ROADNET ON-Call Support Document

Version 2.0

# SUS Order not flowing to ROADNET

**PROBLEM:**

The orders created in SUS is not flowing to ROADNET for routing

**SOLUTION:**

* Call the OPCO user and confirm if he have not received the orders to download in the Sysco Routing interface.
* Call CSG and request them to connect to TSSA oncall support person
* Verify with the TSSA oncall person if the PP07 (PP070099\_O) Job is completed for the OPCO and get the last job completion time.
* If the Job is completed after the ticket is raised, then verify with the user and close the ticket.
* If the Job is stuck or failed, then assign the ticket to TSSA.

# Routes/Labels not flowing to SWMS

**PROBLEM:**

The routes generated in ROADNET is not flowing to SWMS

**SOLUTION:**

Call the OPCO user and confirm if the Route upload in Sysco Routing Interface is successful, also try to get the Missing route numbers.

* Call CSG and request them to connect to TSSA oncall support person
* Request the TSSA oncall person to verify the following.

OPSC20CL Job is available in EPR (if available ask them to resubmit)

WHOR0001 transactions are transmitted from SUS to SWMS

Job Queues are available, and if any Jobs are stuck in Job queue

If TSSA confirms any issue on the above statement, assign the ticket to TSSA group.

* If TSSA confirmed none of the above/ or if the Job is in Msg Wait.
* Call CSG and request them to connect to SUS- Order processing oncall support person
* Request the OP oncall person to verify the following.
* Verify the file - oprshlv0 to see if the missing Route number is accepted in SUS, if accepted assign the ticket to Legacy SUS- Order processing team
* INC000005165536 – Sometimes the oprshlv0 file will have data but ROADNET user profile ROADNET01/02/03/04/05 does not have required access to submit OPSC20CL job, because of that the routes will not move to SWMS.
  + Create bridge and bring Tech400 team
  + Tell them the default user profile of the user and ask them to give access to submit the job
  + Then Order upload will work for the user.
  + This is because improper set up of ROADNET user profile during S2S conversion.

# SUS not receiving the routes from ROADNET

**PROBLEM:**

The routes generated in ROADNET is not flowing to SUS.

**SOLUTION:**

* Verify with the Router if he had received any error message while uploading the routes in Routing Interface.
* Call CSG and request them to connect to SUS- Order processing oncall support person
* Verify with OP team if the OPSC20CL Job is submitted
* If the Job is submitted or in EPR, assign the ticket to Legacy SUS- Order processing team
* If the Job is not, verify if the OPCO is in Standalone or in Enterprise.
* If it is an Enterprise OPCO, then refresh the OPCO’s configuration at [\\Ms212rdfs01\ern-sus](file://Ms212rdfs01/ern-sus) and the routers Configuration at [\\ms212rdctx02\routing](file://ms212rdctx02/routing).
* If it is a Standalone OPCO, inform the OP team that there are no changes in the setting and request them to verify the Job queue and then ask them to submit the Job manually through EPR.

# Unable to Print the Driver Manifest in ROADNET

**PROBLEM:**

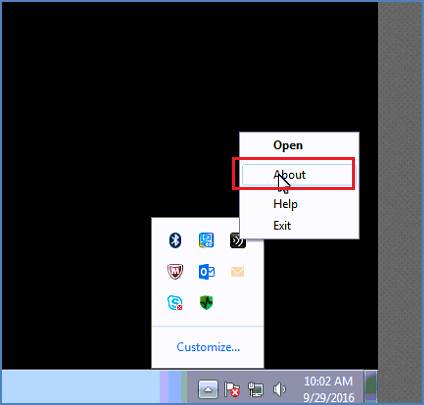
The error message “Invalid argument” is displayed while printing the route or Routers unable to print the route.

**SOLUTION:**

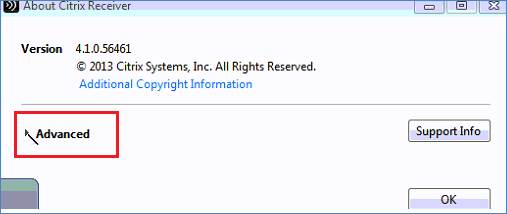
Call the router and provide the following Steps:

**Step 1:** the options are changed to identify the server (Connection center) to which user are connected. PFB the steps to open connection center,

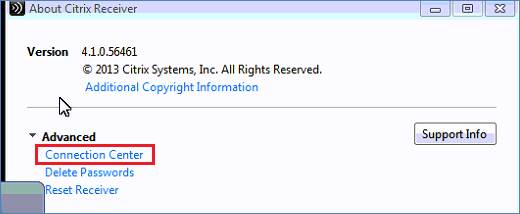
**Right click on Citrix icon and click “ABOUT”:**



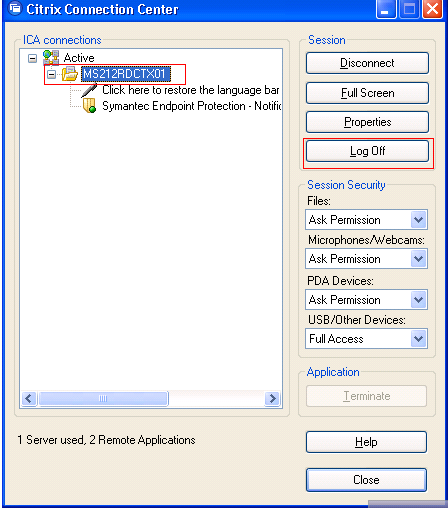
**Expand the “ADVANCED” option:**



**Click “CONNECTION CENTER”:**



**Step 2:** Click on the Active Citrix Servers (MS212RDCCTX01 or MS212RDCCTX02) and then logoff the sessions. This option will logoff all the Citrix applications, so make sure that all the sessions are saved.



# ROADNET Password Reset

**PROBLEM:**

Routers unable to logon to Transportation Suite using their ID

**SOLUTION:**

* Verify if the OPCO is in Standalone or Enterprise ROADNET.
* If Standalone, inform them that we do not have privileges to reset the password and they need to reach the Admin or the Manager who have access to the transportation suite to reset the password.
* If ERN - logon to the Citrix – Transportation Suite using the Admin ID and reset the Password the Transportation Suite.

# Applications will not launch

**PROBLEM:**

The applications ROADNET Enterprise or Routing Interface is not loading from the Citrix. No errors but application is not launching.

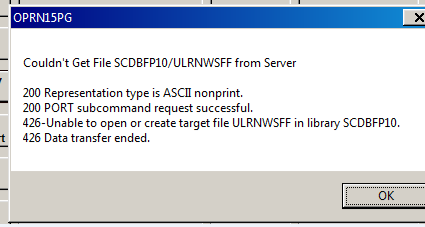
**SOLUTION:**

* Route it to Citrix Platform team immediately and Create a Tech-bridge.
* They have to remove the CITRIX server which is stuck from the LOAD and kill all the sessions of user which are active at that time.
* Then ask SQL DBA team to kill the active sessions in the ROADNET server by providing the IP address of the CITRIX server (ask CITRIX team) (this is because even after removing the server from the load some active sessions will be active for the routers in the ROADNET server, because of that they cannot open the session they were working at the time server failure)
* Then ask routers to log in. Keep in note that this ticket should be with CITRIX PLATFORM team.

# ULRNWSSF File Locked

**PROBLEM:**

Please refer INC000003630297.



**SOLUTION:**

This is because of this the file ULRNWSFF has been locked in the library SCDBFP10. Send this ticket to TSSA team to resolve this as they have the access to unlock the file.

# Transportation Suite displays rnedrte.exe error

**PROBLEM:**

The Transportation Suite crashes and displays rnedrte.exe error

**SOLUTION:**

Call the router and inform them that we need to reach the ROADNET Vendor for support

* Call ROADNET technical team 1800-ROAD-NET and Press 1 twice.

1800 7623 638

* Inform them that you are calling from corporate and one of our operating company is facing issues with transportation suite
* Conference them with the router and ask them to connect to Logmein123.com, so that ROADNET vendor can access the router’s system.
* Co-ordinate until the issue is fixed

# ROADNET Application running slow

**PROBLEM:**

The ROADNET application is running very slow and unable to access maps and perform maintenance

**SOLUTION:**

* Call the Windows business system On-call person and ask him to confirm if the Citrix server is running fine.
* Also request him to verify the user load balance and performance of the system.
* Once the team confirmed everything is fine, Verify with the user if he is able to access the Maps.

# ROADNET back up issue

**PROBLEM:**

The router is unable to restore the ROADNET data base back up

**SOLUTION:**

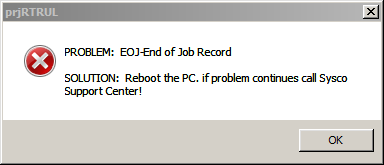
Assign the ticket to WBS team and inform them that the Routing application is working fine and the router is unable to do a backup in the DOCA server.

SQL team dl

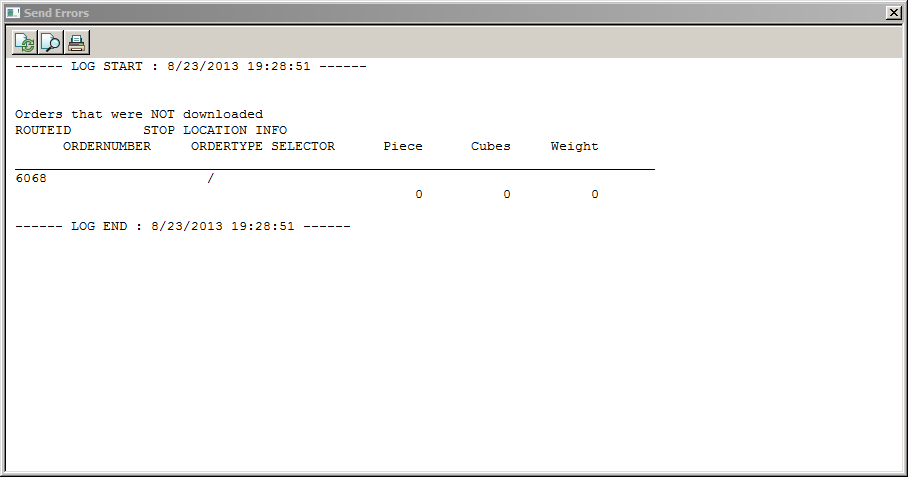
# End of Job Error during Send Orders

**PROBLEM:**

The Transportation Suite displays the following message during Send Orders.



