Report Title:	Knowledge Details
Run Date and Time:	2024-02-14 10:00:28 Eastern Standard Time
Run by:	Sekar Venkatesh
Table name:	kb_knowledge

Knowledge

Number:	KB0024520	Version:	2.0
Display number:	KB0024520 v2.0	Base Version:	KB0024520 v1.0
Knowledge base:	IT Facing/Help	Article type:	HTML
Category:	Error	State:	Published
Primary Configuration item:	IR Source Proxy - DealerMaster	Source:	
Configuration Item:	IR Source Proxy - DealerMaster , OPSETDIRSDM	Source Task:	
		Source Interaction:	
Published:	2022-11-03	Source Call:	
Valid to:	2024-11-30	Attachment link:	false
Author:	Girish Dindukurthy (conctkq)	Display attachments:	false
Ownership Group:		Revised By:	Preeti Dandagi (coneppo)
Image:		Latest AQI:	
Flagged:	false		

Short description:

The dealer master work items status does not change to "Inprocess/Failed/Processed" from "Persisted"

Article body:

Issue - Symptom/problem/question/error message:

The dealer master work items stay in the "Persisted" state and does not change to "InProcess" or "Failed" or "Processed" status

Cause (optional):

The ECS Job OPSETDIRSDM is not triggered or encountering an error

Resolution - the steps taken to resolve the issue:

Refer to Config : KB0024516

Verify that batch job OPSETDIRSDM running status and resolve it in case of any issue.
If issue still not resolved then contact SET Demand team.

Meta:

IR Proxy dealer master; