**Known Error Database**

**For**

**Motor Policy Issuance – Claim Close Control e-Request Issue**

**Revision History**

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| --- | --- | --- | --- | --- |
| **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

Claim close control e-request does not work after approval

## Resolution

Follow below steps for issues related to ‘Claim close control e-request does not work after approval’:

**Step 1:** Have to check in **bjaz\_ctrl\_user\_access** table for the configuration

**Step 2:** Update the control type, contract id and no. of transaction

# Document Review Mechanism

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