



31 January 2022

OLGA Refresh Job Fail

What to do if they fail

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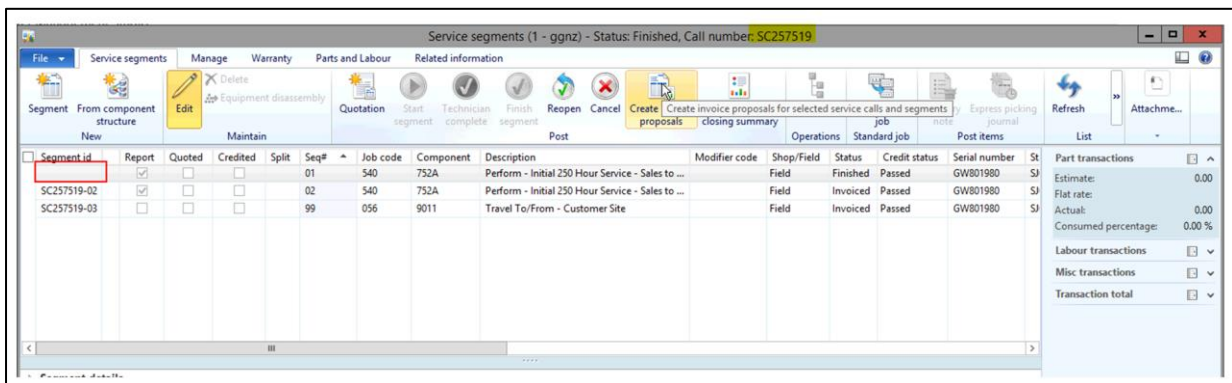
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OLGARefresh_Incremental Fail

If this fails – it is usually because a service call is missing the segment ID and can only be added back in via the AOT table.

Example:

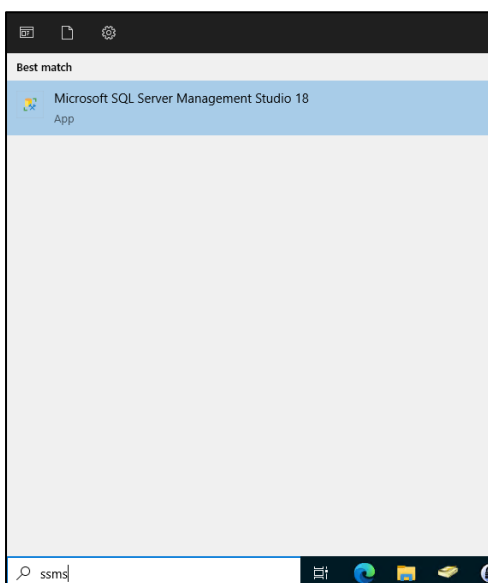


Segment id	Report	Quoted	Credited	Split	Seq#	Job code	Component	Description	Modifier code	Shop/Field	Status	Credit status	Serial number	St	Part transactions
SC257519-02	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	01	540	752A	Perform - Initial 250 Hour Service - Sales to ...		Field	Finished	Passed	GW801980	SJ	Estimate: 0.00
SC257519-03	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	99	056	9011	Travel To/From - Customer Site		Field	Invoiced	Passed	GW801980	SJ	Actual: 0.00 %

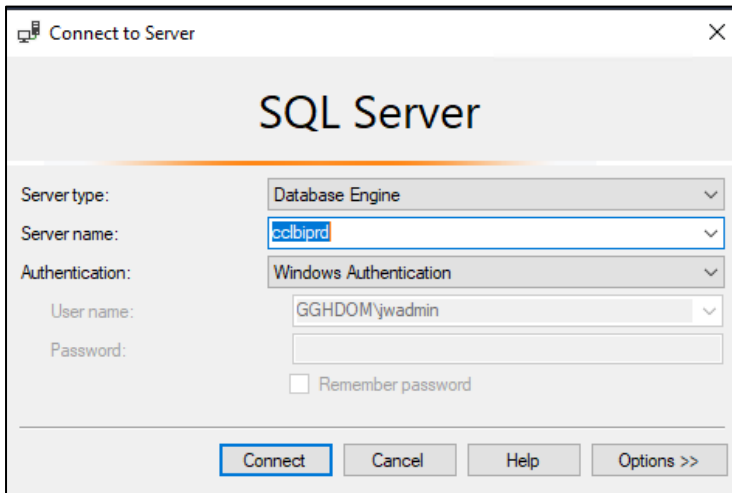
Fix:

To find out what service call it is:

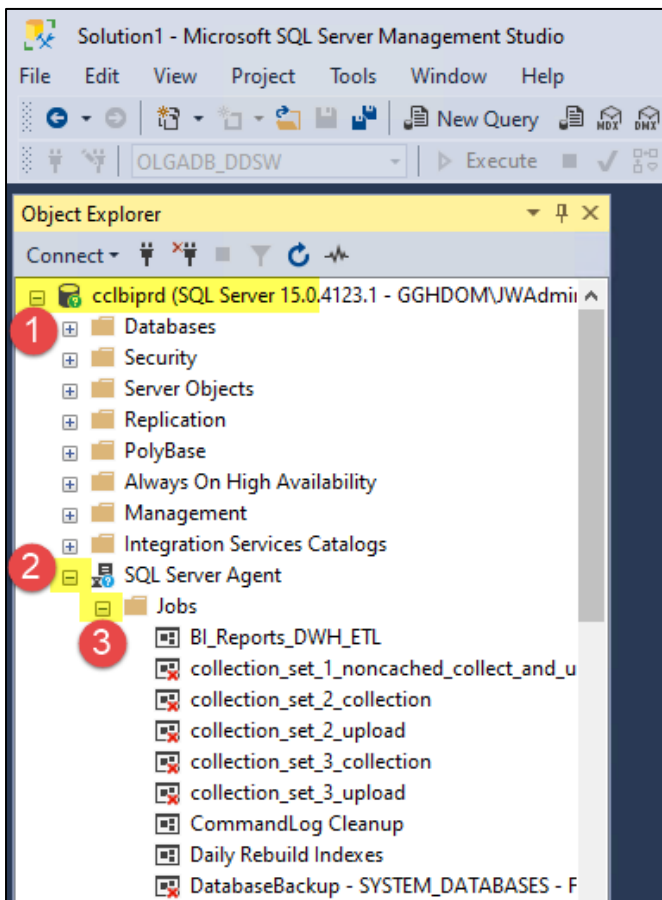
1. Open SSMS on Management server (CCLMGT01)



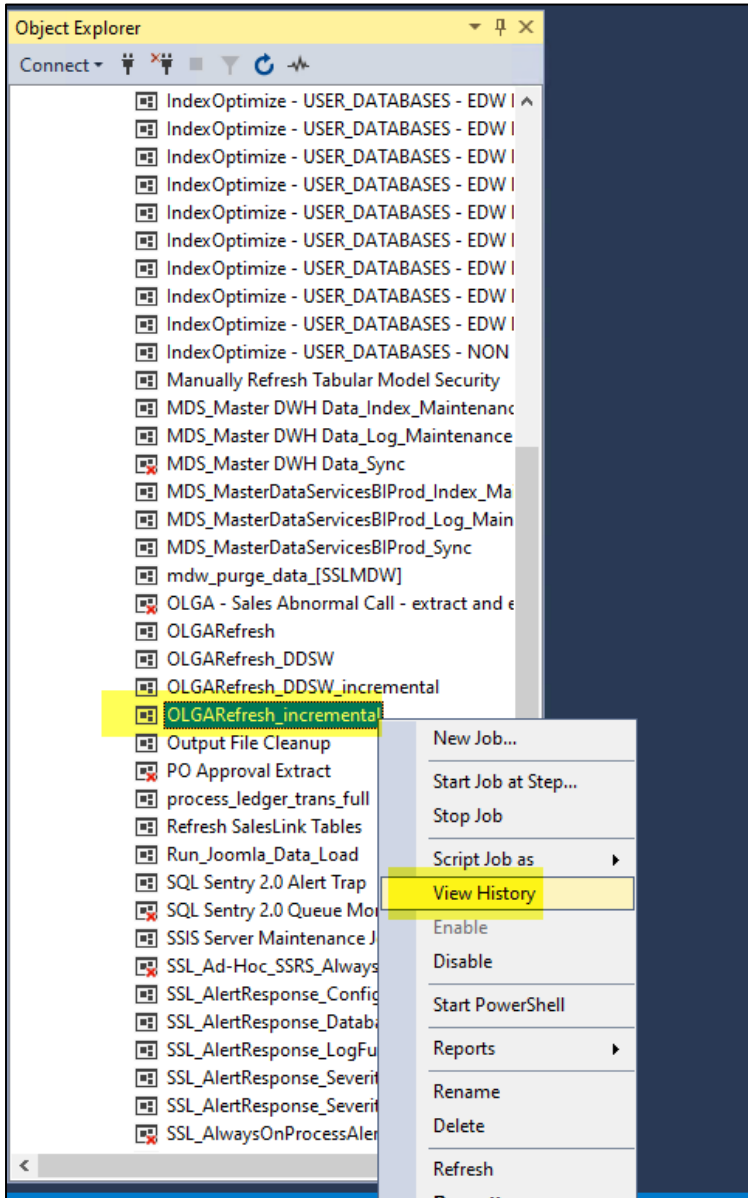
2. Connect to CCLBIPRD



3. Expand SQL Server Agent > Jobs



4. Right click on **OLGARefresh_Incremental** > View History



5. Expand the one with a red X
6. Select the **Step ID 2** line
7. Find the **Duplicate key value** is number (This number you will need for Next to locate the service call)

Log File Viewer - cclbiprd

Log file summary: No filter applied

Date	Step ID	Server	Job Name	Step Name	Notifications	Message
30/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
29/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
28/01/2022 9:52:31 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by User GGHDOM\JWAdmin. The last step to run was step 6 (ISIS - Dealer Hierarchy). The job was requested to start at step 1 (Delete duplicate equipment records).
28/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
27/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
26/01/2022 11:58:58 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by User GGHDOM\SLADMIN. The last step to run was step 6 (ISIS - Dealer Hierarchy). The job was requested to start at step 1 (Delete duplicate equipment records).
26/01/2022 10:21:19 pm		CCLBIPRD	OLGARefresh_incremental			The job failed. The job was invoked by User GGHDOM\SLADMIN. The last step to run was step 2 (RefreshOLGADB). The job was requested to start at step 1 (Delete duplicate equipment records).
26/01/2022 9:49:10 pm		CCLBIPRD	OLGARefresh_incremental			The job failed. The job was invoked by User GGHDOM\SLADMIN. The last step to run was step 2 (RefreshOLGADB). The job was requested to start at step 1 (Delete duplicate equipment records).
26/01/2022 9:05:30 pm		CCLBIPRD	OLGARefresh_incremental			The job failed. The job was invoked by User GGHDOM\JWAdmin. The last step to run was step 2 (RefreshOLGADB). The job was requested to start at step 1 (Delete duplicate equipment records).
26/01/2022 8:34:40 pm		CCLBIPRD	OLGARefresh_incremental			The job failed. The job was invoked by User GGHDOM\JWAdmin. The last step to run was step 2 (RefreshOLGADB). The job was requested to start at step 1 (Delete duplicate equipment records).
26/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job failed. The job was invoked by Schedule 79 (Incremental). The last step to run was step 2 (RefreshOLGADB).
26/01/2022 7:45:00 pm	2	CCLBIPRD	OLGARefresh_incremental	RefreshOLGADB		Executed as user: GGHDOM\OLGAJobRunner. Warning: Null value is eliminated by an aggregate or other SET operation. [SQLSTATE 01003] (Message 8153). Warning: Null value is eliminated by an aggregate or other SET operation.
26/01/2022 7:45:00 pm	1	CCLBIPRD	OLGARefresh_incremental	Delete duplicate equipment rec...		Executed as user: GGHDOM\OLGAJobRunner. The step succeeded.
25/01/2022 7:45:01 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
24/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
23/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).
22/01/2022 7:45:00 pm		CCLBIPRD	OLGARefresh_incremental			The job succeeded. The job was invoked by Schedule 79 (Incremental). The last step to run was step 6 (ISIS - Dealer Hierarchy).

Selected row details:

Date: 26/01/2022 7:45:00 pm
Log: Job History (OLGARefresh_incremental)

Step ID: 2
Server: CCLBIPRD
Job Name: OLGARefresh_incremental
Step Name: RefreshOLGADB
Duration: 00:17:15
Sql Severity: 14
Sql Message ID: 0
Operator Emailed:
Operator Net sent:
Operator Paged:
Retries Attempted: 0

Message:
Executed as user: GGHDOM\OLGAJobRunner. Warning: Null value is eliminated by an aggregate or other SET operation. [SQLSTATE 01003] (Message 8153). Warning: Null value is eliminated by an aggregate or other SET operation. [SQLSTATE 01003] (Message 8153). Cannot insert duplicate key row in object 'ODS_SVCSEGMENT' with unique index 'UIR_SVCSEGMENT_RECID'. The duplicate key value is (6536453425, 1). [SQLSTATE 23000] (Error 2601). Check if process started and if there isn't any not finished processes. [SQLSTATE 01000] (Error 0). Process is not started [SQLSTATE 01000] (Error 0). Check if there is an error in system. [SQLSTATE 01000] (Error 0). Create new process list. [SQLSTATE 01000] (Error 0). Set process start in config. [SQLSTATE 01000] (Error 0). Start process. [SQLSTATE 01000] (Error 0). The step failed.

8. Open Next
9. CTRL D to open the AOT table
10. Expand Data Dictionary

Microsoft Dynamics AX - Gough Group [CHCPRDAO502: Session ID - 3] - [4 - ggnz] - [AOT - \Data Dictionary\Tables]

File Edit View Build Debug Tools Version Control Command Windows Help

AOT

- Data Dictionary
 - Tables
 - Maps
 - Views
 - Extended Data Types
 - Base Enums
 - License Codes
 - Configuration Keys
 - Security Keys
 - Table Collections
 - Perspectives
- Macros
- Classes
- Forms
- Parts
- Data Sets
- SSRS Reports
- Reports
- Visual Studio Projects
- Report Libraries
- Queries
- Jobs
- Menus
- Menu Items
- Web
- Services
- Service Groups
- Workflow
- Security
- Resources
- Label Files
- References

