**Known Error Database**

**For**

**MD Portal Application – Renewal Issue**

**(Dealer Portal)**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 13-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

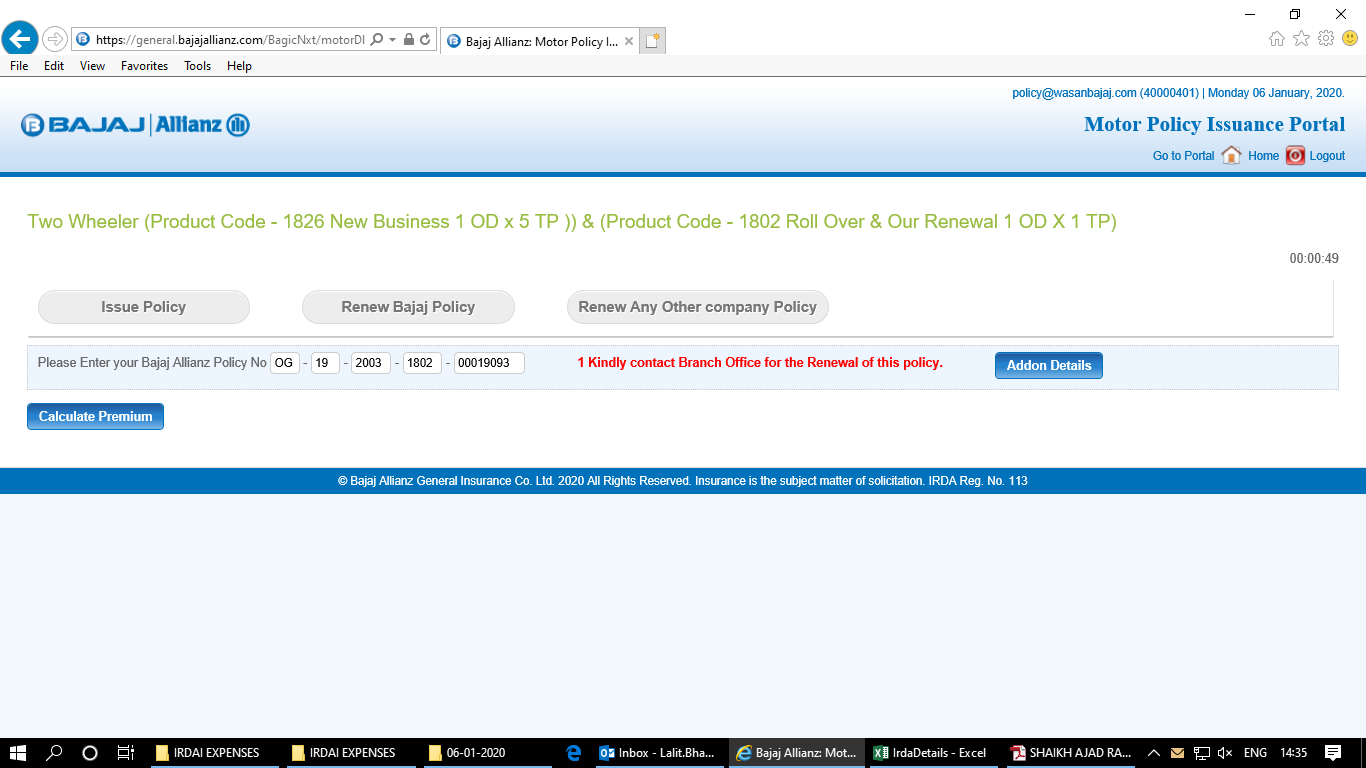
## Purpose

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

When user tried to renew Bajaj policy from dealer portal is was displaying as error message as, ‘Kindly contact branch office for the renewal of this policy.'

**Refer below screenshot for more details:**



## Resolution

Follow below steps for resolve issues related to ‘Bajaj Renewal Policy’:

**Step 1:** Check user rights and product code configured for user, whose policy needs to be renewed.

**Step 2:** Check whether user rights date is valid or not, if it is expired then extend the expiry date.

**Step 3:** Check whether top indicator is ‘Y’ or ‘N’, if it is ‘N’ then update the record with ‘Y’.

***Note:*** Need to check above 3 steps in below table using respective query displayed below:

* **ba\_external\_config**

SELECT \* from ba\_external\_config where USER\_ID='riktashah@general.bajajallianz.co.in'

and PARAM\_REF='PRODUCT\_CODES'