Also the following Error will be seen if the “Send Breaks/ Waits/ Layovers” is checked.

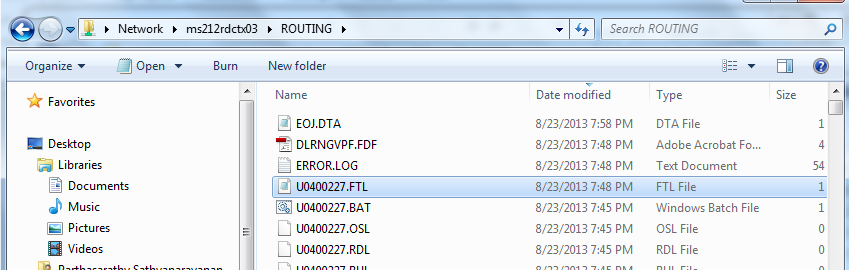


**SOLUTION:**

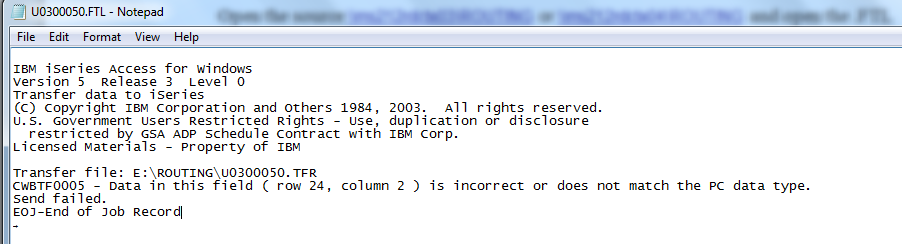
The issue may be due to a junk record in ORDERS.S

Get the Citrix server name, the user if connected while uploading orders from Routing Interface.

Open the server [\\ms212rdctx03\ROUTING](file://ms212rdctx03/ROUTING) if he is connected with server 03 and open the .FTL file.

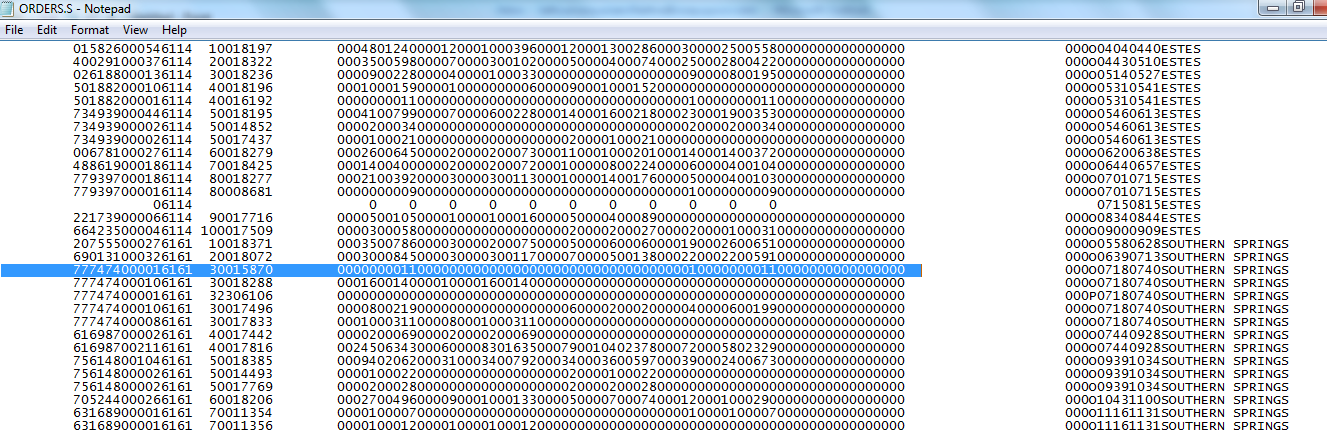


Identify the Row that is causing the issue. Here the Row 24, has an issue.



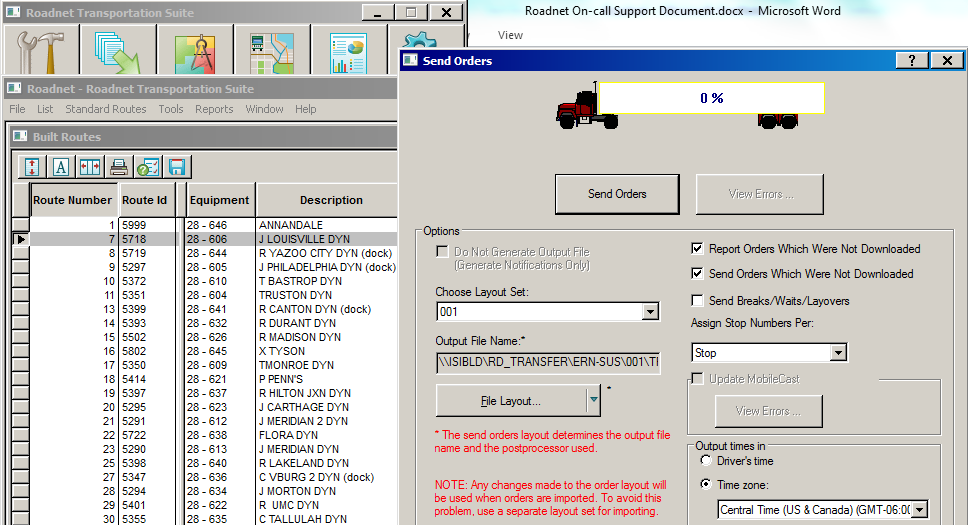
Identify the row from the ORDERS.S file - [\\isibld\rd\_transfer\ERN-SUS\059\TRANSFER](file://isibld/rd_transfer/ERN-SUS/059/TRANSFER).

Request the user to remove the particular order (Order Number is pointed below) and resend the orders.



The same EOJ Error may also come if the user is having the option “Send Breaks/ Waits/ Layovers” checked, when sending the orders.

At this time, we need to ask the user to uncheck the option and then resend the orders. If the option is checked, only then we will see the records with only Zeroes inserted in the ORDERS.S file. Refer the above screenshot, where you will see the record with zeroes, which was because the user had the “Send Breaks/ Waits/ Layovers” checked. On unchecking it, the resend orders was successful.



# Issue in saving the session in Transportation Suite

**PROBLEM:**

The user trying to save the session, it takes close to 15-20 Minutes, sometimes it never allows. It’s an OLD issue, not exists now.

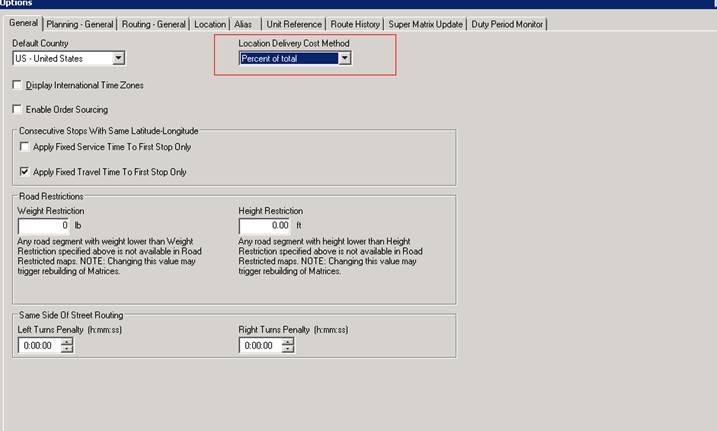
**SOLUTION:**

As of now looks like, the issue is due to the update on Location Delivery Cost Method and still ROADNET is analyzing to confirm the reason.

ROADNET looked into this issue and informed that the Location Delivery Cost Method option was causing this issue. On verification we confirmed 013- Baltimore and 067- Houston are the only companies having this option turned on to ‘Percent of Total’ whereas other companies have ‘None’ against this option..

We have now reverted this option back to ‘None’ for both the companies and confirmed that the sessions are saved quickly. ROADNET also confirmed that even if this Option is turned On, the application should not take 15 to 20 mins to save a  session, so they are going to do the research from their side and will get back to us.

We are not sure if this option was changed by the OPCO or it got changed automatically after the ROADNET Upgrade. If it is a default setting after the Upgrade, then we need to know why it updated only for Baltimore and Houston.





# Issue in saving the session in Transportation Suite

**PROBLEM:**

Routing Interface ROADNETXX ID is disabled on the AS400.



**SOLUTION:**

This is nothing but the SUS AS400 service ID. CSG should have the access to unlock/enable this ID in the AS400 box.

If the CSG person is not aware, then Tech400 will be able to fix this issue.

# Back out Issue

**PROBLEM:**

SWMS tam came back saying they have backed out few routes in SWMS and they wanted ROADNET to send it again.

**SOLUTION:**

ROADNET have nothing to do with it.