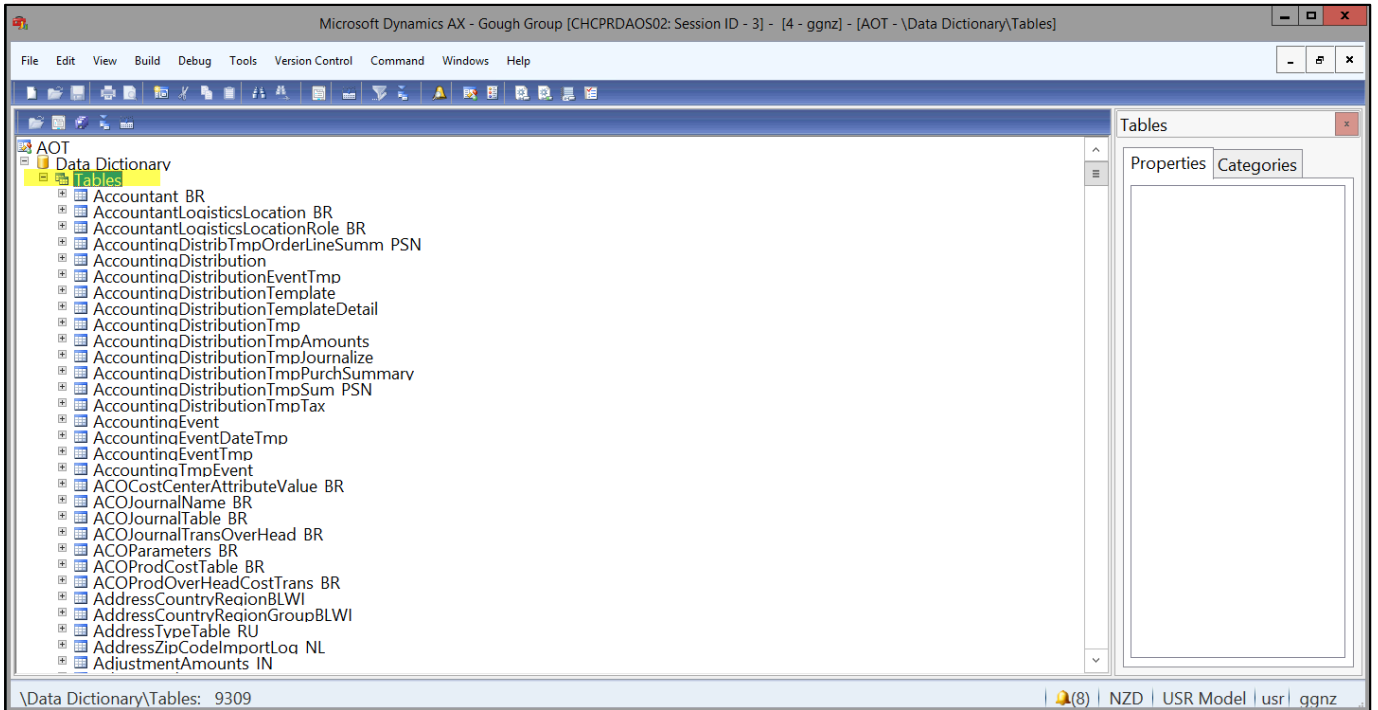
Tables

Properties Categories

\Data Dictionary\Tables: 9309

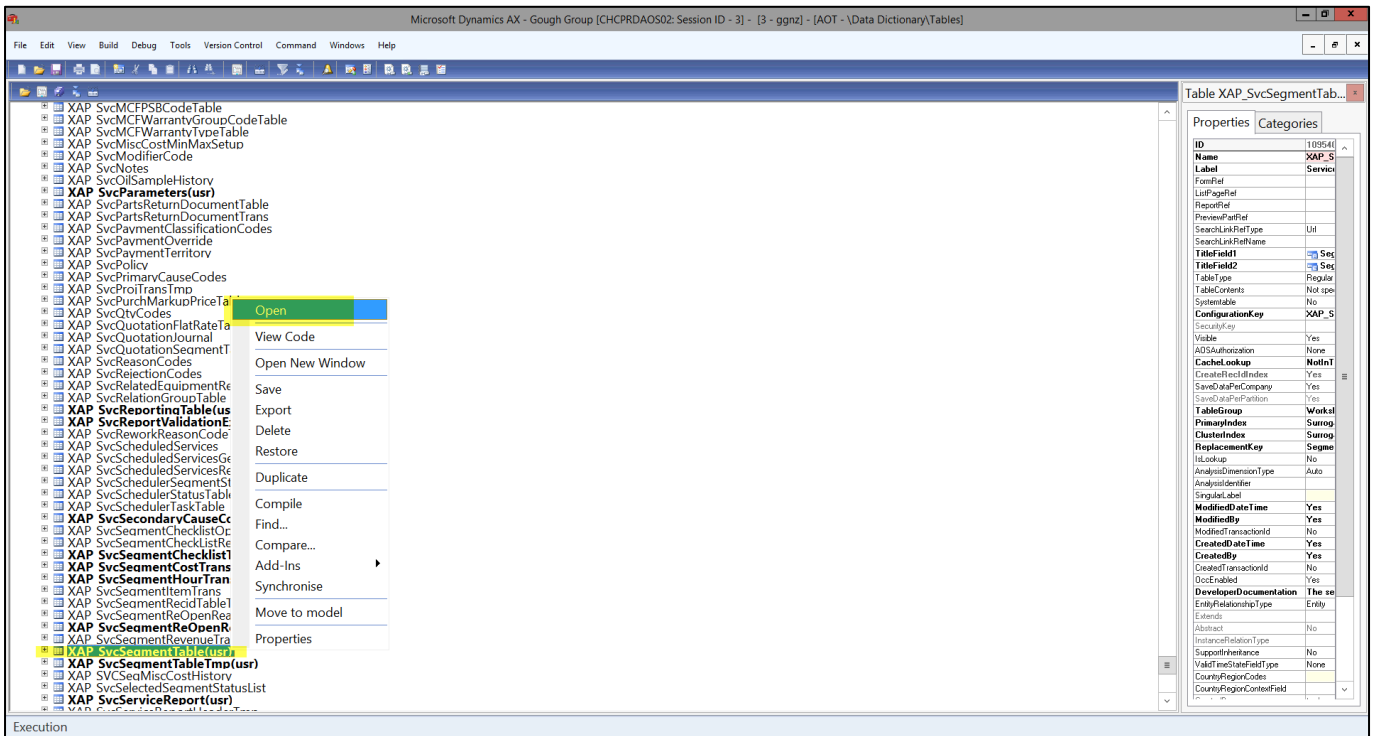
(8) | NZD | USR Model | usr | ggnz

11. Expand Tables

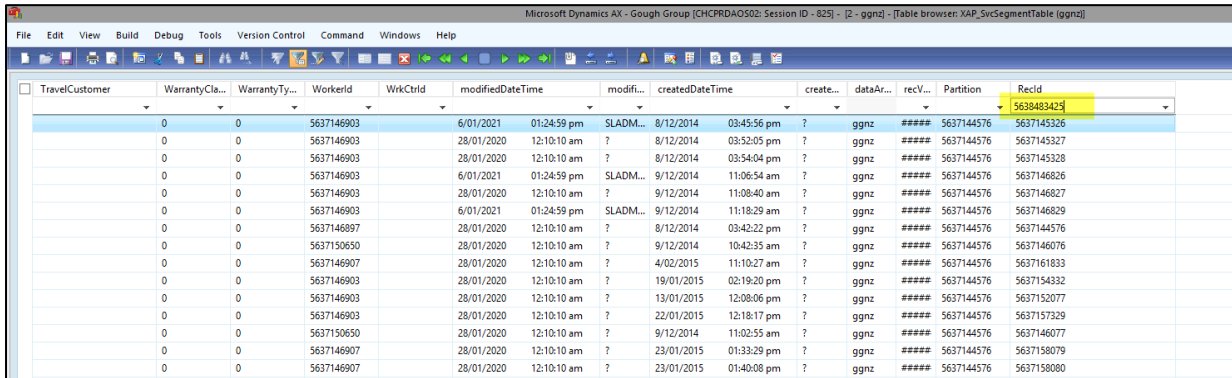


12. Find XAP_SvcSegmentTable(usr)

13. Right click on XAP_SvcSegmentTable(usr) > Select Open

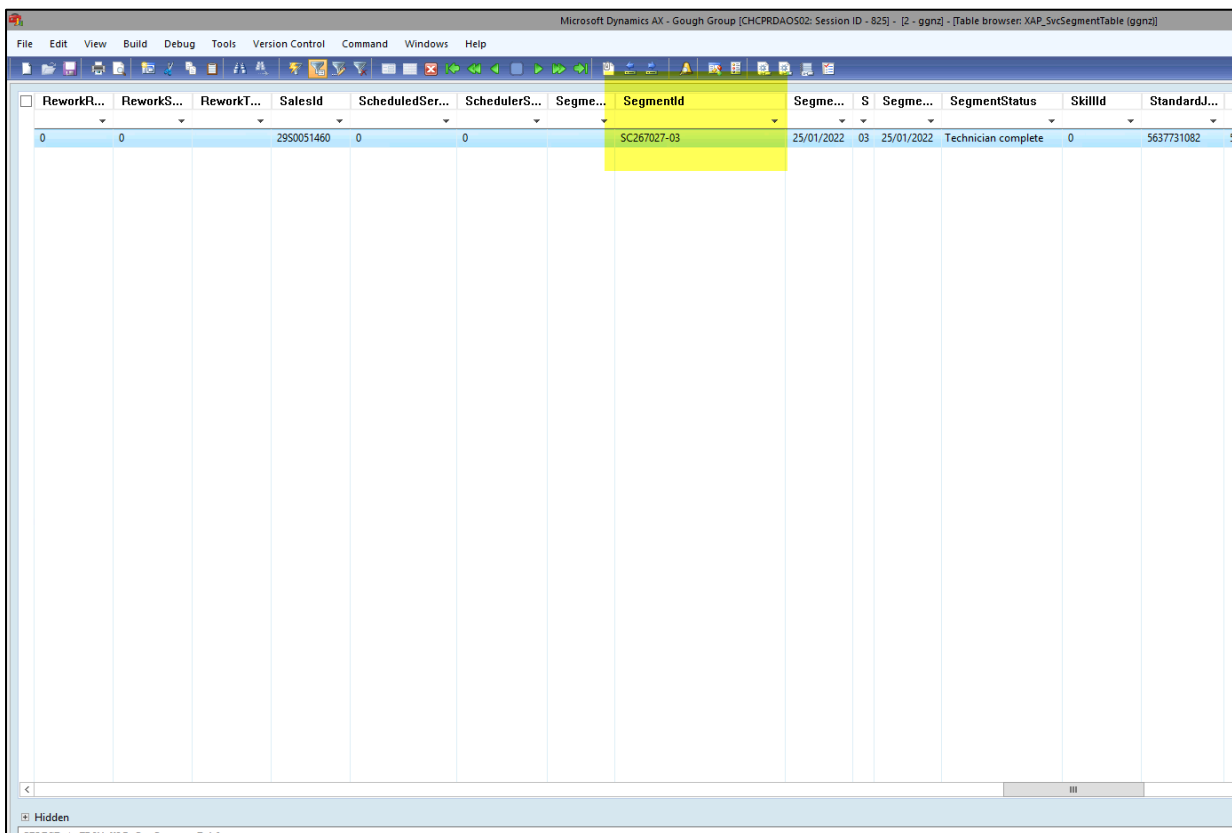


14. Scroll across to the end
15. In the **RecId**, paste in that number from the error message and press enter



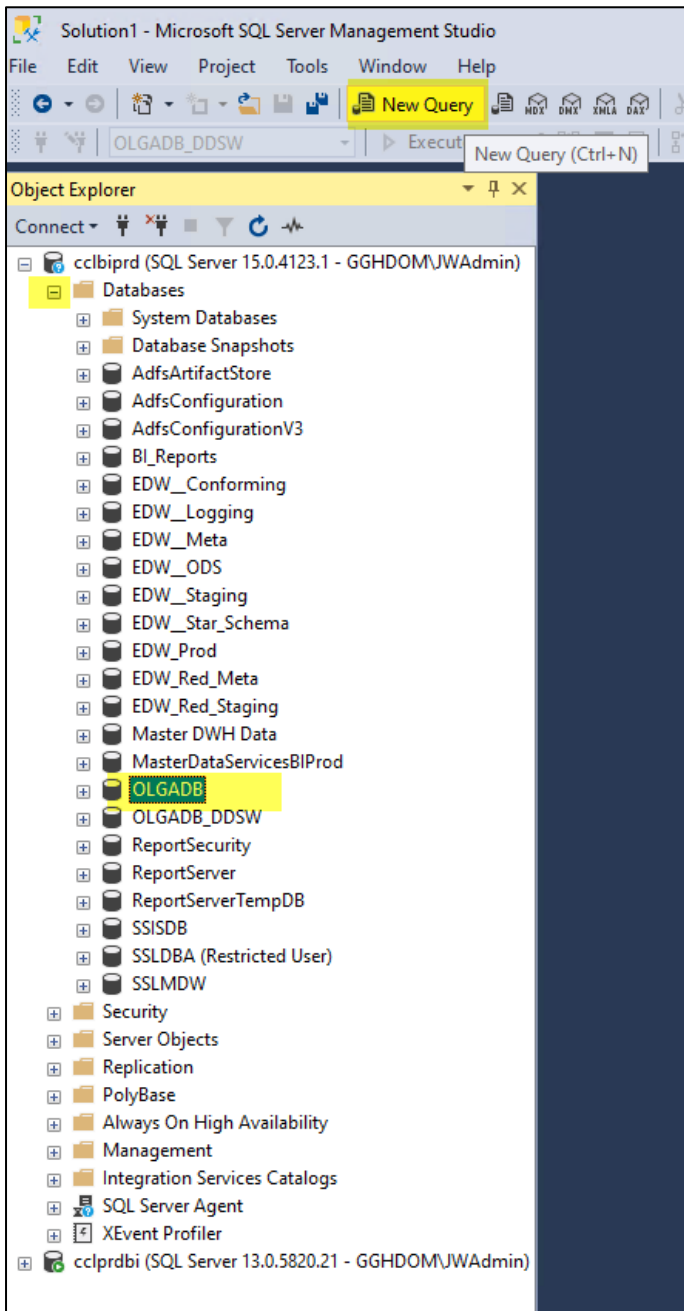
TravelCustomer	WarrantyCla...	WarrantyTy...	WorkerId	WkCtId	modifiedDate...	modifi...	createdDate...	create...	dataAr...	recV...	Partition	RecId
0	0	0	5637146903		6/01/2021 01:24:59 pm	SLADM...	8/12/2014 03:45:56 pm	?	ggnz	####	5637144576	5637145326
0	0	0	5637146903		28/01/2020 12:10:10 am	?	8/12/2014 03:52:05 pm	?	ggnz	####	5637144576	5637145327
0	0	0	5637146903		28/01/2020 12:10:10 am	?	8/12/2014 03:54:04 pm	?	ggnz	####	5637144576	5637145328
0	0	0	5637146903		6/01/2021 01:24:59 pm	SLADM...	9/12/2014 11:06:54 am	?	ggnz	####	5637144576	5637146826
0	0	0	5637146903		28/01/2020 12:10:10 am	?	9/12/2014 11:08:40 am	?	ggnz	####	5637144576	5637146827
0	0	0	5637146903		6/01/2021 01:24:59 pm	SLADM...	9/12/2014 11:18:29 am	?	ggnz	####	5637144576	5637146829
0	0	0	5637146897		28/01/2020 12:10:10 am	?	8/12/2014 03:42:32 pm	?	ggnz	####	5637144576	5637144576
0	0	0	5637150650		28/01/2020 12:10:10 am	?	9/12/2014 10:42:35 am	?	ggnz	####	5637144576	5637146076
0	0	0	5637146907		28/01/2020 12:10:10 am	?	4/02/2015 11:10:27 am	?	ggnz	####	5637144576	5637161833
0	0	0	5637146903		28/01/2020 12:10:10 am	?	19/01/2015 02:19:20 pm	?	ggnz	####	5637144576	5637154332
0	0	0	5637146903		28/01/2020 12:10:10 am	?	13/01/2015 12:08:06 pm	?	ggnz	####	5637144576	5637152077
0	0	0	5637146903		28/01/2020 12:10:10 am	?	22/01/2015 12:18:17 pm	?	ggnz	####	5637144576	5637157329