* **bjaz\_vehicle\_type\_master\_act**

SELECT \* from bjaz\_vehicle\_type\_master\_act where user\_name in ('riktashah@general.bajajallianz.co.in');

**Step 4:** Create below script to configure user rights and location code using below query and send it to your approval authority:

DECLARE

--v\_user\_id VARCHAR2 (500) := :p\_user\_id;

v\_sub\_imd\_code VARCHAR2 (50) := 'ALL';

v\_domain VARCHAR2 (20) := 'ALL';

v\_product\_code NUMBER (4) := '0';

v\_effective\_from\_date VARCHAR2 (100) := '01-jan-2016'; --dd/mm/yyyy

v\_effective\_to\_date VARCHAR2 (100) := '01-jan-2020'; --dd/mm/yyyy

v\_status CHAR (1 BYTE) := 'A';

v\_recorded\_by VARCHAR2 (100 BYTE)

:= 'Customer.Support@bajajallianz.co.in';

v\_remarks VARCHAR2 (100) := 'added for qutation rights';

v\_count\_1801 NUMBER := 0;

v\_count\_1803 NUMBER := 0;

v\_count\_1802 NUMBER := 0;

v\_count\_ag NUMBER := 0;

v\_count\_nb NUMBER := 0;

v\_count\_otrnw NUMBER := 0;

v\_count\_ol NUMBER := 0;

v\_count\_referal NUMBER := 0;

v\_count\_integrated NUMBER := 0;

v\_count\_floatquot NUMBER := 0;

v\_count\_onlinelink NUMBER := 0;

BEGIN

FOR x IN

(SELECT agentcode, locationcode, loginname

FROM agents

WHERE loginname IN

('policy@wasanbajaj.com'))

LOOP

BEGIN

---- Initalise VAriables ----

v\_sub\_imd\_code := 'ALL';

v\_domain := 'ALL';

v\_product\_code := '0';

v\_effective\_from\_date := '01-jan-2016'; --dd/mm/yyyy

v\_effective\_to\_date := '01-jan-2020'; --dd/mm/yyyy

v\_status := 'A';

v\_recorded\_by := 'Customer.Support@bajajallianz.co.in';

v\_remarks := 'added for qutation rights';

v\_count\_1801 := 0;

v\_count\_1802 := 0;

v\_count\_1803 := 0;

v\_count\_ag := 0;

v\_count\_nb := 0;

v\_count\_otrnw := 0;

v\_count\_ol := 0;

v\_count\_referal :=0;

v\_count\_integrated:=0;

v\_count\_floatquot := 0;

v\_count\_onlinelink := 0;

-----------1801------------

BEGIN

SELECT COUNT (1)

INTO v\_count\_1801

FROM ba\_external\_config

WHERE user\_id = x.loginname AND imd\_code = x.agentcode

AND sub\_imd\_code = v\_sub\_imd\_code AND domain = v\_domain

AND product\_code = v\_product\_code

AND location\_code = x.locationcode

AND param\_ref = 'PRODUCT\_CODES' AND param\_value = '1801';

EXCEPTION

WHEN OTHERS THEN

v\_count\_1801 := 0;

END;

-- .put\_line ('v\_count==' || v\_count\_1801);

IF v\_count\_1801 = 0 THEN

INSERT INTO ba\_external\_config

(user\_id, imd\_code, sub\_imd\_code, domain,

product\_code, location\_code, param\_ref,

param\_value, param\_label,

effective\_from\_date,

effective\_to\_date,

status, recorded\_by, recorded\_on, remarks

)

VALUES (x.loginname, x.agentcode, v\_sub\_imd\_code, v\_domain,

v\_product\_code, x.locationcode, 'PRODUCT\_CODES',

'1801', 'Private Car - Package Policy',

TO\_DATE (v\_effective\_from\_date, 'dd/mm/yyyy'),

TO\_DATE (v\_effective\_to\_date, 'dd/mm/yyyy'),

v\_status, v\_recorded\_by, SYSDATE, v\_remarks

);

COMMIT;

END IF;

-----------1803

BEGIN

SELECT COUNT (1)

INTO v\_count\_1803

FROM ba\_external\_config

WHERE user\_id = x.loginname AND imd\_code = x.agentcode

AND sub\_imd\_code = v\_sub\_imd\_code AND domain = v\_domain

AND product\_code = v\_product\_code

AND location\_code = x.locationcode

AND param\_ref = 'PRODUCT\_CODES' AND param\_value = '1803';