Step 1: Confirm whether they have backed out on SUS side

Because the process:

SUS sends orders to ROADNET and router built the route and uploads it which then sends to SWMS via SUS (routing info updated). So we need to back out the routes on SUS too. Else when the router tries to resend the route again it will throw an error something like “routes already sent”

Step 2: Then ask the router to send those routes again or log in into the present day’s session in the ROADNET enterprise if the router is not available

Step 3: Then open Routing Module and go to List->Route->Built.

Step 4: Search the route and right click and select “send order”. Then click “Send orders” in the

Next popup.

Step 5: Then ask the router to click “Order Upload” in Routing Interface or do it by yourself by giving you the Routing Interface access. (Refer ROADNET user access heading for giving access)

# Config file missing in in any one of the server:

**PROBLEM:**

Not able to login into Routing Interface.

PLEASE SEE THE ERROR TO DIAGNOISE THE ISSUE



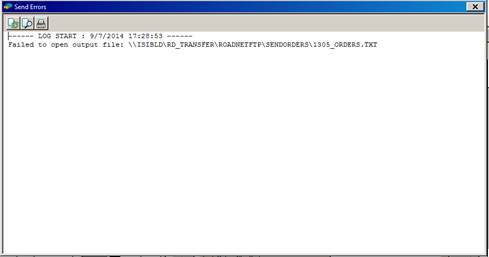
**SOLUTION:**

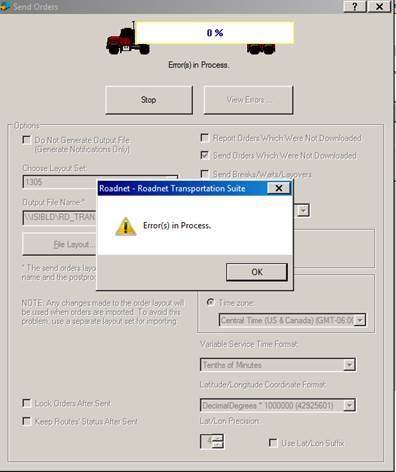
Get the router number from the userconfig.txt file. Any one of server will not have the CONFIG file for that particular router. Copy the CONFIG file from any server to the missing server.

# Unable to open the LAN for saving the ORDERS.S file after clicking the SEND ORDERS link

**PROBLEM:**

Not able to access the LAN path to save the order.s file after clicking the send orders link.





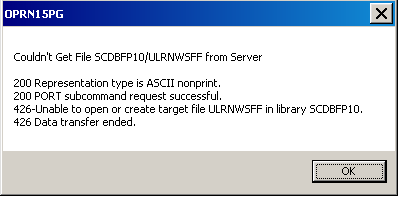
**SOLUTION:**

Users AD account (network id is locked). Unlock it by calling CSG.

# Database Lock (Data Lock)

**PROBLEM:**

Getting error while doing the order upload.



**SOLUTION:**

This is due to some lock in the database, request user to try the upload again after sometime.

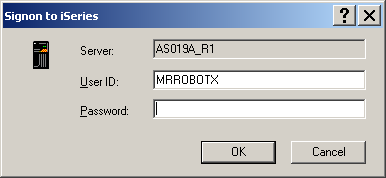
Questions;

Loss of settings in ROADNET- what is it? How the WPS file, is being backed up?

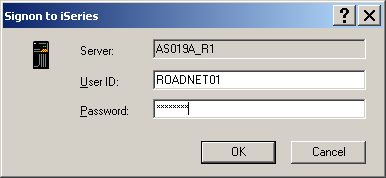
Ragav- When he did the data update, what tables were missed and what all should be covered?

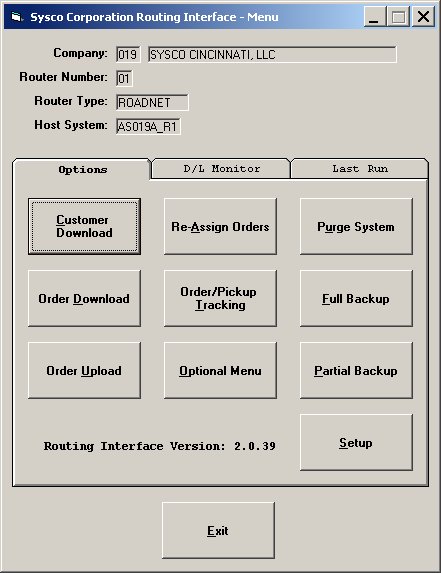
Repeated- Username/ password issue.

# FIX to update the correct User-id in the Routing Interface

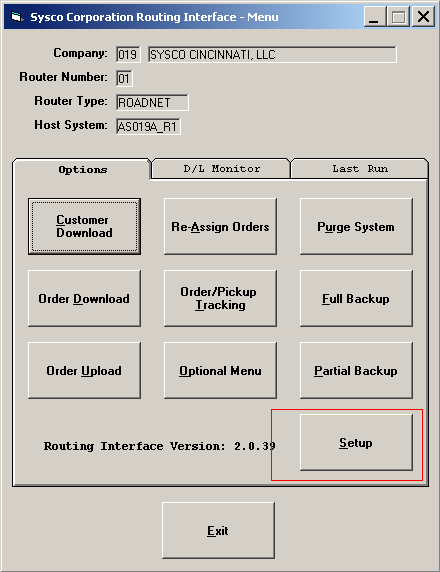
I

Step 1: Enter the correct User-id (ROADNETXX) and password until the Routing Interface is open. The application will ask the ID and password for at least 5 times.

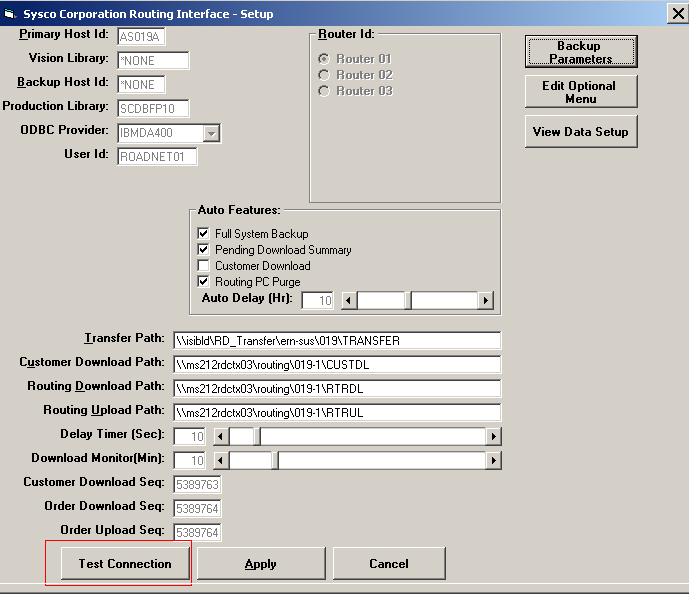


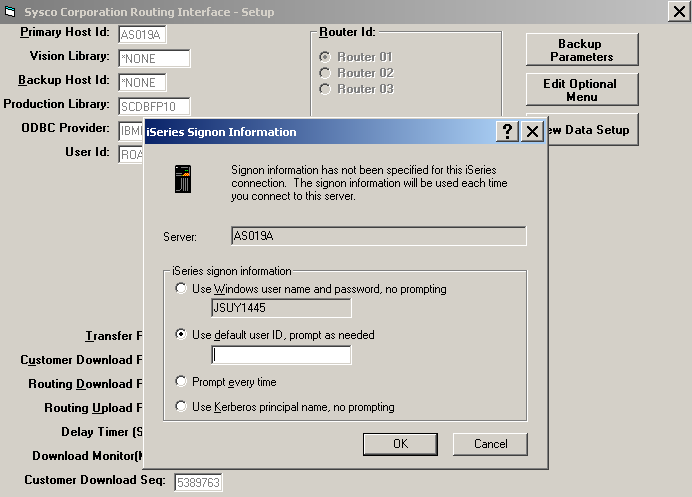


Step 2: Click the setup menu on the Routing Interface

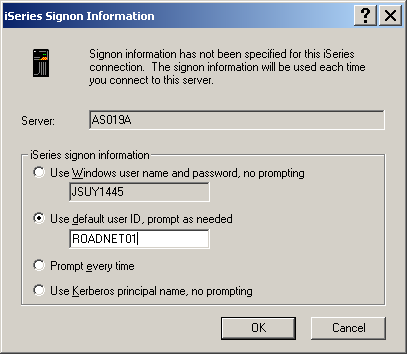


Step 3: Click on the Test connection option to get the Iseries signon information screen.

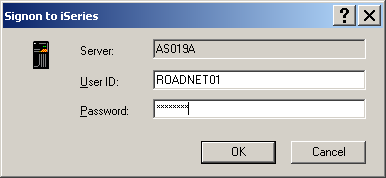


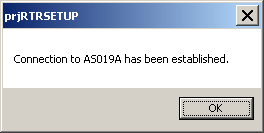


Step 4: In the iSeries Sign on information screen, enter the correct User-id (ROADNETXX) and click on ok.

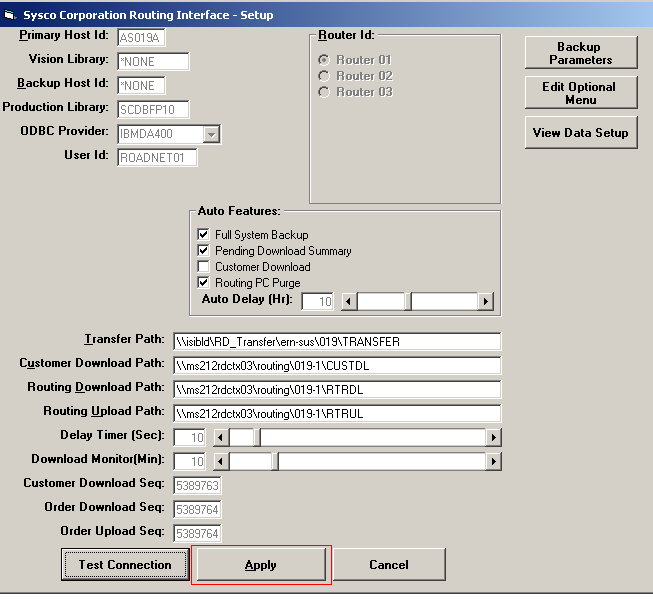


Step 5: Enter the password to login to get the Connection established message.





