**Known Error Database**

**For**

**Web Agri Application – Bank register issues while issuing a policy**

**(Bank Master)**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 22-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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

**Table of Contents**

[Introduction 4](#_Toc29987335)

[Purpose 4](#_Toc29987336)

[Issue 4](#_Toc29987337)

[Resolution 4](#_Toc29987338)

[Document Review Mechanism 4](#_Toc29987339)

# 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

Bank register issue, while issuing a policy.

## Resolution

Follow below steps for resolve issues related to ‘Bank register issue, while issuing a policy’:

**Step 1:** In table bjaz\_agri\_bank\_branch\_mst, if record exists or not using provided combinations (STATE\_CODE, DISTRICT\_CODE, BANK\_CODE, BRANCH\_CODE)

**Query:**

***SELECT \* from bjaz\_agri\_bank\_branch\_mst where STATE\_NAME ='HARYANA' and BRANCH\_CODE ='152193'***

**Step 2:** If records are available and issue still exists then,

* We need to take VNC and capture screenshot of user issues
* Then we need to send these details along with screenshots to L3
* And assign call ticket to L3

**Step 3:** If records are not available then create below script and send it to your approval authority, once approved send it to DBA for execution:

**Script:**

***Insert into bjaz\_agri\_bank\_branch\_mst values ('009','CENTRAL BANK OF INDIA','5117','BANI','9','UTTAR PRADESH','157','LUCKNOW',SYSDATE,'Issue Number : 47055698') ;***

**Step 4:** Inform user once the script execution gets completed and issue gets resolved.

# Document Review Mechanism

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