**Known Error Database**

**For**

**ILM Application – Transfer Cases from XXXXXXX to YYYYYYY**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 17-Jan-2020 |  |
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**Approval History**

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

Transfer cases from XXXXXXX to YYYYYYY

## Resolution

Follow below steps for resolve issues related to ‘Transfer cases from XXXXXXX to YYYYYYY’:

**Step 1:** Ask for the ID numbers to delete from the user, check in the table **bjaz\_fplm\_inv\_dtls** and then prepare script

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

***UPDATE bjaz\_fplm\_inv\_dtls***

***SET given\_to =***

***'tawiinvestigation@investigator.com'***

***/\* ranjeetsingh@investigator.com\*/***

***WHERE claim\_ref = 'OC-18-1204-1812-00000143' AND top\_indicator = 'Y';***

# Document Review Mechanism

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