

KB0010059

2816 views

Application/Hardware	PIE APPLICATION
Issue Description	LUCOM SCRIPT
Ticket Categorization	Request Type : Incident Category: Application Sub Category: PIE Item: Pie - Other issues
Next level escalation	Next Line Resolver Group: ACC- CPW-Retail

Description of the Issue:

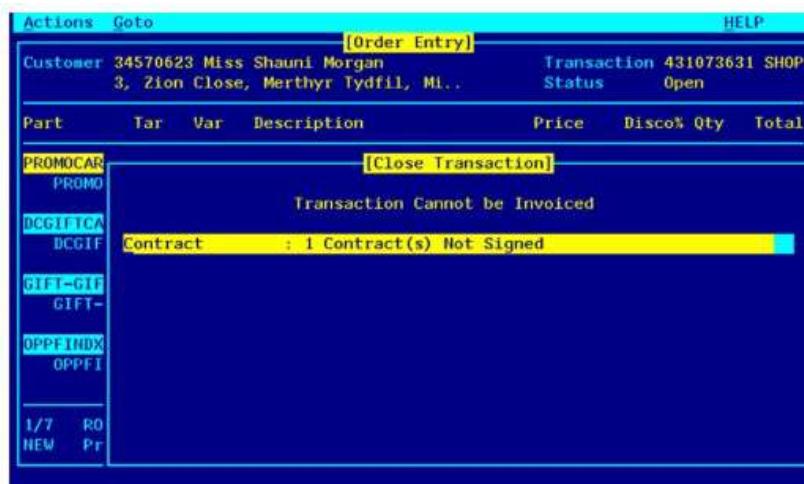
User contacts SD asking to check for the contracts that are printed but still shows as Not signed

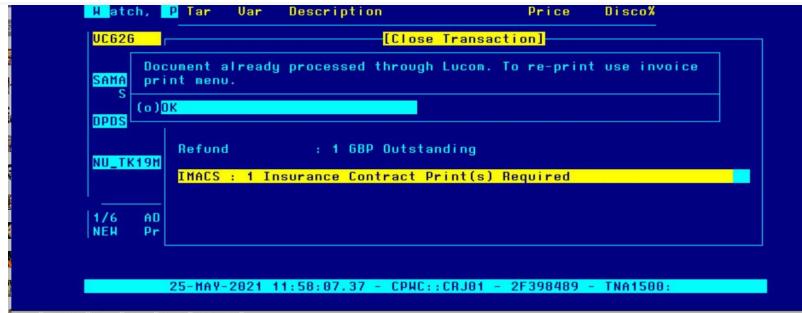
Pre-requisites:

- PIE Front Office
- PIE Back Office
- Transaction Number

Procedure :

- Open PIE application (Front office) and Run below commands:
(Note : to paste the command user Shift+Insert in PIE. Press Enter after putting the commands one by one)





@ USER_DISK2:[ISESUPPORT]LUCOM_PRINTING.COM

It will ask for the transaction type, you will need to enter the appropriate option based on which document the issue is with. Following are the options.

- a. P – If the transaction has “Contract (s) Not Printed” as the outstanding action
 - b. I – If the transaction has “IMACS: 1 Geek Squad Contract Print(s) required” as the outstanding action
 - c. T – If the transaction has “Trade up Links Missing” as the outstanding action
- This will ask the “value for transaction :” – put the P or I or T as per the error we get and click Enter
 - Now this will ask “value for transaction :” – put the transaction number and click Enter

```
#$ @ USER_DISK2:[ISESUPPORT]LUCOM_PRINTING.COM
When prompted for Transaction type,kindly enter P, I or T for outstanding action
P - Contract (s) Not Printed
I - IMACS: 1 Geek Squad Contract Print(s) required
T - Trade up Links Missing

SQL*Plus: Release 8.1.7.0.0 - Production on Mon Jul 19 19:03:37 2021

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Connected to:
Oracle Database 10g Enterprise Edition Release 10.2.0.5.0 - 64bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options

Enter value for transactiontype: P
Enter value for transaction: 431288688
Contract record updated for
transaction

PL/SQL procedure successfully completed.

SQL>
Disconnected from Oracle Database 10g Enterprise Edition Release 10.2.0.5.0 - 64
bit Production
With the Partitioning, OLAP, Data Mining and Real Application Testing options
#$
```

Service Now Template :

Paperless Lucom error: Imacs return/Exchange

Resolution Comments:

After running the scripts, check with user

Most recent tasks INC2344137 - Paperless Lucom error: Document already processed INC2305726 - Paperless Lucom error: Document already processed INC2317039 - Paperless Lucom error: Imacs return/Exchange INC2279907 - Paperless Lucom error: Imacs return/Exchange INC2311271 - Paperless Lucom error: Document already processed INC2369724 - Paperless Lucom error: Imacs return/Exchange INC2287439 - Paperless Lucom error: Document already processed INC2346666 - Pie

Authored by Rubina Chandan
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