Hi Hugo,   
  
Thank you for logging a Service Request (SR) with Oracle Support.   
  
My name is Anuradha Parthasarathy and I will be assisting you with this issue.   
  
My work hours are from 07:00-15:30 hrs IST (GMT+5:30) Monday through Friday.   
  
I am currently reviewing/researching the situation and will update the SR / call you as soon as I have relevant information. Thank you for your patience.   
  
In order to prioritize and progress your service request better and faster please let us know the business impact posed by this issue.   
  
Any critical milestone? How many users impacted? Etc   
  
Should you have any comments or concerns regarding the service you receive   
please direct these to my manager Aditya Kulkarni at Aditya.Kulkarni@oracle.com.   
  
Additionally, the following note can enhance your experience with Oracle Software Support: [Note: 166650.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-10662949131&id=166650.1) : Working Effectively With Support.   
  
My Oracle Support Community is a collaboration environment where you can access the latest product and support information, learn about best practices, participate in discussions and exchange knowledge with an extensive network of peers and Oracle experts. Your participation and feedback will determine the growth and direction of future Communities.   
  
To access the Communities, simply login to My Oracle Support, select the Communities Tab, and make your selection from the My Communities box.   
  
Kind Regards,   
Anuradha Parthasarathy.   
Oracle Support Services.

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| https://support.oracle.com/epmos/adf/images/t.gif | Hi Hugo,   1. Please provide the HTMomse12.sql output of the affected Sales Order  [ Refer [Note 133464.1](https://support.oracle.com/epmos/faces/DocumentDisplay?parent=SrDetailText&sourceId=3-10662949131&id=133464.1) ]   Please download this script again, even if you may have already done so in the past.  Oracle Development has recently implemented some critical updates to this script, including changes specifically targeted to improving the performance of this script.   Please only enter the order number, do not enter a line number when prompted.  This will ensure that all line items appear on your HTMomse12 report.   (Please run the HTMomse script from a SQL\*Plus session as unpredictable results have been observed when customers attempt to run this script from TOAD or any other SQL tool )   2. Please provide the debug log of the Interface Trip Stop(ITS) program.   a. Set the profile options at User level for the user that submits the program    OM: Debug Level = 5  INV:Debug Level = 10  WSH: Debug Enabled = Yes  WSH: Debug Level = Statement   b. Resubmit ITS with the Debug Level parameter set to 'Debugging ON' and upload the request log file.   c. Re set the profile options once the log is generated.    3. Please provide the output of the concurrent program " Diagnostics: Apps Check "   Navigation path to run the concurrent request:  Step 1. OM superuser -> Reports, Requests -> Request -> Single Request -> Diagnostics: Apps Check  Step 2. Please key in following parameters  Name = Diagnostics: Apps Check  Parameters to enter:  Application 1 = Order Management  Application 2 = Oracle Shipping/Shipping Execution  Application 3 = Inventory    4. How many Orders are being affected ?   5. Is this happening to all orders ? Is this issue reproducible at will ?   Kind Regards,  Anuradha Parthasarathy.  Oracle Support Services. |

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| https://support.oracle.com/epmos/adf/images/t.gif | Hi Hugo,   1. Please advise if the issue is specific to Sales Order 15106100576 , are there any other Orders that are affected similarly?   2. Uploaded log Interface\_Trip\_Stop\_\_\_SRS\_290415.txt does not show any details , this only contains the "Authentication Failed" message.  Kindly re upload the correct log to the SR   3. Please provide output of the following query in excel format   select wdd.source\_header\_number, wdd.source\_line\_id, wdd.delivery\_detail\_id, wdd.released\_status,wdd.creation\_date  from wsh\_delivery\_details wdd,oe\_order\_lines\_all ol  where wdd.source\_code = 'OE'  and wdd.released\_status <> 'D'  and wdd.oe\_interfaced\_flag in ('N','P')  and wdd.source\_line\_id = ol.line\_id  and trunc(wdd.creation\_date) > sysdate -365  and ol.open\_flag = 'N'  and ol.cancelled\_flag = 'N'  and not exists ( select 'x'  from wsh\_delivery\_details wdd1  where wdd1.source\_code = 'OE'  and wdd1.source\_line\_id = wdd.source\_line\_id  and wdd1.oe\_interfaced\_flag = 'Y')  order by 1,2,3;   Kind Regards,  Anuradha Parthasarathy.  Oracle Support Services. |

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| https://support.oracle.com/epmos/adf/images/t.gif | Hi Hugo,   To implement the solution, please execute the following steps:   1. Run the following script in a TEST environment first:   fix\_20979426.sql   2. Once the scripts complete, issue a commit.   3. Now submit the failing Interface Trip Stop.   4. If you are satisfied that the issue is resolved, migrate the solution as appropriate to other environments.   Kind Regards,  Anuradha Parthasarathy.  Oracle Support Services. |