, company and paygroup parameters displayed in the error message are correct for the employee.

ADP GlobalView®: If value mapping for company and paygroup fields exist on Standard Connectors, verify the value mapping. If they are mapped 'AS IS' then verify the employee belongs to the same country, company and payroll area combination in ADP GlobalView® system.

8. Employee not setup in Global View Error

New Hire is already interfaced via PECI/PICOF integration and the authorization is also setup on ADP GlobalView®, however this error is still persisting.

✓ **PROBABLE REASON**

There could be multiple reasons for this error. One of the known issues is that the Proxy setup on Workday HCM doesn't support Enhanced Integration.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Workday HCM has cautioned that if proxy is used, then the browser will not work for at-least couple of hours, even with right credentials. Hence try after two hours with appropriate user credentials. If the issue persists, please contact Workday HCM support team.

PROCESSING ERRORS

This section focuses on highlighting the specific processing errors on Enhanced Integration UI.

9. Infotype is missing on the Landing page

Required infotype is not listed on the main landing page under 'ADP Local Payroll Data' tab.

- ✓ **PROBABLE REASON**

  The infotype is not required for that country. If it is required then it could have been excluded specifically for this client.

- ✓ **SUGGESTED RESOLUTION**

  Workday HCM: Please refer the data scope of this country.

  ADPGlobalView®: If infotype is required for that country, please raise a CRM to ADP GlobalView® Product team (3884). If is excluded in the client level configuration, then please include it again.

- ✓ **REFERENCES:**

  Data Scope Document of the Country
  User Guide: 'Data Scope' under 'GlobalView® System Notes' section
  Implementation Guide: 'Data Scope of Enhanced Integration' section
  Consultant Guide (Internal to ADP GlobalView®): 'Infotype and Subtype Exclusion' section

10. Subtype is missing on Subtype page

Required value is not listed in the Subtype drop down field on Subtype page.

- ✓ **PROBABLE REASON**

  The Subtype doesn't exist for that infotype or it could have been excluded specifically for this client.

- ✓ **SUGGESTED RESOLUTION**

  Workday HCM: Please refer the data scope of this country.

  ADP GlobalView®: Include the Subtype, if it is excluded in the client level configuration. If the Subtype is not scoped for this country, please raise a CRM to ADP GlobalView® Product team (3884).

- ✓ **REFERENCES:**

  Data Scope Document of the Country
  User Guide: 'Data Scope' under 'GlobalView® System Notes' section
  Implementation Guide: 'Data Scope of Enhanced Integration' section
  Consultant Guide (Internal to ADP GlobalView®): 'Infotype and Subtype Exclusion' section

11. Missing/New Dropdown values of a field

When clicked on a drop down field on a master data page, few required values are not listed or new drop down values are needed.

✓ **PROBABLE REASON**

This error is not due to Enhanced Integration. This is related to underlying ADP GlobalView$^®$ configuration of the drop down field.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Raise a CRM to ADP GlobalView$^®$ team to create any new drop down fields.

ADP GlobalView$^®$: Please verify the configuration of the drop down value set and resolve this.

12. Authorization failure error while adding or editing a record

Received 'No authorization' error while clicking on 'OK' button on master data page after making the changes to the infotype record

✓ **PROBABLE REASON**

This error is not due to Enhanced Integration. Depending on Client's requirements, extra authorization requirements might exist on ADP GlobalView® system for updating the infotype.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Raise a CRM to ADP GlobalView® team to setup the right authorizations.
ADP GlobalView®: Verify and setup the required extended authorizations, if any, to the Operating user so as to maintain the employee master data.

13. Missing records prior created on Enhanced Integration UI

Record was successfully created on Enhanced Integration UI and a confirmation message that 'Your changes have been saved' is displayed. However those records are not listed on Overview page on Enhanced Integration UI.

✓ **PROBABLE REASON**

This could arise if Workday HCM doesn't send the Add request to ADP GlobalView$^{®}$ when the record is being created through Enhanced Integration UI; hence the record is not created in the system.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Contact Workday HCM Product team to investigate and correct this. Unless an add request is received, ADP GlobalView$^{®}$ doesn't create the record in its system.

14. Records not visible on Enhanced Integration UI

The records exist in ADP GlobalView® system, but the records are not displayed on the Overview page of Enhanced Integration UI.

✓ **PROBABLE REASON**

   This issue needs to be further investigated to find out the root cause.

✓ **SUGGESTED RESOLUTION**

   Workday HCM: Raise a CRM to ADP GlobalView® team with the minimal required info as specified in the Appendix – A at the end of this document below.

   ADP GlobalView®: Please contact Product team (3884) with the minimal required info as specified in the Appendix – A for further investigation.

15. Internal Server Error

Internal Server error message is displayed while performing any operation on Enhanced Integration UI.

✓ **PROBABLE REASON**

There could be multiple reasons for this; further investigation is needed to find out the root cause.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Contact Workday HCM Product team with the minimal required info as specified in the Appendix – A at the end of this document below to investigate this further.

ADP GlobalView®: Please contact Product team (3884) with the minimal required info as specified in the Appendix – A for further investigation.

SERVICE FAILURE ERRORS

This section lists all known service failure errors.

16. ADP – 503: Service Unavailable Error

Below error message is observed on Enhanced Integration UI.
'Error 503 - ADP: Service Unavailable. Our servers are unavailable. This may be due to scheduled maintenance. Please try again later.'

✓ **PROBABLE REASON**

ADP GlobalView® Servers are unavailable. This may be due to scheduled maintenance.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Servers would be up upon the completion of scheduled maintenance, please try again later. If the error persists, raise a CRM to ADP GlobalView® team with the minimal required info as specified in the Appendix – A at the end of this document below for further investigation.

17. ADP – 408: Request Timeout Error

Below error message is observed on Workday HCM Enhanced Integration UI.

'Error 408 - Request Timeout. Your browser took too long to send the request. Please try again'

✓ **PROBABLE REASON**

There could be multiple reasons like slow internet connectivity or heavy loads on servers.

✓ **SUGGESTED RESOLUTION**

Workday HCM: Please wait for some time or try again later. If the error persists, raise a CRM to ADP GlobalView® team with the minimal required info as specified in the Appendix – A at the end of this document below for further investigation.

18. ADP – 500: Internal Server Error

Below error message is observed on Workday HCM Enhanced Integration UI.
'Error 500 - ADP: Internal Service Error. We are experiencing an internal server error with your request.'

✓ **PROBABLE REASON**

There could be multiple reasons for this; further investigation is needed to find out the root cause.

✓ **SUGGESTED RESOLUTION**

Workday HCM: If this issue is persistent, please raise a CRM to ADP GlobalView® team with the minimal required info as specified in the Appendix – A at the end of this document below.

Appendix – A

Minimal Required Data for Trouble shooting

As ADP GlobalView® team would not have access to Workday HCM tenants, it is important to provide all the relevant data points for accurate and quicker resolutions. Please ensure to provide all this information in the CRM tickets.

    a. Workday HCM Global ID, Company and Paygroup of the Operating User

    b. Workday HCM Global ID, Company and Paygroup of the Employee

    c. Infotype Name

    d. Subtype, if exists

    e. On which page did the error occur like Landing, Subtype, Overview, Master Data page etc.

    f. Time-stamp at when the error has occurred [Very important for Service failure errors]

    g. Appropriate screen shots