# Portia Moxy Import Errors

Description of known error during Portia Moxy Import.

**Error 1.**

Cannot load the positions for portfolio '24721' because it contains an undefined security type 'eu'

Solution: This error indicates that one of the imported securities does not have Axys Security Type field set in PORTIA. Open the file secinfo.scx and look for securities without type. For found securities set Axys Security Type in PORTIA.

**Error 2.**

Uncnown type “ucus”.

Solution: This message pops up as Warning. In secinfo.csx it should be as

<SCX type="uc" iso="USD" symbol="moxycash" fulname="Unsupervised USD Cash" country="US" astcode="c" shortassetclass="c" issuer="US"/>

If symbol is “-Unsup USD-“ then the warning pops up.

**Error 3**.

When a user trying to login an error message pops up:

Exit from Moxy and contact Moxy database administrator to check the status of Moxy-TempDB.

And the next message:

The insert permission was denied on the object ‘UseKey’ database Moxy86TempDB Schema MxSysTmp.

Solution: MoxyTempDB has to be recreated. Run SQL Server Agent Job – Moxy86CreateWorkingTables

**Error 4.**

Undefined security type ‘us’.

Solution: Set security type in Portia . Make sure all securities have security type set.

**Error 5.**

After database restoration one could not login via Moxy Client or run Import Data.

Solution:

Run this script:

use Moxy86;

ALTER Database moxy86 SET TRUSTWORTHY ON EXEC sp\_changedbowner 'sa'

EXEC MxSys.mpTempDbConfigure

EXEC dbo.pMxDBAResetDBOptions

alter user mikeba with login = mikeba;

alter user moxyimporter with login = moxyimporter;

alter user moxysqlagentuser with login = moxysqlagentuser;

go

**Error 6.**

During the import procedure the error message saying “could not open file” or “could not prepare file”. The source files are in proper format though.

Solution: Reinstall Moxy client.