**XRS MBCN Dataloader Run Book**

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| Created By: | Sairam |
| Created On: | June 22nd 2018 |
| Version: | V0.1 |

**Scheduling**

The XRS MBCN Runs on the following schedule (US Central Time):

|  |  |
| --- | --- |
| **Frequency** | **EXPECTED END\_TIME** |
| XRS MBCN opalis policy will start once XRS MBUS master policy completed. | Depended on amount of data |

**User Communication**

If there is a delay in loading XRS MBCN Data, notify to users regarding to delay in data loading

**From:** BISupport  
**Sent:** Tuesday, June 19, 2018 4:03 PM  
**To:** Cognos Web Admin; MB Moncton - Paragon; MB Montreal - Paragon; MB Brampton - Paragon; MB Vancouver - Paragon; MB Calgary - Paragon; MB Winnipeg - Paragon; Gans Chuck; Gillis Alan; Miller James; Sanderson Kevin; Thomas Richard; XRSRouteNotify014; MB Orlando- Trans; MB Stockton Trans; XRSRouteNotify027; MB Atlanta- Paragon; MB Conroe- Trans Supervisors; MB Valley- Trans; MB Dickson- Trans; MB DFW- Trans; MB- Trans Mgrs; MB Moncton - Paragon; MB Montreal - Paragon; MB Brampton - Paragon; MB Vancouver - Paragon; MB Calgary - Paragon; MB Winnipeg - Paragon; MB Conroe- Trans Supervisors; MB DFW- Trans; MB Dickson- Trans; MB Fairfield- Trans; MB Fridley- Trans; MB Little Rock- Trans; MB Manassas- Paragon; MB Mason City- Paragon; MB Atlanta- Paragon; MB Orlando- Trans; MB Pompano- Trans; MB Baton Rouge- Trans; MB Salt Lake- Trans; MB StJohns- Trans; MB Stockton Trans; MB Valley- Trans; MB Harriman- Trans; MB Enfield- Trans; RH IT Service Center  
**Cc:** BISupport  
**Subject:** Cognos-XRS Data Refresh Delay MBCN- June 19th, 2018

We are currently experiencing delays loading XRS MBCN data into Cognos, all available resources are looking into the issue.

**General Information**

Main Policy Name: XRS\_Master\_MBCN\_MBSQL1

Main Policy location: RHPOISM1\RHPOIS09\Cognos\XRS\Prodmbsql1\ XRS\_Master\_MBCN\_MBSQL1

Logs: XRS MBCN Dataloader logs path

\\springfield\apps\Cognos\ETL\Java\logs\prod\XRSWebServiceDataLoader

**ISSUE#1 Failure Email - (FAILURE) RHPBIMOBSQL1 XRS-MBCN PROD XRS WebServiceDataLoader**

First check the log file to check why it is failing. Mostly DataLoader fails because the WebServiceCaller has been failing for hours and there is no source file for the DataLoader to find. Then we could see below exception in log file.

Error Description: [ERROR] 2018-03-11 10:04:17,208 webservicecallers.XRSWebServiceDataLoader2 - ERROR -IOException [Likely can't access source file to load or file does not exist] -

Please look into the WebServiceCaller for MBCN and ensure it is completing successfully. If WebServiceCaller for MBCN running for a long time or it got hanged then restart the opalis policy WebServiceCaller for MBCN. Steps to restart the opalis policy will be available in below URL.

<http://sharepoint/sites/BI/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fsites%2fBI%2fShared%20Documents%2fKnowledge%20Base%2fShared%20BI%2fXRS&FolderCTID=&View=%7b9F14C555%2d6535%2d4A1D%2d8D3A%2d64D2B44062D8%7d>

Once XRS MBCN data has been loaded again notify to users regarding to data availability.