Step 6: Click Apply to save and apply the user-id for the routing Interface



# Routes were not flowing into SWMS because the routes were not unloaded into the routing interface

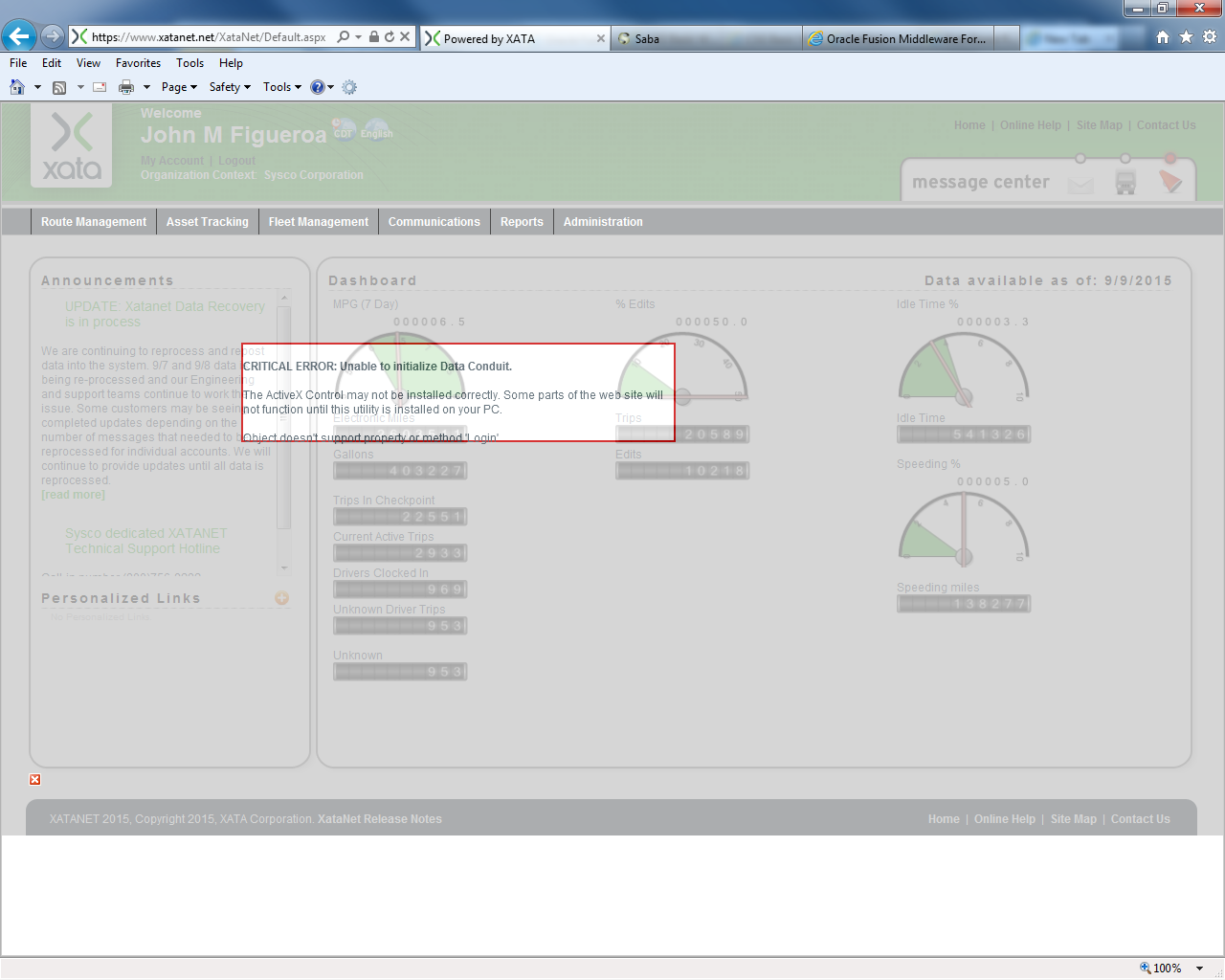
Router had sent the orders from ERN, but didn’t the upload the orders file from routing interface.

The first thing we have to check here is,

**A) SUS OPCOs:**

Check whether is there any ORDER.S file is available in the ISILON server [**\\isibld\rd\_transfer\ERN-SUS\xxx**](file://isibld/rd_transfer/ERN-SUS/xxx) **(xxx - OPCO#).** If the file is present, request router to upload the orders from routing interface. If the file is not present, then check with TSSA team for the OPSC20CL job.

# XATA Access issue – Unable to initialize Data conduit



INC000002859641 - XATANET ACCESS

Please assign this to **WPT** Team. Also, please note that we will not provide access to XATA, assign the XATA new access related incident to **account admin team.**

# Adding Users – A brief explanation

Let me brief about the DLs first,

ROADNET Enterprise users

* For accessing Enterprise ROADNET

000-212\_ROADNET\_users

* For accessing Enterprise ROADNET

000-Trans ERN-DL

* An Email DL which have all OPCOs routers ID.

            Citrix App – RI – Prod

* For accessing routing interface

1. I request you to please explain the significance of the above two steps( adding user in DL and creating home directory) and why it is needed ?
   * We need to add the user ID to the DLs so the icons will appear in the citrix (myoffice.sysco.com)
   * Earlier the profiles were stored in ISILON path along with file transfer. 18 months back we had major issue and found out that ISILON Is not capable of handling huge data. So we moved the profiles and maps to AP02 server
   * Since the profiles are moved to AP02 server the home directory needs to be created manually for new users
2. What are the DLs we should request account admin team to add\_ user  for ‘249 STG’,’DEV N+1’ ,’QA N’,’QA N+1’,’STG’,’DEV N’ environment ?
   * It should be ROADNET enterprise users XXX and citrix APP\_ RI XXX (XXX – non prod environment like STG, QAN, QA N+1, DEV N+1)
3. Where we should ask WSI team to create home directory for user for ‘249 STG’,’DEV N+1’ ,’QA N’,’QA N+1’,’STG’,’DEV N’ environment ?
   * For the non-prod environments the profiles are stored in respective ISILON servers (ISILEX & ISIHOU), no need to create a home directory for non-prod environment
4. If we have to give access to user for ROADNET interface in the following environments’249 STG’,’DEV N+1’ ,’QA N’,’QA N+1’,’STG’,’DEV N’

                 then which Citrix server’s userconfig.txt file  we should add users into ?

* Attached is the server list for all environments, I hope you received this excel during KT

1. What should be the format (OPCO number) while adding into userconfig.txt  file. Ex: ‘msin5209 101-1’.

Should we use any OPCO number while adding user into all the non-production boxes?

Mostly we will use OPCO# 056 (apra3135 056-1), check the respective citrix servers to know more about the OPCOs configured

# ROADNET USER ADDITION

**PROBLEM:**

Giving access to the Users in ROADNET. If the user is from SUS/Legacy OPCO he needs to add in Routing Interface too.

**SOLUTION:**

Assign it to Account Admin team for adding user’s ID in following ROADNET DL’s:

**For SAP/IDS OPCO Routers:**

* ROADNET Enterprise users
* 000-212\_ROADNET\_users
* 000-Trans ERN-DL

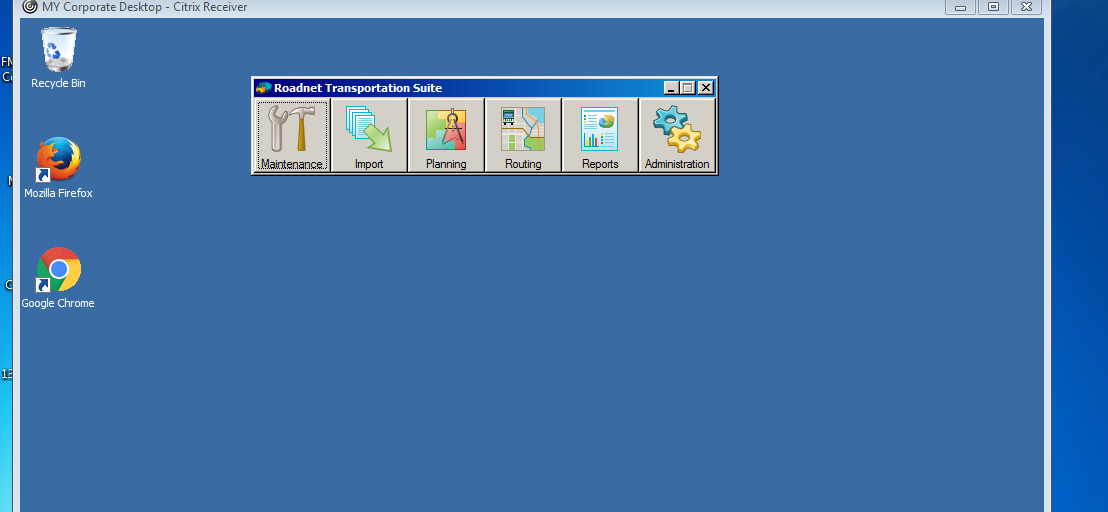
**For SUS OPCO Routers:**

* ROADNET Enterprise users
* 000-212\_ROADNET\_users
* 000-Trans ERN-DL
* **Citrix App – RI – Prod**

Once the above DL’s are added assign it to WSI team (windows infrastructure system) for creating home directory in the location [**\\ms212rdap02\rdclient$**](file:///\\ms212rdap02\rdclient$)for the same user ID.

