**Known Error Database**

**For**

**GIOS Application – Excess Clause for CPM Missing**

**(410-301A)**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 21-Jan-2020 |  |
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**Approval History**

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# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

In GIOS application, Excess clause for CPM was missing (410-301A).

## Resolution

Follow below steps for investigating issues related to ‘Excess clause for CPM missing (410-301A)’:

**Step 1:** Take the VNC of user and record the issue step-by-step by capturing screenshot for future references.

**Step 2:** Collect user details like scrutiny no. & GIOS ID.

**Step 3:** Add logs into FMB file to investigate where the query is failing.

**Step 4:** After identifying the issue in ***BJAZ\_ENGG\_CLAUSES\_HEADER*** table, we guided user to make necessary changes from frontend and we have created an updated script to modify flags from backend.

**Step 5:** Create below script and send it to your approval authority, once approved send it to DBA for execution:

***UPDATE BJAZ\_ENGG\_CLAUSES\_HEADER***

***SET INPUT\_TYPE = 'S' /\*'M'\*/***

***WHERE PRODUCT\_CODE = '410' AND CLAUSE\_NUMBER = '301A';***

***COMMIT;***

# Document Review Mechanism

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