0	0	0	5637150650		28/01/2020 12:10:10 am	?	9/12/2014 11:02:55 am	?	ggnz	####	5637144576	5637146077
0	0	0	5637146907		28/01/2020 12:10:10 am	?	23/01/2015 01:33:29 pm	?	ggnz	####	5637144576	5637158079
0	0	0	5637146907		28/01/2020 12:10:10 am	?	23/01/2015 01:40:08 pm	?	ggnz	####	5637144576	5637158080

16. Now scroll across to **SegmentID**
17. Confirm that it is blank – you can even go to the service call then segments to double check it is blank.
18. Once you have confirmed it is blank then back in the AOT table, in the **SegmentID** column, put in the service call number followed by a dash then the segment number like the example below:
19. Press enter



ReworkR...	ReworkS...	ReworkT...	SalesId	ScheduledSer...	SchedulerS...	Segme...	SegmentId	Segme...	S	Segme...	SegmentStatus	SkillId	StandardJ...
0	0	0	2950051460	0	0		SC267027-03	25/01/2022	03	25/01/2022	Technician complete	0	5637731082

20. Go back to the service call > segments and double check that the segmentID is now showing
21. You will now need to run a script in SSMS before attempting to run the job again (Kunal's full solution https://dev.azure.com/GoughGroupLtd/Business%20Intelligence%20and%20Reports/_wiki/wikis/Business-Intelligence-and-Reports.wiki/61/Steps-to-Resolve-OLGA-Incremental-Error or you can follow the steps below)
22. In SSMS, expand **Databases**
23. Select **OLGADB**
24. Click **New Query** at the top



25. Copy and paste the below script into the new query window then click **Execute** at the top


```
USE OLGADB
```

```
DECLARE @id INT
```

```
SELECT TOP 1 @id = id
```

```
FROM META.ProcessList
```

```
WHERE ENDDATETIME IS NULL
```

```
IF (@id IS NOT NULL)
```

```
BEGIN
```

```
EXEC [META].[USP_RESET_PROCESS_BY_PROCESSLISTID] @id
```

```
END
```

```
GO
```

```
USE OLGADB_DDSW
```

```
DECLARE @id INT
```

```
SELECT TOP 1 @id = id
```

```
FROM META.ProcessList
```