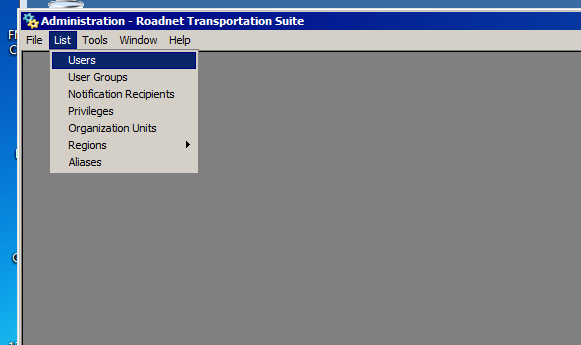
After home directory is created we need to add the user in ROADNET enterprise.

**Step 1: Log in into the Citrix and go to ROADNET Enterprise.**

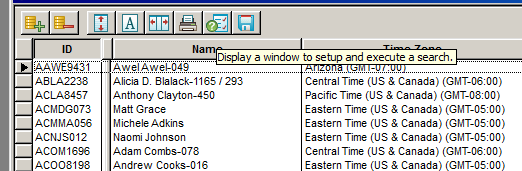


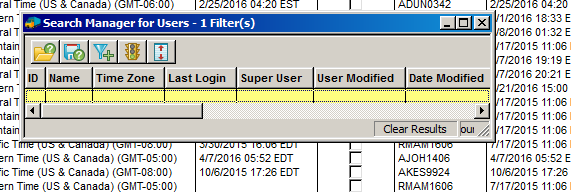
Step 2: click on the administration button.

After that click on the “list” drop down and after that click on Users.

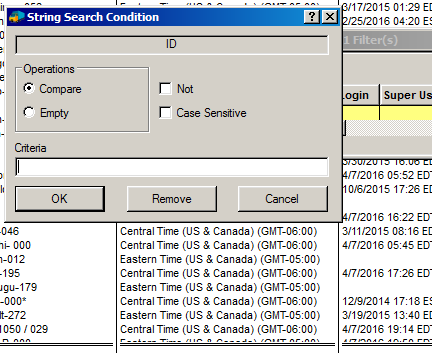


Step 3: Search for the user.

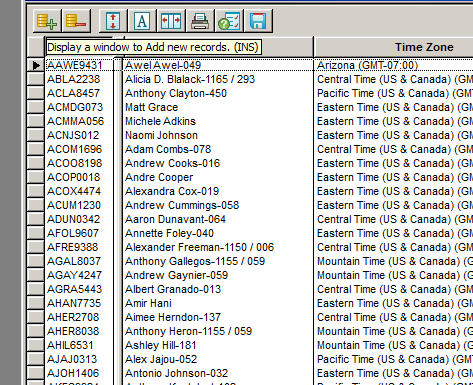




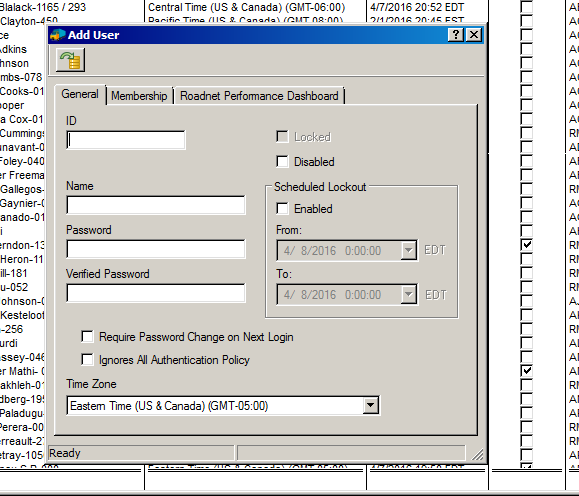
🡪Double click on the yellow line on any attribute to search.



Step 4: If the User is not present then we need to add the user.



* Fill the general details first. Then give the membership i.e., giving the user the required access.

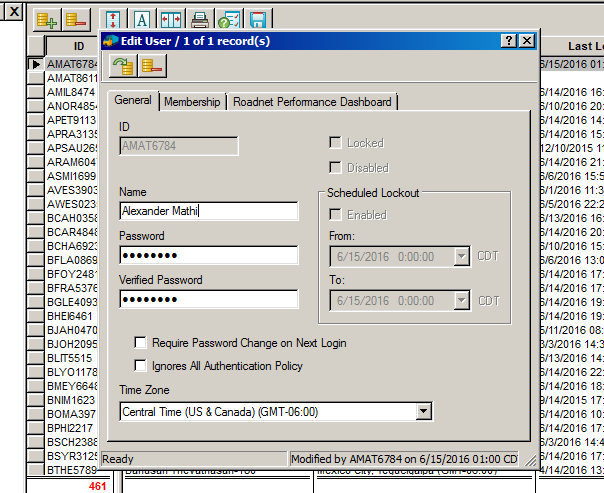


* EX: ID: {User ID} i.e. amat6784

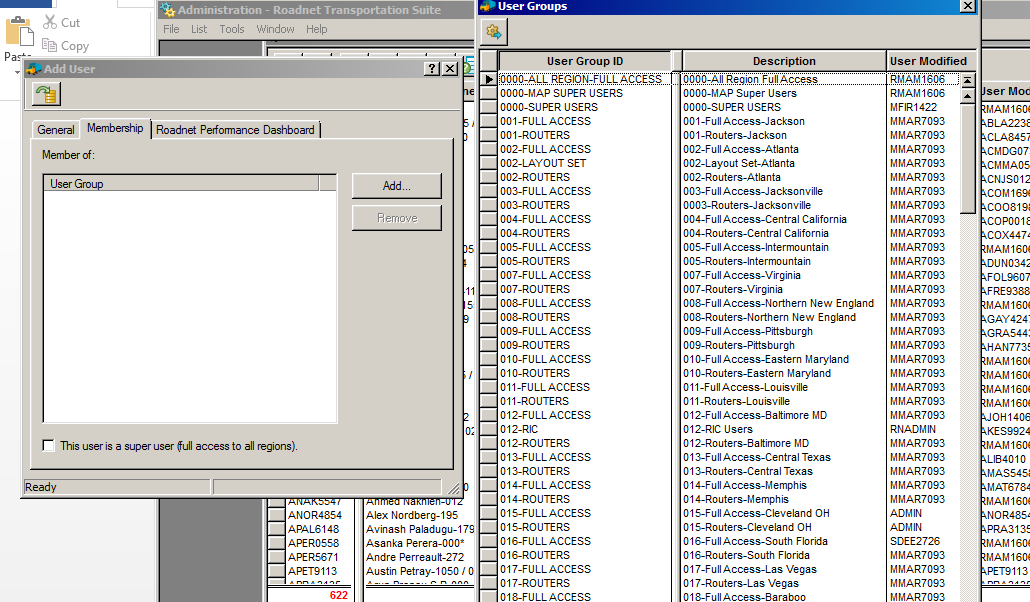
Name: {First\_Name Last\_Name} i.e. Alexander Mathi

Password: sysco123

Verified password: sysco123



* Then go to the membership Tab, click on Add and then select the respective access for the user.
* If he is from OPCO 050 and he need a router access then select 050-ROUTERS/ Supervisor access is 050-FULL ACCESS and the save the item.



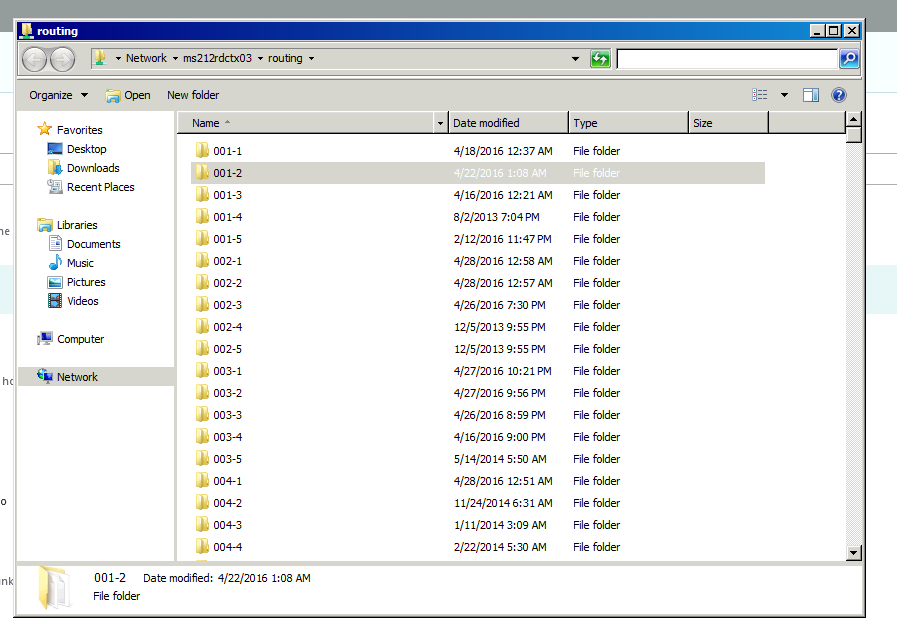
After this step, the user will be added to the ROADNET ENTERPRISE. Mail the user you added with his respective credentials if he is from SAP or Canadian OPCO.

If the user is from SUS then he/she needs to be added in the routing interface as well. Please follow the below steps.

