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**Terra Industrial New Zealand Ltd**

PO Box 16 168

16 Branston Street, Hornby

Christchurch 8441, New Zealand

03 983 2333 Tel

www.TerraCat.co.nz

**OLGA Refresh Job Fail**

What to do if they fail

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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:**

Graphical user interface, application, Word

Description automatically generated

**Fix:**

To find out what service call it is:

1. Open SSMS on Management server (CCLMGT01)

Graphical user interface, text, application

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1. Connect to **CCLBIPRD**

Graphical user interface, text, application, email

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1. Expand **SQL Server Agent > Jobs**

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1. Right click on **OLGARefresh\_Incremental > View History**

Graphical user interface, text, application

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

Graphical user interface, application, table

Description automatically generated

1. Open Naxt
2. CTRL D to open the AOT table
3. Expand **Data Dictionary**

Graphical user interface, application, Word

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1. Expand **Tables**

Graphical user interface, application, Word

Description automatically generated

1. Find **XAP\_SvcSegmentTable(usr)**
2. Right click on **XAP\_SvcSegmentTable(usr)** > Select **Open**

Graphical user interface, application, Word

Description automatically generated

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

Graphical user interface, application, table, Excel

Description automatically generated

1. Now scroll across to **SegmentID**
2. Confirm that it is blank – you can even go to the service call then segments to double check it is blank.
3. 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:
4. Press enter

Graphical user interface, application, table

Description automatically generated

1. Go back to the service call > segments and double check that the segmentID is now showing
2. 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)
3. In SSMS, expand **Databases**
4. Select **OLGADB**
5. Click **New Query** at the top

Graphical user interface

Description automatically generated with medium confidence

1. 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**

Graphical user interface, text, application, email

Description automatically generated

1. 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.
2. Expand **SQL Server Agent > Jobs**

Graphical user interface, text, application

Description automatically generated

1. Right click on **OLGARefresh\_Incremental > Start job at step**

Graphical user interface, text, application

Description automatically generated

1. Click **Start**

Graphical user interface, text

Description automatically generated

1. This process can take about 15-30 minutes
2. Once completed, you need to do the same for **OLGARefresh\_DDSW\_Incremental** (This one can take 30-45mins)

Graphical user interface, text, application

Description automatically generated Graphical user interface, text, application

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# OLGARefresh\_DDSW\_Incremental Fail

**Example:**

Failed at step 4 SSIS Equipment

Graphical user interface, text, application, email

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**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**

Graphical user interface, application

Description automatically generated

1. Right click on **OLGARefresh\_DDSW\_Incremental > view history**

Graphical user interface, text, application

Description automatically generated

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

Graphical user interface

Description automatically generated with medium confidence

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

1. Right click on **OLGARefresh\_DDWS\_Incremental** again > **Properties**

Graphical user interface, text, application

Description automatically generated

1. Select **Steps**
2. In the **Start Step** > select the one that failed

Graphical user interface, text, application

Description automatically generated

1. Click **OK**

Text

Description automatically generated

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**

Text

Description automatically generated

1. Find the one that says **Failed**
2. Click **All messages**

Graphical user interface, application

Description automatically generated

Here is the error message for this particular example:

Graphical user interface, text, application

Description automatically generated

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