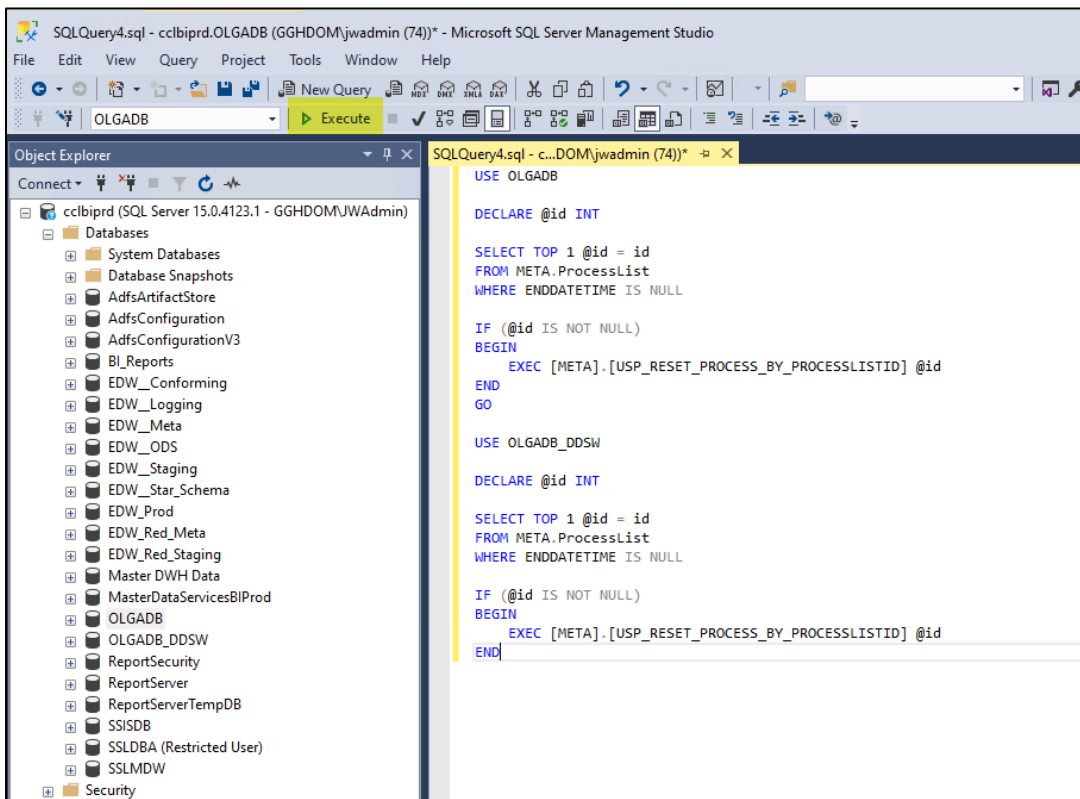
```
WHERE ENDDATETIME IS NULL
```

```
IF (@id IS NOT NULL)
```

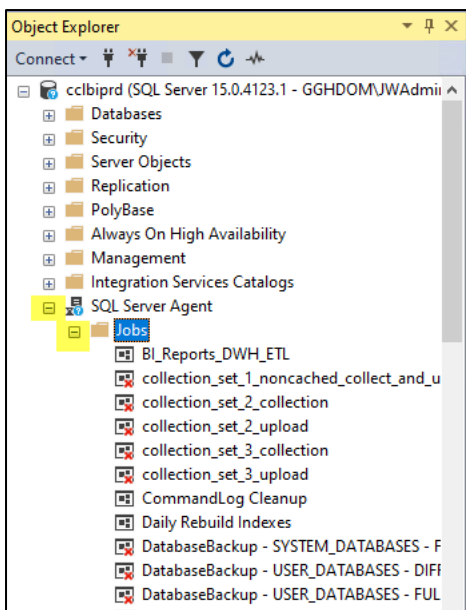
```
BEGIN
```

```
EXEC [META].[USP_RESET_PROCESS_BY_PROCESSLISTID] @id
```

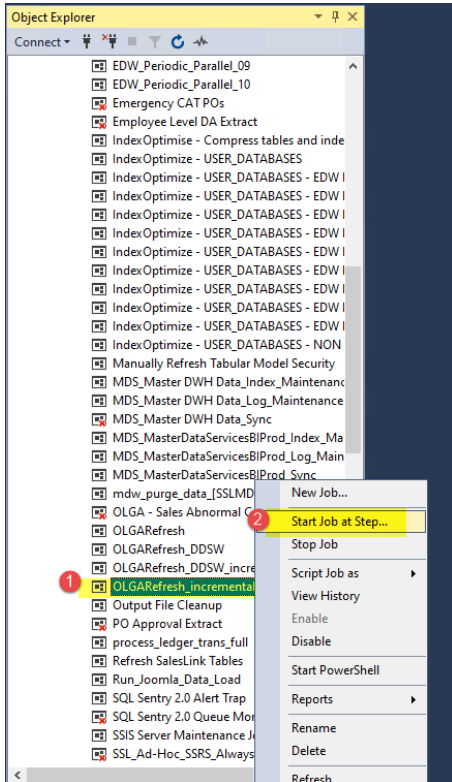
```
END
```



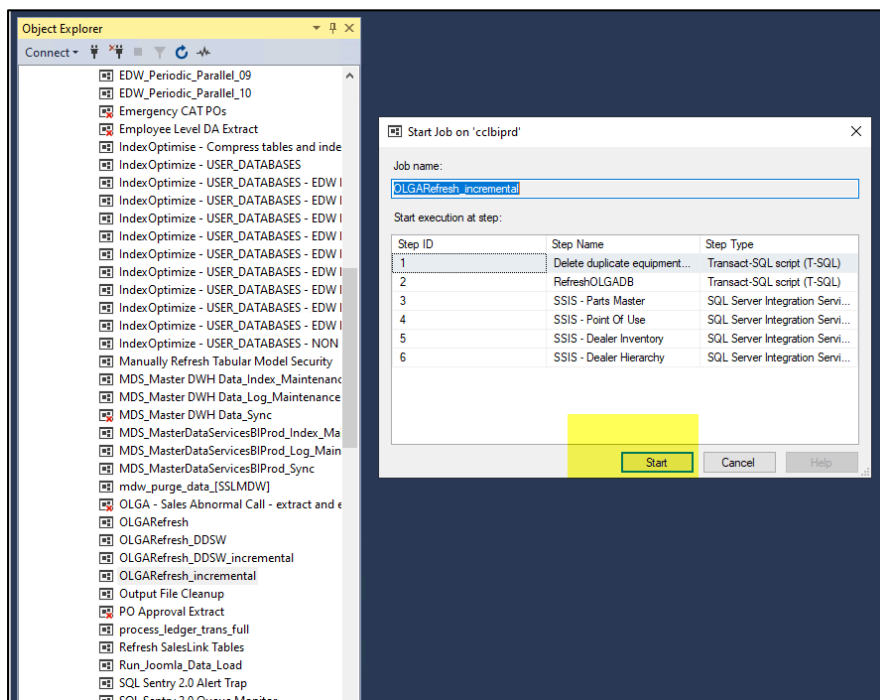
26. Once that has run – which only takes a couple of seconds and will say completed, you now need to attempt to run the jobs again.
27. Expand **SQL Server Agent > Jobs**