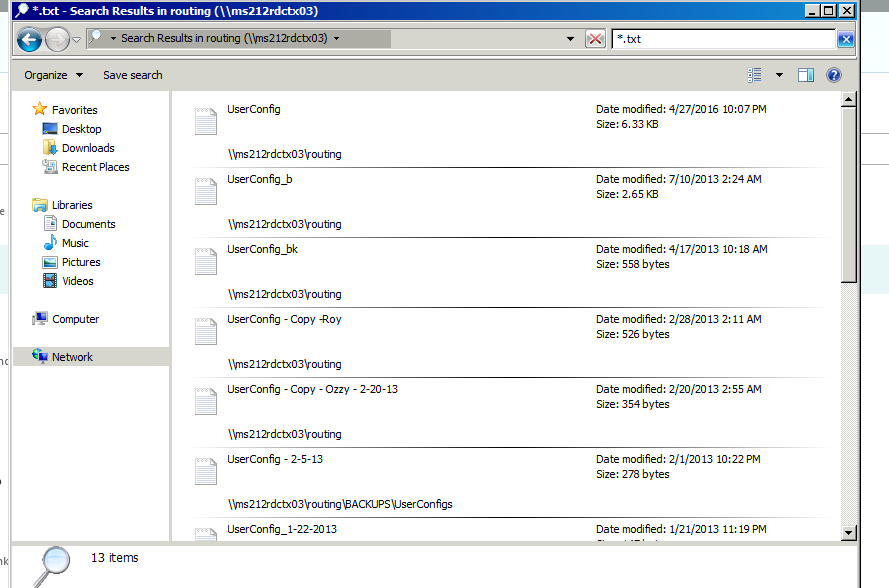
Step 1: Go to the corporate desktop in CITRIX and run the below link.

[\\ms212rdctx03\routing](file:///\\ms212rdctx03\routing)

It will open the 03 server. There are ten CITRIX servers. Starting from 01 to 08 and 11, 12.



Step 2: in the search tab, search for \*.txt file.



* Double click the UserConfig file
* Add the user id in this file after checking if that user is already there or not. If there, no need to add again!
* It should be as in the below format.

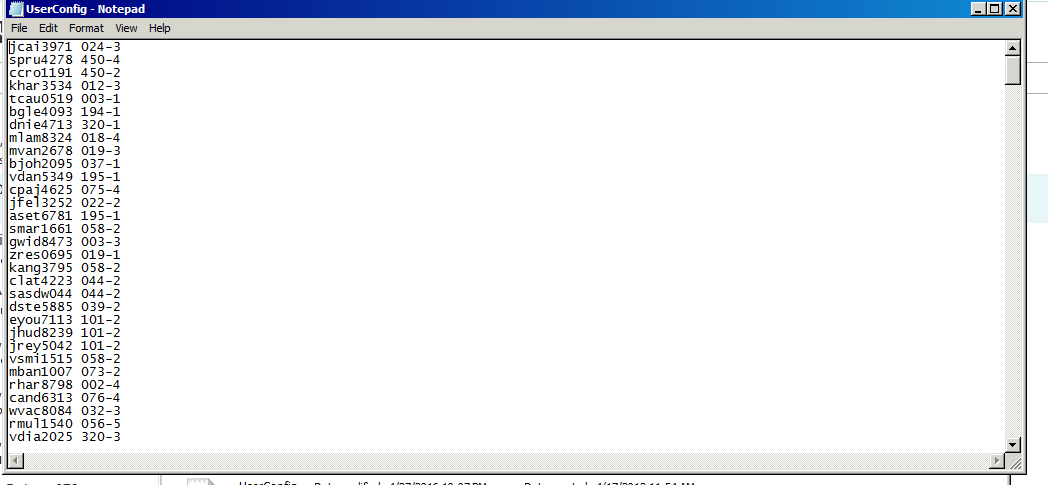
If you want to add user ‘amat6784’ from OPCO 050 then insert a line ‘amat6784 {OPCO Name}-(Router Number\*)’ EX: amat6784 050-1/2/3/4/5

* Ask the user as which router he wants to be added for the OPCO and then add him. It should be from 1 to 5.
* If you add user like amat6784 050-1

Then credentials will be like

Default user ID: ROADNET01

Password: mrrobot5



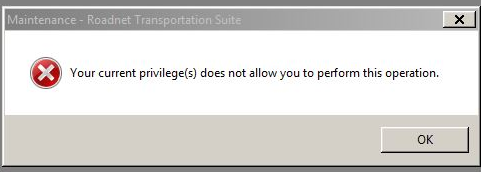
* Step 3: Repeat step 1 and 2 for all other the eight servers by opening UserConfig file and adding <UserID> <OPCO number>-<Router Number>

# Giving Full access to Router

**PROBLEM:**

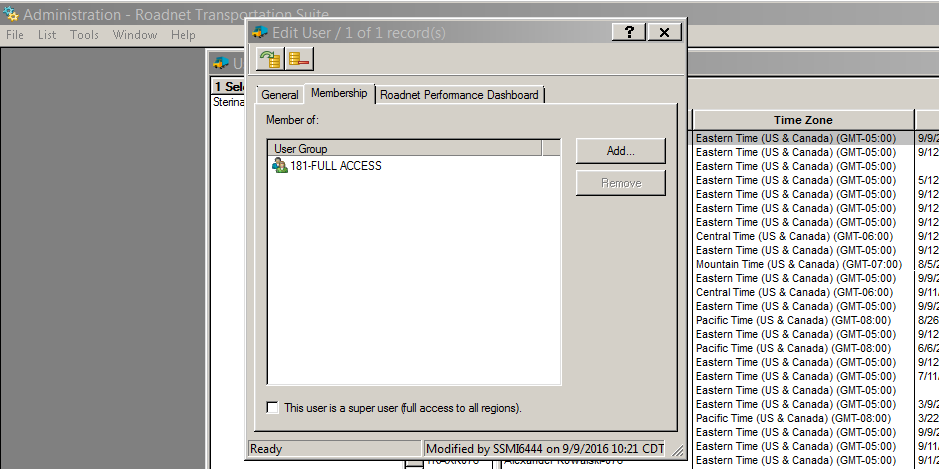
INC000004235344 Sysco Calgary (181) is requesting the addition of a staff member to access ROADNET and to “My Sysco Truck” (Transportation access)

User was getting the following error when trying to access Maintenance screen. (Your currentlow privileges does not allow you to perform this operation.



**SOLUTION:**

User was setup as 181-Routers. This was changed to 181-Full Access. PFB



# SCOPS cannot access ROADNET

**PROBLEM:**

Most of the time we will get an issue like SCOPs cannot access ROADNET.

**SOLUTION:**

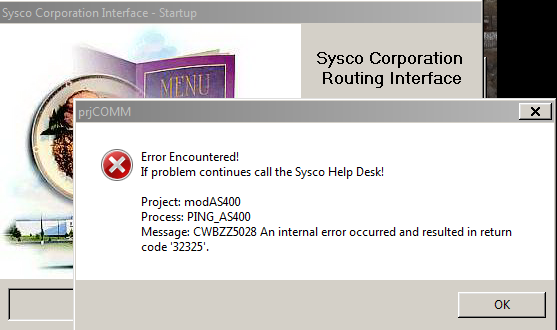
If it is for ROADNET ENTERPRISE applciation :

1. **Login error:**
   * User may be trying the wrong credentials.
   * Go and change the password of the user in ROADNET Enterprise.
   * Go to Administration->List->Users->Search for user ID and change is password (Refer ROADNET user additon doc)
   * Give user the new password.
2. **Apllication Not loaded from Citrix:**

* Route the ticket to Citrix Platform team.

**If it is for Routing Interface Application:**

**The screenshot may be like password in the default user id filed.**



**Temporary Fix:**

Ask the user to disconnect from the Citirx that he/she has been connected with and then ask him/her to relog in again into Citrix to open the Routing Interface application.

**Permanent Fix:**

**Ask the user to log of from his Citirx. (Note : Log off not disconnect)**

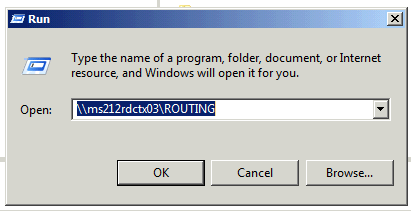
Get the following three details.

1. Default User ID, i.e ROADNET01/02/03/04/05
2. Citrix server he has been connected with (ms212rdctx03/../08 and ms212rdctx11/12)
3. User’s OPCO (you can get from the ticket itself)

We are going to replace two files from one server (any other) to corrupted one.

