

Orders not Processing through DDQ

Check Container Logs for Errors (Portainer)

Defect 88 NSHC FVAL

- Open and log into Portainer
 - Web Start
 - Start ‘SP Demand Manager’ under Main Applications
 - Click on ‘Administration’
 - Locate the Portainer tile and click ‘Open’
 - Log into Portainer
 - * Username and password can be found under the PSI directory of KeyPass
- Navigate to ‘Containers’ in the left-nav
- Verify that all necessary containers are healthy
- Check the ‘sp-bus’ logs by clicking on ‘sp-bus’
- Click on ‘Logs’
- Scroll to bottom of logs looking for errors/warnings
 - May need to increase lines from 100 to 1000 to see full log

TLG Viewer

- Open TLG Viewer
- Navigate to TCQ_SPPLA_S
 - Check recent ENQTIME for ‘DemandAgreement’
 - If recent ‘DemanAgreement’ found...
- Navigate to TCQ_SPPLA_R
 - Check for recent ENQTIME ‘AgreementLifeCycleEvent’
 - Check for recent ENQTIME ‘POElaborationRequest’
 - If recent ‘POElaborationRequest’ found, validate the SO matches the ‘DemandAgreement’ from previous step
- Navigate to TCQ_OD_S
 - Check recent ENQTIME for ‘SalesOrderPOL20D’
 - If recent ‘SalesOrderPOL20D’, validate that it has the same Order ID as item found in ‘POElaborationRequest’

Troubleshooting Options (If issues found in the above steps)

Scheduler

- Open the Scheduler (app)
 - If scheduler has not been installed, you will need to install through Web Start
- Check schedule for PSI_DDQ_WS_PPL_S
 - Check for errors
 - * Log into Scheduler with Admin account

- Click 'Scheduler' in top navigation
 - Select 'ConnectAsUser'
 - Enter password
- * Look through Stdoutput file
 - Check for multiple restarts by looking under the Restarts column
- Check schedule (plan)
 - Verify that DDQ-STD-Order-Scheduler is running
 - Verify that DDQ-STD-Master-Planner is running
 - Check for errors
 - * Log into Scheduler with Admin account
 - Click 'Scheduler' in top navigation
 - Select 'ConnectAsUser'
 - Enter password
 - * Look through Stdoutput file
 - Check for multiple restarts by looking under the Restarts column

Create Test Sales Order

[Click Here](#)

Final Solution

Had to perform a full stop/start by:

- Open a terminal connection to SP server
- navigate to '/srv/psibundle' directory `cd /srv/psibundle`
- run the 'stop.sh' shell script `./stop.sh`
- run the 'run.sh' shell script `./run.sh`