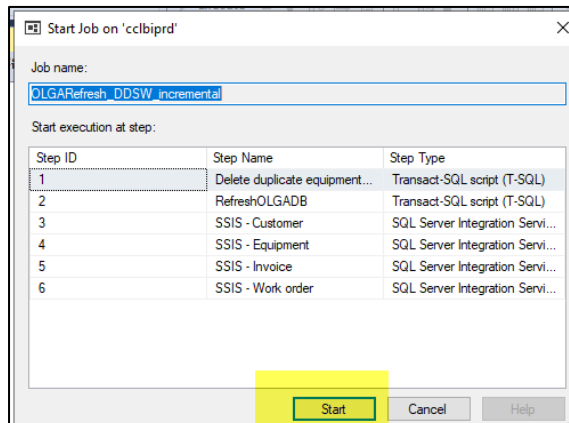
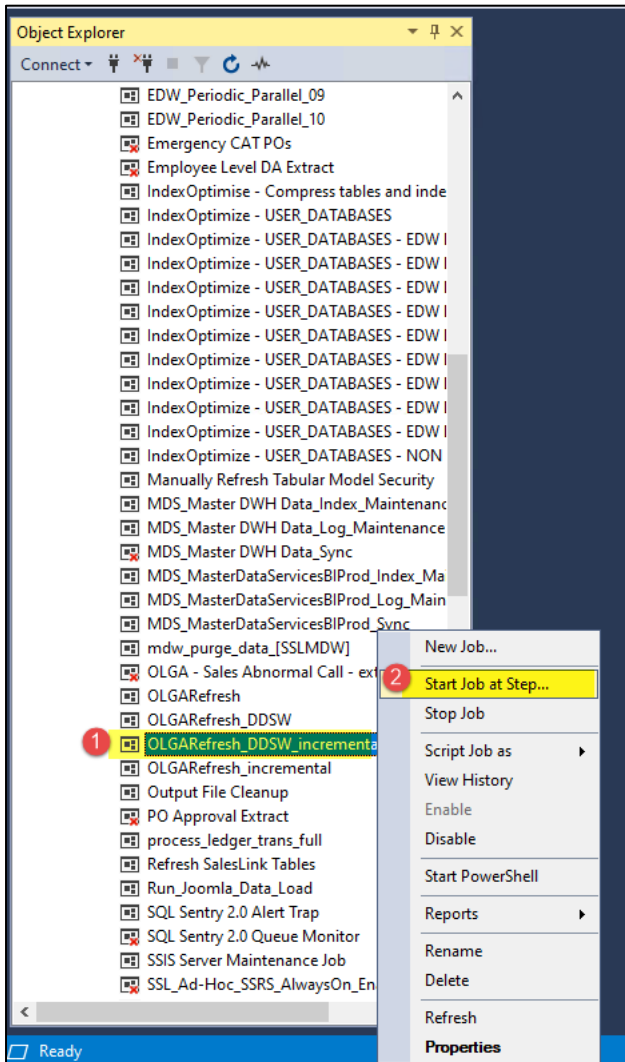
28. Right click on **OLGARRefresh_Incremental** > Start job at step



29. Click **Start**



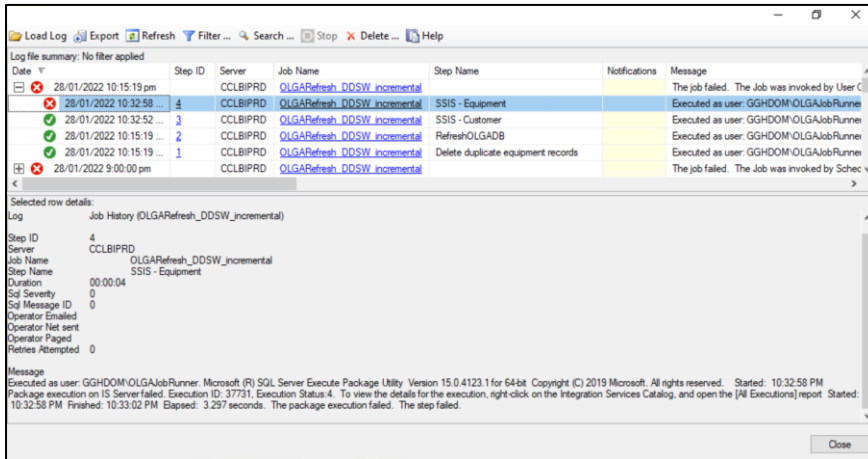
30. This process can take about 15-30 minutes
31. Once completed, you need to do the same for **OLGARefresh_DDSW_Incremental** (This one can take 30-45mins)



OLGARefresh_DDSW_Incremental Fail

Example:

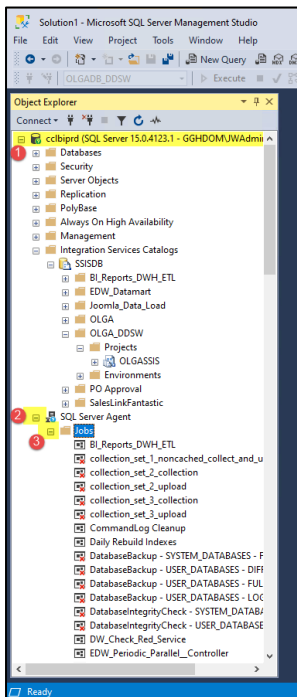
Failed at step 4 SSIS Equipment



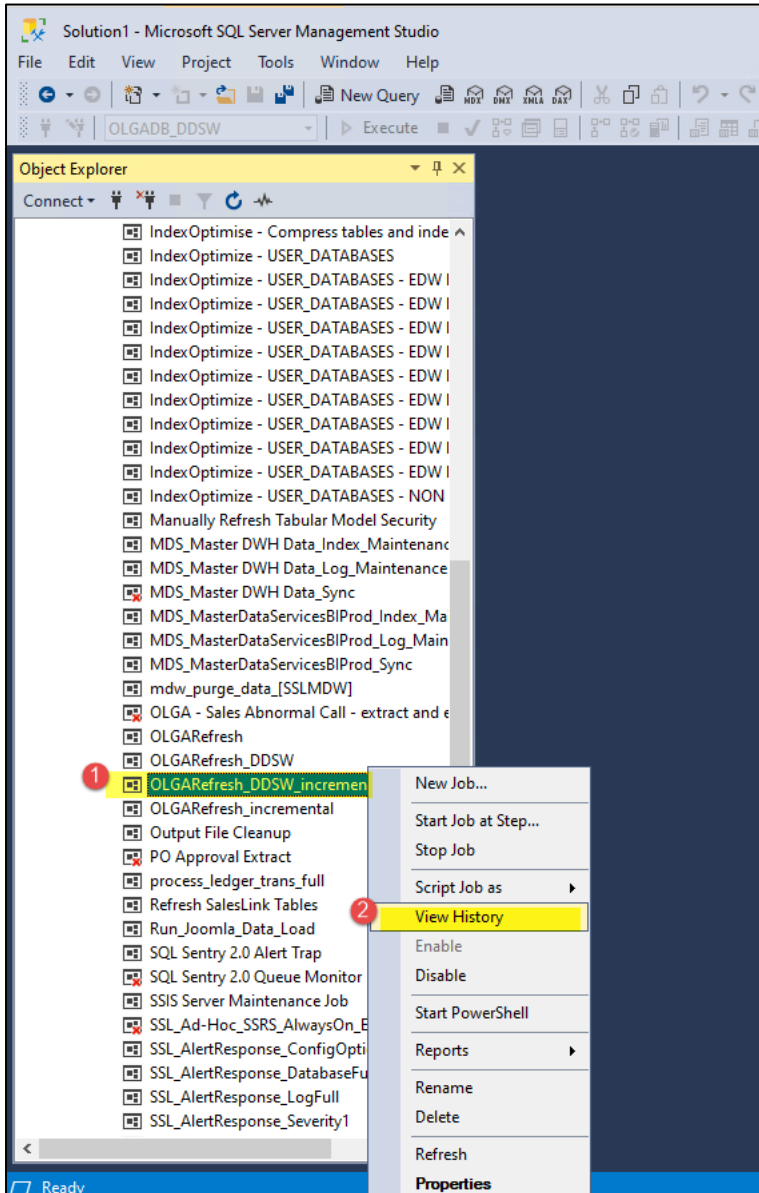
FIX:

To confirm that it has failed and to see the error message

1. Connect to **CCLBIPRD**
2. Expand **SQL Server Agent**
3. Expand **Jobs**



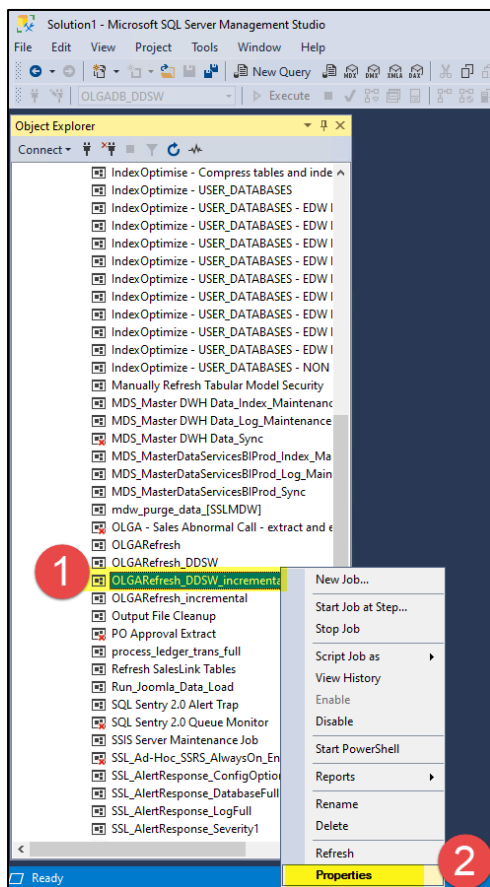
4. Right click on **OLGARefresh_DDSW_Incremental** > view history