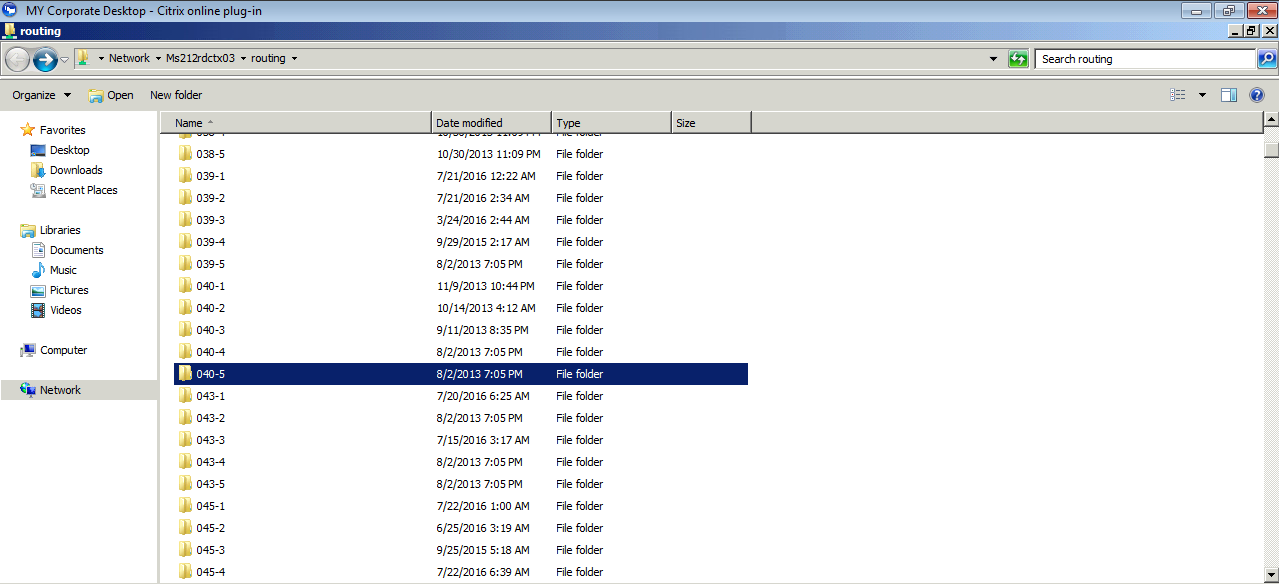
**Step 1 .Then go to the citrix server**

Go to Start->Run-> type \\ms212rdctx <serveruser is connected with> .i.e. if user is connected to server no ms212rdctx03 then type [\\ms212rdctx03\routing](file:///\\ms212rdctx03\routing)



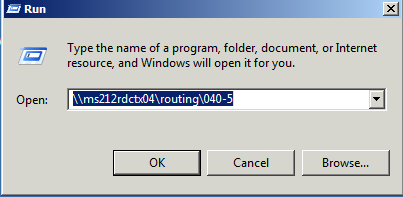
**Step 2 . Then go to the folder with respect to OPCO and default user ID.**

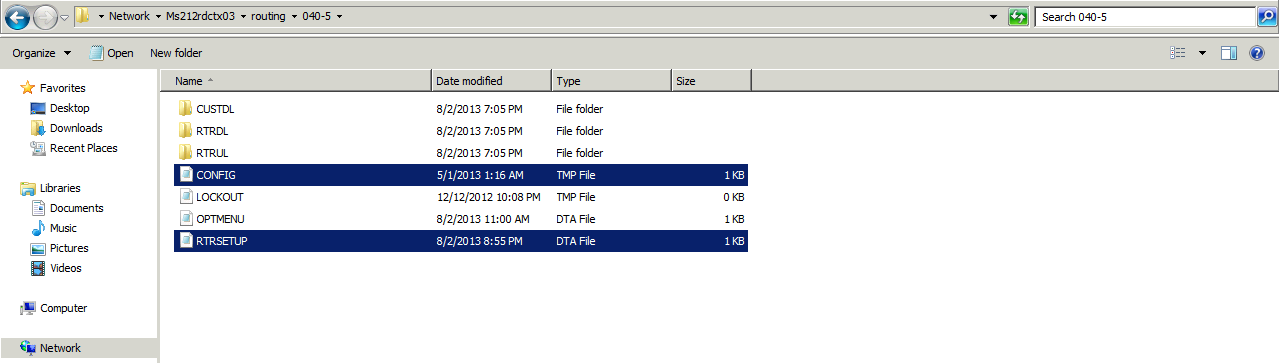
In the below screenshot I have selected OPCO 040 and Default user ID 5



**Step 3: Open the same folder in another server.**

I opened 040-5 in the server 04



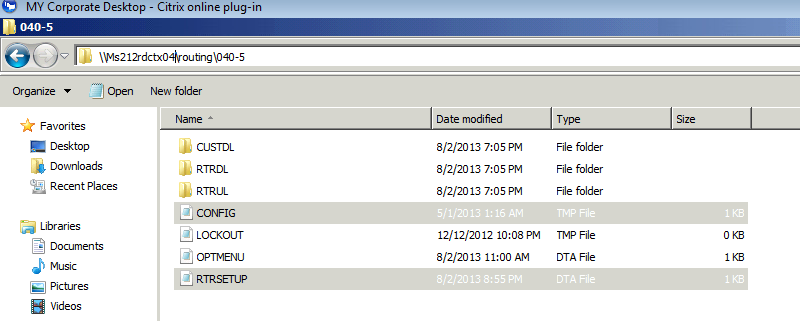


**Step 4. Copy the config file from the server and paste it in the corrupted server.**

I copied config file from the folder [\\ms212rdctx04\routing\040-5](file:///\\ms212rdctx04\routing\040-5) to [\\ms212rdctx03\routing\040-5](file:///\\ms212rdctx03\routing\040-5). The file will be replaced in 03.

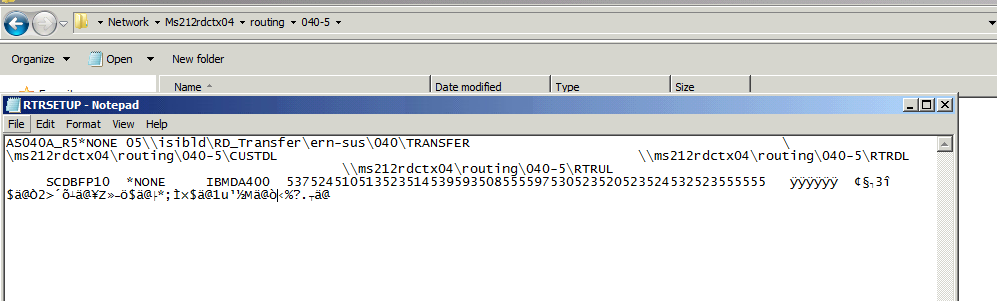
**Step 5. Copy the RTRSETUP file from the server and paste it in the corrupted server.**

I copied RTRSETUP file from the folder [\\ms212rdctx04\routing\040-5](file:///\\ms212rdctx04\routing\040-5) to [\\ms212rdctx03\routing\040-5](file:///\\ms212rdctx03\routing\040-5). The file will be replaced in 03.



**Step 5. Open RTRSETUP file in the server which is corrupted.**

If you open it you will find the following data.



**Step 6. Replace the server name instead of the server name from which we copied this file and save (CTRL+S).**

In this I replaced [\\ms212rdctx04](file:///\\ms212rdctx04) with [\\ms212rdctx03](file:///\\ms212rdctx03) .

**Step 7. Ask the user to log in into Citrix (myoffice.sysco.com) and ask him/her to open the Routing Interface.** User will be able to log in.

# RAODNET Column Mixed Up

**PROBLEM:**

The Column or window settings saved by user in the ROADNET ENTERPRISE application is corrupted.

**SOLUTION:**

1. Check with the user if its his “columns” mixed up or the “windows settings”.
2. Most likely the issue would be due to the settings file being corrupted. Go to [\\ms212rdap02\rdclient$](file:///\\ms212rdap02\rdclient$); then go to the specific user folder having the issue
3. If it’s the columns position messed up, rnedrte.cps is the file that needs to be replaced.
4. If it’s the windows settings, rnedrte.wps will be the file to be replaced.
5. Ask the user if there is another router from whom this file can be copied.
6. Once done, ask the user to totally log off from his citrix. There is a citrix receiver icon which would list the open connections; though he might have claimed to have logged off. Make sure there are zero connections. Once he re-logs in, he should be able to see the settings restored.

**PS: We need to ensure these are being backed up – currently it doesn’t look like or we don’t know the folder where its backed up but copying from other user’s settings should be the last resort.**

# Cannot download orders /frmADDRTR error

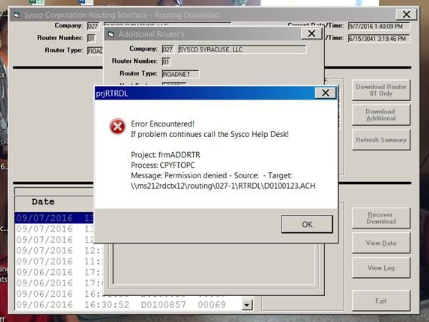
**PROBLEM:**

If the user gets the following error:

frmADDRTR

CPYFTOPC

This could probably be b/c the AS400 connection is lost from RI.



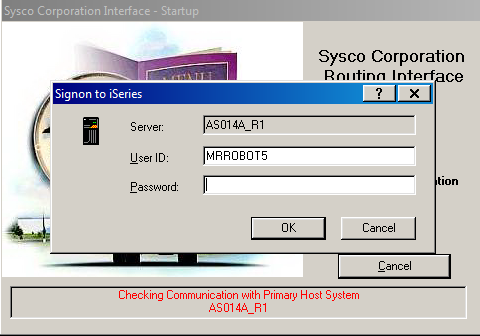
**SOLUTION:**

Please ask user to log off and login again and he should be able to download the orders.

# Password mrrobot is coming as default user ID

**PROBLEM:**

INC000004303234 – user incorrectly gave his password as user id in Routing Interface



**SOLUTION:**

There is a bug with RI, it sometimes accepts whatever the user provides as the user id and allows him to login but prompts him multiple times for every activity. User mistakenly gave his mrrobot5 as the user id and ROADNET04 as the password; RI prompted him to enter his creds before proceeding with any activity. This usually implies the config.tmp file has been corrupted. You can delete this file and the user will be able to login again.

