

AgreementLifeCycleError

Figure 1: AgreementLifeCycleError

Audit Sync

If the below error is produced and the order is not sending to OD, use the following steps to troubleshoot and resolve.

Verify Error

1. Check SCHEMA/MAT_ST table for the existing MAT_ST_ID (ID can be copied from the error message)

```
SELECT * FROM MAT_ST
WHERE MAT_ST_ID = '1129921';
```

2. Check for the MAT_ST_ID in the Demand Manager web application. Master Data > Material Master
3. Check PostgreSQL 'spplaappdm' DB to see if the Audit trail sync has failed. This can be done by running:

```
select * from materialmaster m
where id_code = '1129921';
```

4. In Oracle DB, query the CHANGEQUEUE table to check for responses that are not 200

```
SELECT * FROM CHANGEQUEUE
WHERE REMARK NOT LIKE '%200%';
```

5. Check PostgreSQL 'spplaappdm' DDQ DB AUDITSYNCSTATUS table to see if the table is out of sync

```
select * from AUDITSYNCSTATUS;
```

6. If the AUDITSYNCSTATUS table is out of sync, perform the below steps
 - a. Update the LASTSUCSESSEQUENCEID to the id under the ERRORMSG column
 - b. Change status from OUT_OF_SYNC to IN_SYNC

Solution

1. Delete all rows from the AUDITTRAILMESSAGE table in the factory-model db

```
delete from AUDITTRAILMESSAGE;
```

2. Run KMPCCAUDIT.RESETALL. This tells internal service in Oracle to forget everything that was already sent

```
BEGIN
KMPCCAUDIT.RESETALL;
END;
```

3. Check that the CHANGEQUEUE table is empty (Oracle DB)

```
SELECT * FROM CHANGEQUEUE;
```

4. Run KMPCCAUDT.DORESYNC. set endpoint from SP hostname

```
BEGIN
kmpccaudit.doresync('SPDManagerMasterData', 'http://xxxSPHOSTNAMExxx.sps.nucorsteel.local:2222');
END;
```

5. Check that the CHANGEQUEUE table is repopulating (Oracle DB)

```
SELECT * FROM CHANGEQUEUE;
```

6. Check PostgreSQL DDQ DB AUDITSYNCSTATUS table to see if the table is IN_SYNC

```
select * from AUDITSYNCSTATUS a;
```

7. Check the MATERIALMASTER table for missing ID (PostgreSQL DDQ DB)

```
select * from materialmaster
where id_code = '1129921';
```

8. In the Telegram View, under TCQ_SPPLA_S, re-enqueue the Demand Agreement