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# Work Instruction to Resolve TDCSU Policy Job Failure Issue

# Document Change record

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# Work Instruction

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| While the execution of the TDCSU Policy jobs for UAT or PROD. If the job failed with issue the NO EXECUTION ID (view the failed job log)  One of the reasons for Job failure is the cache problem in the application.  To resolve this issue, we have to clear the Cache, For the same we need to login to VDI and go to the below highlighted endpoint link based on environment Prod or UAT.  **UAT**: https://uat.tdcsu.adaptikcloud.com/  **PROD**: https://prod.tdcsu.adaptikcloud.com/  Click on PolicyPro home icon and try to login with the below user credentials.  UAT:  **Username**: svc\_sapiens\_uat\_activebatch@thedoctors.com  **Password**: 2p2$SJ%On&nz  PROD:  **Username**: svc\_sapiens\_activebatch\_prod@thedoctors.com  **Password**: G9RF!B\*3xtfm  Once the login is successful, clear the cache and try to rerun the job again. | **Job Failure:**    **Logs:**    **VDI:**    **Endpoint URL:**  **UAT**: https://uat.tdcsu.adaptikcloud.com/  **PROD**: https://prod.tdcsu.adaptikcloud.com/    **Provide Username🡪Click Next**    **Provide Password🡪click Sign In**    **Click on Clear button,** |