**Order cannot be cancelled because one or more eol is already submitted to epro or shipped**

ISSUE:

Can you please check why we are not able to cancel this order ISR15111811548 in EFMS .

ERROR after fetching the logs:

Order cannot be cancelled because of below reason :

2016-05-26 12:59 PM NC3 API: CancelOrder, Status: FAILURE, Error Msg: NCC0108:

Fatal Error. Exception text: 260006: This order cannot be cancelled because one

or more eol is already submitted to epro or shipped: Location: [File name: Order.cpv Function name: cancelOrder() Line number: 1]..

Solution:

1- To release inventory from EOL

Change the eol status to Active and change the eol\_line\_itme status to ‘From inventory’

a) update nc3.eol set status='Active',lastupduser=’’,lastupdtran=’',

lastupdtmstmp=sysdate where eol\_num= and version\_num=;

b) update nc3.eol\_line\_item set status='From Inventory',lastupduser='',lastupdtran='', lastupdtmstmp=sysdate where eol\_num=269865971 and stop\_date>sysdate;

after changing the EOL and EOL lines status, ask user to cancel the order.