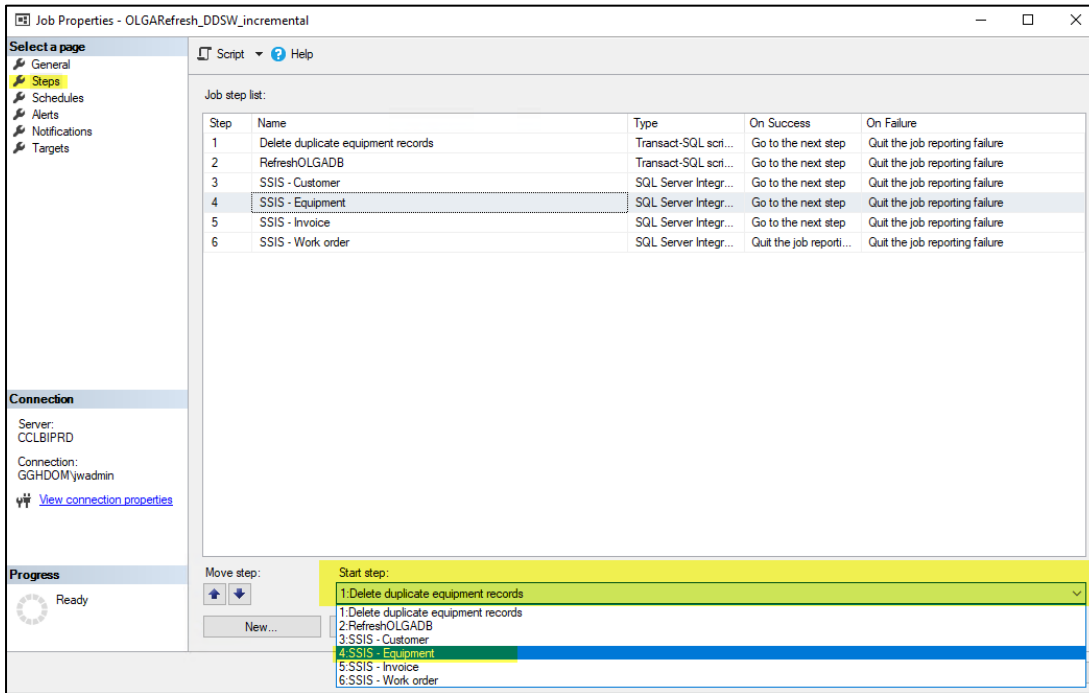
5. Click on the plus sign next to the one that failed
6. Select the failed job line – then you can see a brief error message

No need to run the script that is used for OLGARrefresh_Incremental, can just attempt to run the job again from the step that failed:

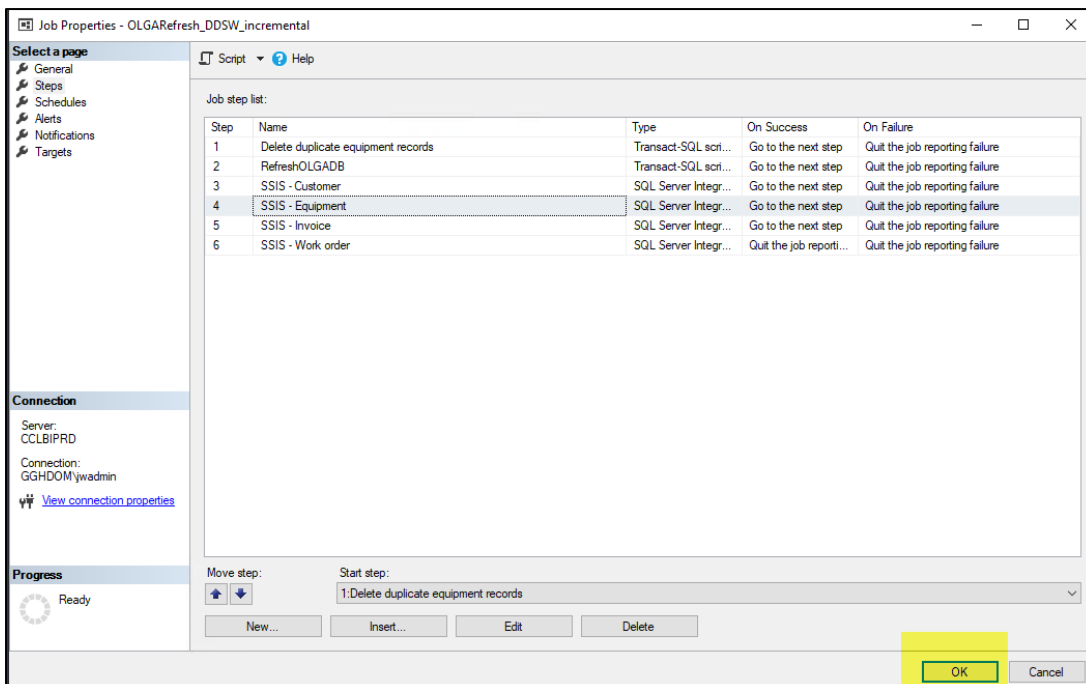
7. Right click on **OLGARrefresh_DDWS_Incremental** again > **Properties**



