**Known Error Database**

**For**

**Motor Policy Issuance – Not Able to Search Scrutiny**

**(You are not authorised to approve scrutiny issue 2 or 3)**

**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

If user is not able to search scrutiny or get error as, 'You are not authorised to approve scrutiny issue 2 or 3'

## Resolution

Follow below steps for issues related to ‘If user is not able to search scrutiny or get error as, 'You are not authorised to approve scrutiny issue 2 or 3’:

**Step 1:** Check in table with scrutiny location it should be configured in table with said location and also need to check is there 2 entries or not.

SELECT \* from bjaz\_scr\_gen\_map WHERE control\_given = 'SCR\_LOC\_RIGHTS' and user\_name in ('prashant.mirgal@bajajallianz.co.in') and STATUS='Y'

# Document Review Mechanism

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