EXCEPTION

WHEN OTHERS THEN

v\_count\_1803 := 0;

END;

-- .put\_line ('v\_count==' || v\_count\_1803);

IF v\_count\_1803 = 0 THEN

INSERT INTO ba\_external\_config

(user\_id, imd\_code, sub\_imd\_code, domain,

product\_code, location\_code, param\_ref,

param\_value, param\_label,

effective\_from\_date,

effective\_to\_date,

status, recorded\_by, recorded\_on, remarks

)

VALUES (x.loginname, x.agentcode, v\_sub\_imd\_code, v\_domain,

v\_product\_code, x.locationcode, 'PRODUCT\_CODES',

'1803', 'Commercial Vehicle - Package Policy',

TO\_DATE (v\_effective\_from\_date, 'dd/mm/yyyy'),

TO\_DATE (v\_effective\_to\_date, 'dd/mm/yyyy'),

v\_status, v\_recorded\_by, SYSDATE, v\_remarks

);

COMMIT;

END IF;

--------- 1802

BEGIN

SELECT COUNT (1)

INTO v\_count\_1802

FROM ba\_external\_config

WHERE user\_id = x.loginname AND imd\_code = x.agentcode

AND sub\_imd\_code = v\_sub\_imd\_code AND domain = v\_domain

AND product\_code = v\_product\_code

AND location\_code = x.locationcode

AND param\_ref = 'PRODUCT\_CODES' AND param\_value = '1802';

EXCEPTION

WHEN OTHERS THEN

v\_count\_1802 := 0;

END;

IF v\_count\_1802 = 0 THEN

INSERT INTO ba\_external\_config

(user\_id, imd\_code, sub\_imd\_code, domain,

product\_code, location\_code, param\_ref,

param\_value, param\_label,

effective\_from\_date,

effective\_to\_date,

status, recorded\_by, recorded\_on, remarks

)

VALUES (x.loginname, x.agentcode, v\_sub\_imd\_code, v\_domain,

v\_product\_code, x.locationcode, 'PRODUCT\_CODES',

'1802', 'Two Wheeler - Package Policy',

TO\_DATE (v\_effective\_from\_date, 'dd/mm/yyyy'),

TO\_DATE (v\_effective\_to\_date, 'dd/mm/yyyy'),

v\_status, v\_recorded\_by, SYSDATE, v\_remarks

);

COMMIT;

END IF;

DBMS\_OUTPUT.put\_line ('Sucessful Entry for ID ' || x.loginname);

EXCEPTION

WHEN OTHERS THEN

DBMS\_OUTPUT.put\_line ('Error for ID ' || x.loginname || SQLERRM);

END;

END LOOP;

END;

DECLARE

v\_user\_name VARCHAR (100) := 'p.reddy01@general.bajajallianz.co.in';

v\_locationcode agents.locationcode%TYPE;

v\_imd\_code agents.agentcode%TYPE;

v\_cnt PLS\_INTEGER;

CURSOR web\_id

IS

(SELECT loginname, locationcode, agentcode

FROM agents

WHERE loginname IN

('policy@wasanbajaj.com'));

CURSOR veh\_id

IS

(SELECT DISTINCT vehicle\_type\_code

FROM bjaz\_vehicle\_type\_master\_act

WHERE product\_code = 1831

AND vehicle\_type\_code NOT IN (21, 22, 29,34, 35,37,38,39,40)

AND active\_yn = 'Y');

BEGIN

FOR j IN web\_id

LOOP

FOR i IN veh\_id

LOOP

SELECT COUNT (1)

INTO v\_cnt

FROM bjaz\_vehicle\_type\_master\_act

WHERE product\_code = 1831

AND vehicle\_type\_code = i.vehicle\_type\_code

AND active\_yn = 'Y'

AND user\_name = j.loginname;

IF v\_cnt = 0

THEN

INSERT INTO bjaz\_vehicle\_type\_master\_act

(vehicle\_type\_code, imd\_code, location\_code,

user\_name, cover\_type, min\_rid, effective\_date,

active\_yn, product\_code

)

VALUES (i.vehicle\_type\_code, j.agentcode, j.locationcode,

j.loginname, 'A', 2, TRUNC (SYSDATE),

'Y', 1831

);

ELSE

UPDATE bjaz\_vehicle\_type\_master\_act

SET imd\_code = j.agentcode,

location\_code = j.locationcode

WHERE product\_code = 1831

AND vehicle\_type\_code = i.vehicle\_type\_code

AND active\_yn = 'Y'

