**Knowledge Base**

**For**

**Renewal – Agent Copy Issue**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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**Approval History**

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# Introduction

## Purpose

The purpose of this document is to record frequent request and serve as a knowledge base used for more efficient user resolution.

## Scope

Channel wise agent copy issue.

Sometimes we need to deploy jsp file from Clear case to FileZilla. So we need to follow below mentioned steps for deploying file from Source to Destination:

**Step 1:** Select file from Clear case,

* Go to Clear case jsp file
* Click on bjaz\_web\_wls => web2.bajazallianz.com => BagicNxt => WEB-INF => select file

**Step 2:** Open FileZilla and enter into it using valid login credentials.

* **Hostname:** 10.4.4.136
* **Username:** dev\_user
* **Password:** \*\*\*\*\*\*\*\*\*\*
* **Port:** 22

**Path:** Oracle/ deployment\_dir/ AppMnt/ BagicNxt/ WEB-INF

**Step 3:** Go to FileZilla software

**Step 4:** Click on bjaz\_web\_wls => web2.bajazallianz.com => BagicNxt

=> Renewalnotices => select particular files

=> Generate\_agentcopy\_autosave.jsp

Indexagentpdfnew.jsp

Generate\_newagentcopy\_autosave.jsp

Leafchannelname.jsp

Agentcopyerror.jsp

Leafsubchannel.jsp

And all include files

**Path:** Oracle/ deployment\_dir/ AppMnt/ BagicNxt/ renewalnotices

=> Channelwiseagent

=> Copyissuereuse

**Issue:** Renewal notice PDF issue

**Resolution:**

* Incorrect/Blank value print on JSP

Check in path log file exactly in which file error occurred (include.jsp)

* Missing Policy

Check in csv file and if fifth file missed then need to check log file to check agent copy file

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.