**Known Error Database**

**For**

**Motor Policy Issuance – Error in Endorsement and Renewal**

**(Package Policy (4091,92,93))**

**Revision History**

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

Error in endorsement and renewal

## Resolution

Follow below steps for issues related to ‘Error in endorsement and renewal’:

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

***SELECT \* FROM BJAZ\_PACK\_PART\_EXTN WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='D';***

***SELECT \* FROM OCP\_PARTITIONS WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='C'; SELECT \* FROM BJAZ\_PACK\_PART\_EXTN WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='D';***

***SELECT \* FROM OCP\_PARTITIONS WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='C'; SELECT \* FROM BJAZ\_PACK\_PART\_EXTN WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='D';***

***SELECT \* FROM OCP\_PARTITIONS WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='C';***

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

***UPDATE BJAZ\_PACK\_PART\_EXTN SET ACTION\_CODE='C', TOP\_INDICATOR='N'***

***WHERE CONTRACT\_ID=37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='D';***

***UPDATE OCP\_PARTITIONS SET TOP\_INDICATOR='N'***

***WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='C';***

***UPDATE BJAZ\_PACK\_PART\_EXTN SET ACTION\_CODE='C', TOP\_INDICATOR='N'***

***WHERE CONTRACT\_ID=37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='D';***

***UPDATE OCP\_PARTITIONS SET TOP\_INDICATOR='N'***

***WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='C';***

***UPDATE BJAZ\_PACK\_PART\_EXTN SET ACTION\_CODE='C', TOP\_INDICATOR='N'***

***WHERE CONTRACT\_ID=37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='D';***

***UPDATE OCP\_PARTITIONS SET TOP\_INDICATOR='N'***

***WHERE CONTRACT\_ID= 37253955 AND TOP\_INDICATOR='Y' AND ACTION\_CODE='C';***

# Document Review Mechanism

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