**Known Error Database**

**For**

**Web – RTA Cluster and guideline update**

**Revision History**

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

RTA Cluster and guideline update.

## Resolution

Follow below steps for resolve issues related to ‘RTA Cluster and guideline update’:

**Step 1:** In table bjaz\_rta\_state\_master, if record exists or not using provided combinations (RTO\_CODE, LOCATION\_CODE, PRODUCT\_CODE, VEHICLE\_TYPE\_CODE, STATE, TOP\_INDICATOR, VERSION\_NO)

**Query:**

***SELECT \* from bjaz\_rta\_state\_master where RTO\_CODE and='' LOCATION\_CODE and='' PRODUCT\_CODE and='' VEHICLE\_TYPE\_CODE and='' STATE and='' TOP\_INDICATOR and='' VERSION\_NO and=''***

**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\_rta\_state\_master (RTO\_CODE, LOCATION\_CODE, PRODUCT\_CODE, VEHICLE\_TYPE\_CODE, STATE, TOP\_INDICATOR, VERSION\_NO, RECORD\_DATE, USER\_NAME)***

***values ('MP01', 0, 1831, 0, 'MDP02', 'Y', 1, to\_date('17-10-2018 11:31:22', 'dd-mm-yyyy hh24:mi:ss'), 'system');***

**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.