# Some orders are not sent to SUS

**PROBLEM:**

INC000004302674 – routes not flown to SWMS/SUS

Route# 1101 was sent from ROADNET and not uploaded from routing interface. Later user sent another batch which overwrites the file which has route# 1101. So route# 1101 was not reached SUS/SWMS

**SOLUTION:**

1. Check the route in ROADNET for that day’s session. In this case, route was present under built routes in ROADNET.
2. Check the route# for that routeid (4 digit). Check the route# in List-> orders. This will show you the orders that are on that route.
3. There is a sent checkbox, which will say if the route was sent and when. Once the user hits send orders, the orders.s file is placed in the isibld lan path ([\\isibld\rd\_transfer\ERN-SUS\<OPCO>\TRANSFER](file:///\\isibld\rd_transfer\ERN-SUS\%3copco%3e\TRANSFER)).
4. Now, the router needs to upload the orders from RI. If the user has uploaded the orders these should be available in a batch file in [\\ms212rdctx12\ROUTING\450-3](file:///\\ms212rdctx12\ROUTING\450-3)

* CUSTDL – for customer download
* RTRDL – for route Download
* RTRUL – for order/route upload

1. In this case, we checked the RTRUL in all the 8 citrix server 03 thru 08 and 11,12 with file as yesterday’s date and checked the route. None had the route; so it perhaps meant the orders file was not uploaded from RI by the router.

# Printer Related issue

**SOLUTION:**

To install, to change the printer, to change the settings Transfer the ticket to the CITRIX PLATFORM TEAM.

# Error while importing orders or to change default layout set of an OPCO

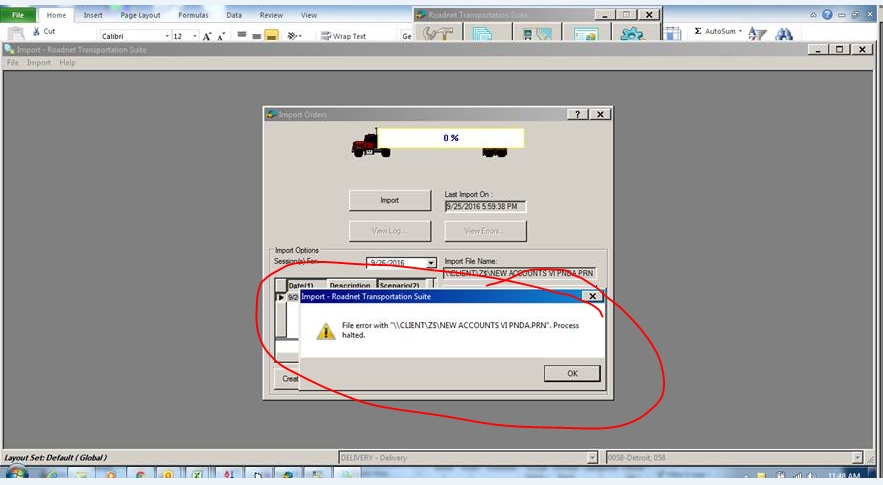
**PROBLEM:**

If user get any error as in the screeshot while importing orders..Process Halted do the following steps. Refer INC000004347787.

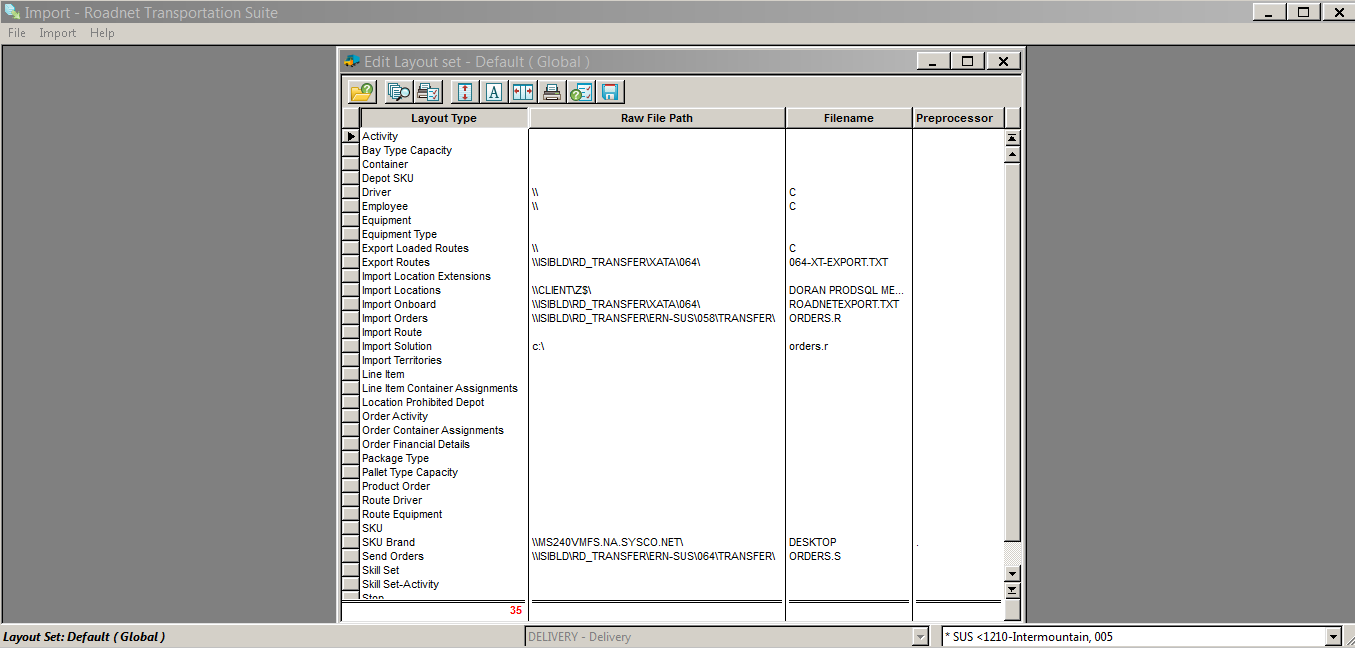
**SOLUTION:**

As same as we see the “Export File name” in send orders screen we should check the “Import File Name” while importing orders and customers.

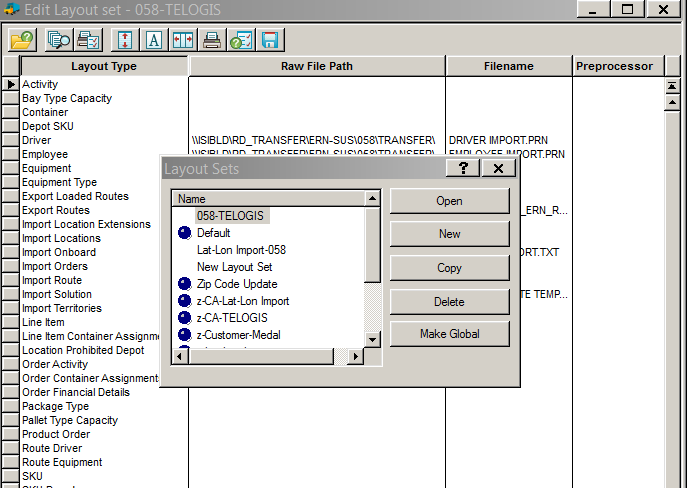
If it is not [\\isibld\rd\_transfer\ERN-SUS\**OPCONUMBER**\TRANSFER\order.r](file:///\\isibld\rd_transfer\ERN-SUS\OPCONUMBER\TRANSFER\order.r) then please verify the layout of the OPCO by doing following steps.



1. Open ROADNET Enterprise using user’s ID and password (get it from user) or take user’s system remotely.
2. Go to Import->setup in the Import Module.
3. Following window will OPEN



1. In this select open layout set. (the first folder icon)
2. Select OPCO number- TELOGIS in the next window as it is the new layout set modified for the OPCO.



1. Click OPEN.
2. Then the “import file name will be changed” as [\\isibld\rd\_transfer\ERN-SUS\058\Transfer\Order.R](file:///\\isibld\rd_transfer\ERN-SUS\058\Transfer\Order.R)
3. Now the user can import the orders.

**RECENTLY FACED ISSUES**

# Etime Related issue

**PROBLEM:**

INC000005413092– I hope I have the correct IT support location. We always get Etime at 7:30pm every Sunday night. As of 8:50pm it is still not available. Please advise.

**SOLUTION:**

Etime related issues will be handled by the HR team. Please transfer it to L2-HR-Payroll.

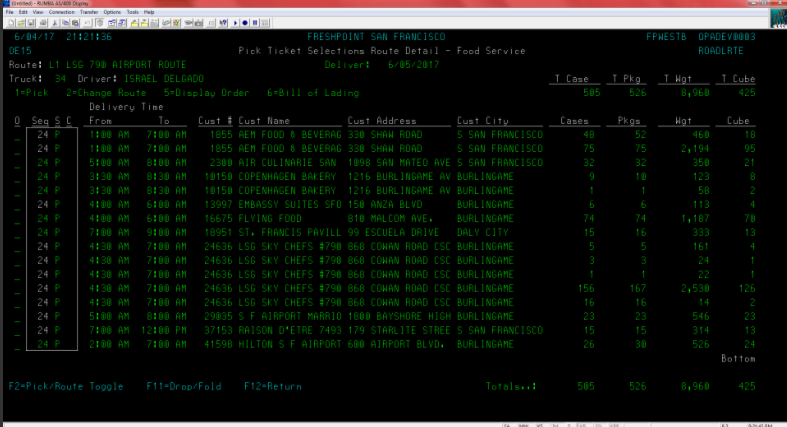
# Sequence Numbers in RoadNet are all the same-FP OpCo

**PROBLEM:**

INC000005412927– user states that all of the customer sequence numbers in Roadnet are comig out the same

**SOLUTION:**

* + - 1. Get the screenshot from the user. Since this is a freshpoint opco we are transferring this issue to FP team.



* + - 1. Transfer the issue to the Freshpoint team Speciality App/Dev -FP. They will use only Roadnet enterprise. They will not use RI application.