AND user\_name = j.loginname;

END IF;

END LOOP;

END LOOP;

COMMIT;

EXCEPTION

WHEN OTHERS

THEN

DBMS\_OUTPUT.put\_line ('Error - ' || SQLERRM);

END;

-- 1805/1806

DECLARE

v\_user\_name VARCHAR (100) := 'p.reddy01@general.bajajallianz.co.in';

v\_locationcode agents.locationcode%TYPE;

v\_imd\_code agents.agentcode%TYPE;

v\_cnt PLS\_INTEGER;

CURSOR web\_id

IS

(SELECT loginname, locationcode, agentcode

FROM agents

WHERE loginname IN

('policy@wasanbajaj.com'));

CURSOR veh\_id

IS

(SELECT DISTINCT vehicle\_type\_code

FROM bjaz\_vehicle\_type\_master\_act

WHERE product\_code = 1805

AND vehicle\_type\_code IN (22)

AND active\_yn = 'Y');

BEGIN

FOR j IN web\_id

LOOP

FOR i IN veh\_id

LOOP

SELECT COUNT (1)

INTO v\_cnt

FROM bjaz\_vehicle\_type\_master\_act

WHERE product\_code = 1805

AND vehicle\_type\_code = i.vehicle\_type\_code

AND active\_yn = 'Y'

AND user\_name = j.loginname;

IF v\_cnt = 0

THEN

INSERT INTO bjaz\_vehicle\_type\_master\_act

(vehicle\_type\_code, imd\_code, location\_code,

user\_name, cover\_type, min\_rid, effective\_date,

active\_yn, product\_code

)

VALUES (i.vehicle\_type\_code, j.agentcode, j.locationcode,

j.loginname, 'A', 2, TRUNC (SYSDATE),

'Y', 1805

);

ELSE

UPDATE bjaz\_vehicle\_type\_master\_act

SET imd\_code = j.agentcode,

location\_code = j.locationcode

WHERE product\_code = 1805

AND vehicle\_type\_code = i.vehicle\_type\_code

AND active\_yn = 'Y'

AND user\_name = j.loginname;

END IF;

END LOOP;

END LOOP;

COMMIT;

EXCEPTION

WHEN OTHERS

THEN

DBMS\_OUTPUT.put\_line ('Error - ' || SQLERRM);

END;

DECLARE

v\_user\_name VARCHAR (100) := 'p.reddy01@general.bajajallianz.co.in';

v\_locationcode agents.locationcode%TYPE;

v\_imd\_code agents.agentcode%TYPE;

v\_cnt PLS\_INTEGER;

CURSOR web\_id

IS

(SELECT loginname, locationcode, agentcode

FROM agents

WHERE loginname IN

('policy@wasanbajaj.com'));

CURSOR veh\_id

IS

(SELECT DISTINCT vehicle\_type\_code

FROM bjaz\_vehicle\_type\_master\_act

WHERE product\_code = 1806

AND vehicle\_type\_code IN (21)

AND active\_yn = 'Y');

BEGIN

FOR j IN web\_id

LOOP

FOR i IN veh\_id

LOOP

SELECT COUNT (1)

INTO v\_cnt

FROM bjaz\_vehicle\_type\_master\_act

WHERE product\_code = 1806

AND vehicle\_type\_code = i.vehicle\_type\_code

AND active\_yn = 'Y'

AND user\_name = j.loginname;

IF v\_cnt = 0

THEN

INSERT INTO bjaz\_vehicle\_type\_master\_act

(vehicle\_type\_code, imd\_code, location\_code,

user\_name, cover\_type, min\_rid, effective\_date,

active\_yn, product\_code

)

VALUES (i.vehicle\_type\_code, j.agentcode, j.locationcode,

j.loginname, 'A', 2, TRUNC (SYSDATE),

'Y', 1806

);

ELSE

UPDATE bjaz\_vehicle\_type\_master\_act

SET imd\_code = j.agentcode,

location\_code = j.locationcode

WHERE product\_code = 1806

AND vehicle\_type\_code = i.vehicle\_type\_code

AND active\_yn = 'Y'

AND user\_name = j.loginname;

END IF;

END LOOP;

END LOOP;

COMMIT;

EXCEPTION

WHEN OTHERS

THEN

DBMS\_OUTPUT.put\_line ('Error - ' || SQLERRM);

END;

# Document Review Mechanism

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