**Known Error Database**

**For**

**GIOS Application – Item Rate Showing Blank while invoking the location**

**(Endorsement and Renewal - Burglary (4010))**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 16-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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

**Table of Contents**

[Introduction 4](#_Toc30090319)

[Purpose 4](#_Toc30090320)

[Issue 4](#_Toc30090321)

[Resolution 4](#_Toc30090322)

[Document Review Mechanism 4](#_Toc30090323)

# 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

Item rate showing blank while invoking the location in Endorsement and renewal

## Resolution

Follow below steps for issues related to ‘Item rate showing blank while invoking the location in Endorsement and renewal’:

**Step 1:** Run below query to investigate the error:

***select CONTRACT\_ID from bjaz\_burg\_mst\_child\_extn where master\_contract\_id=84664224 and MASTER\_FLAG='C';***

***select \* from bjaz\_base\_burg\_loc\_ext where contract\_id =84664339;***

***select \* from bjaz\_location where location\_id=6447270; select CONTRACT\_ID from bjaz\_burg\_mst\_child\_extn where master\_contract\_id=84664224 and MASTER\_FLAG='C';***

***select \* from bjaz\_base\_burg\_loc\_ext where contract\_id =84664339;***

***select \* from bjaz\_location where location\_id=6447270; select CONTRACT\_ID from bjaz\_burg\_mst\_child\_extn where master\_contract\_id=84664224 and MASTER\_FLAG='C';***

***select \* from bjaz\_base\_burg\_loc\_ext where contract\_id =84664339;***

***select \* from bjaz\_location where location\_id=6447270;***

**Step 2:** Create below script and send it to your approval authority, once approved send it to DBA for execution:

***UPDATE bjaz\_location***

***SET LOCATION\_ID = (SELECT MAX (location\_id) + 1 FROM bjaz\_location)***

***WHERE location\_id = 6447270 AND LOCATION\_VERSION =2;UPDATE bjaz\_location***

***SET LOCATION\_ID = (SELECT MAX (location\_id) + 1 FROM bjaz\_location)***

***WHERE location\_id = 6447270 AND LOCATION\_VERSION =2;UPDATE bjaz\_location***

***SET LOCATION\_ID = (SELECT MAX (location\_id) + 1 FROM bjaz\_location)***

***WHERE location\_id = 6447270 AND LOCATION\_VERSION =2;***

# Document Review Mechanism

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