8. Select **Steps**
9. In the **Start Step** > select the one that failed



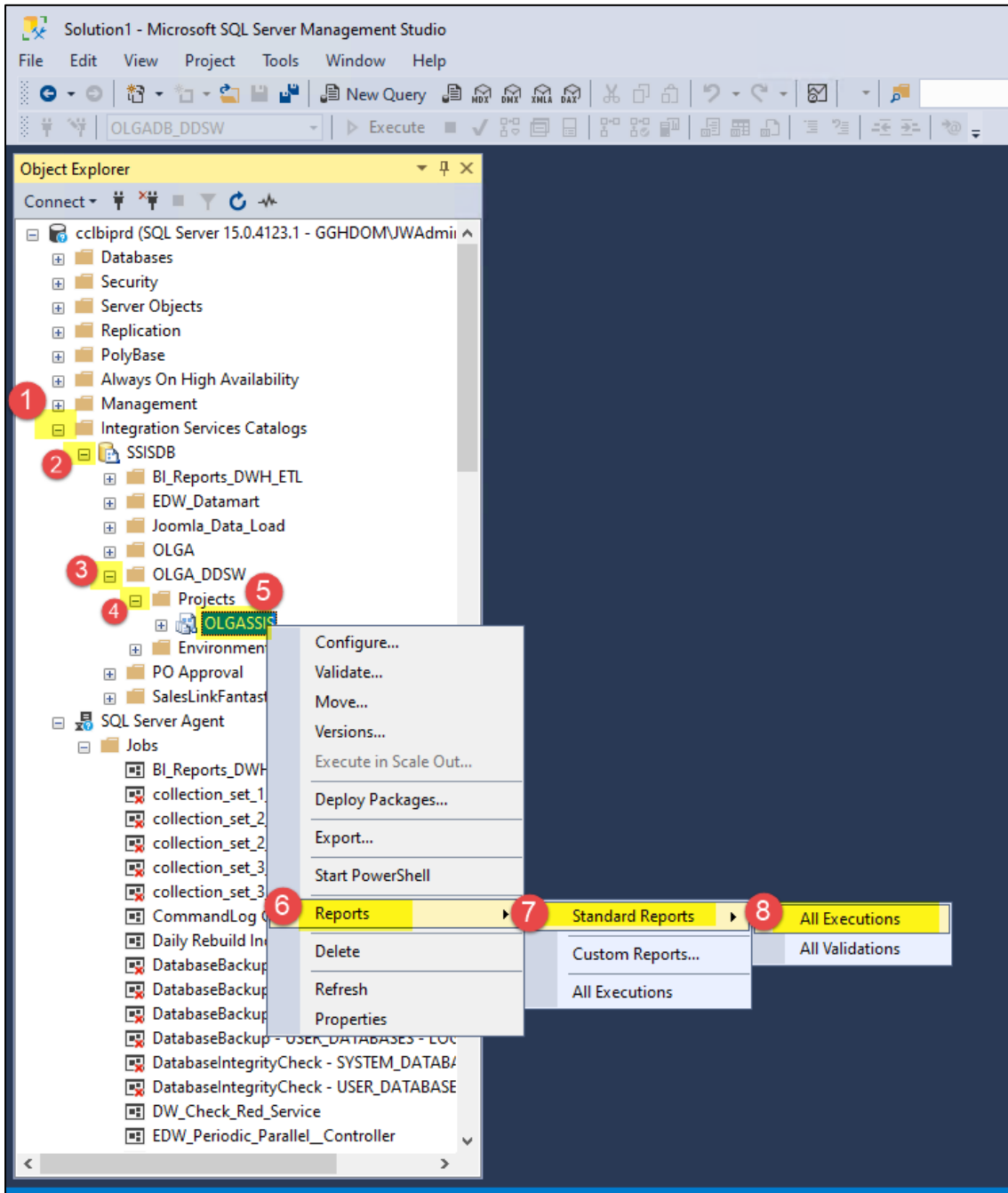
10. Click **OK**



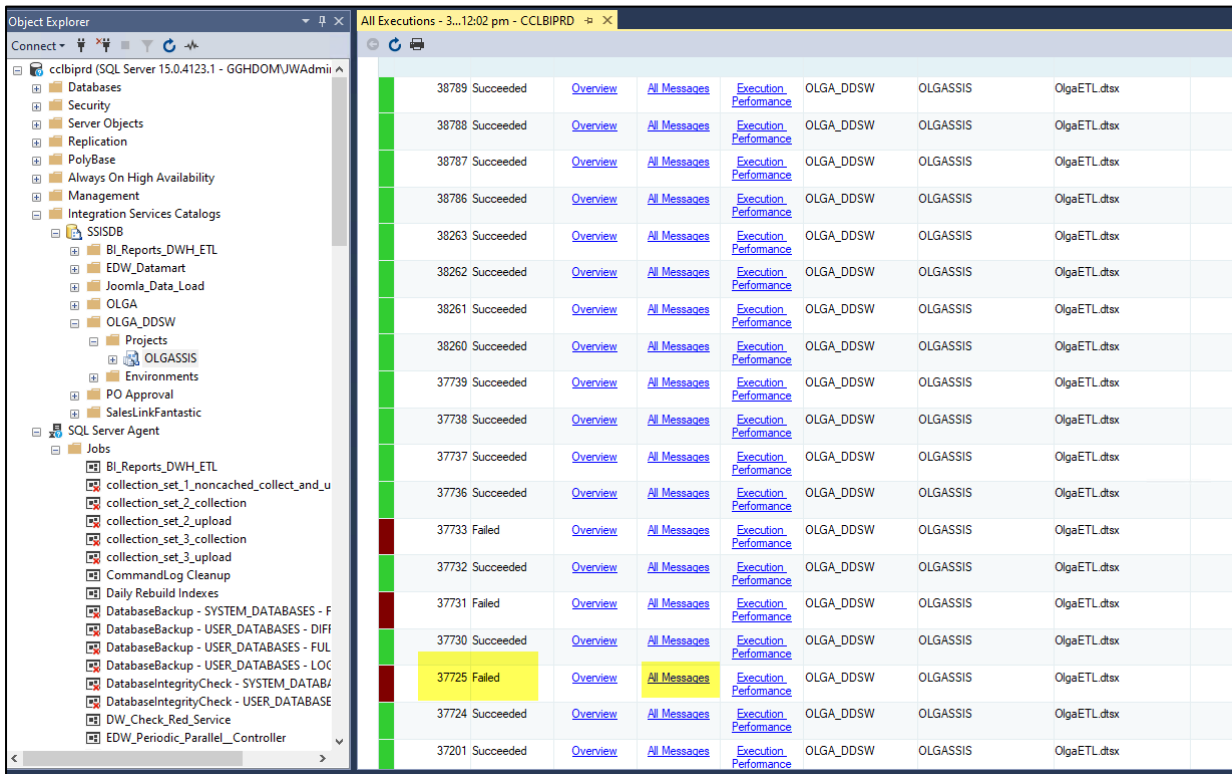
If it fails again after re-running it, you will need to contact level 3 support (Kunal, Kurt, Steph) but they will need to know what the detailed error message is, so they know what to do/how to fix.

Here is how to find that detailed error message:

1. Expand **Integration Services Catalogs > SSISDB > OLGA_DDSW > Projects**
2. Right click on **OLGASSIS > Reports > Standard Reports > All Executions**

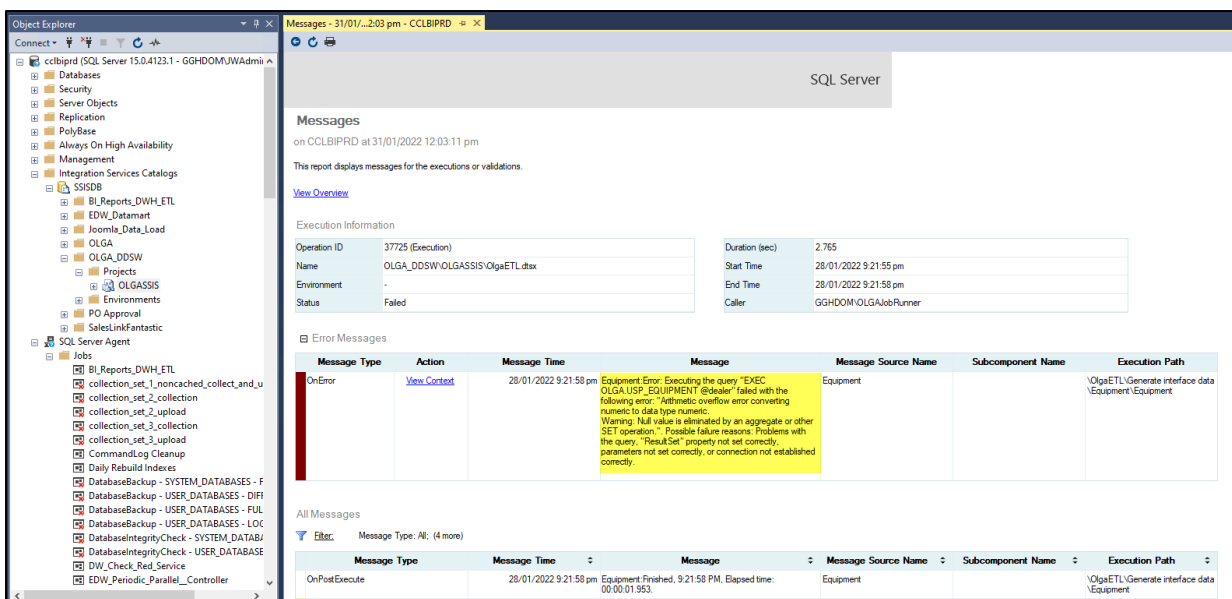


3. Find the one that says **Failed**
4. Click **All messages**



Job ID	Status	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38789	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38788	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38787	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38786	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38263	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38262	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38261	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
38260	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37739	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37738	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37737	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37736	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37733	Failed	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37732	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37731	Failed	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37730	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37725	Failed	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37724	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx
37201	Succeeded	Overview	All Messages	Execution Performance	OLGA_DDSW	OLGASSIS	OlgaETL.dtsx

Here is the error message for this particular example:



Message Type	Action	Message Time	Message	Message Source Name	Subcomponent Name	Execution Path
OnError	View Context	28/01/2022 9:21:58 pm	Equipment Error: Executing the query "EXEC OLGA_USP_EQUIPMENT @dealer" failed with the following error: "Arithmetic overflow error converting numeric to data type numeric". Warning: Null value is eliminated by an aggregate or other SET operation." Possible failure reasons: Problems with the query: "rsu40a0a" property not set correctly, parameters not set correctly, or connection not established correctly.	Equipment		\\OlgaETL\Generate interface data \\Equipment\Equipment

Flick this through as an email to level 3 support then try get in contact with one of them to solve.

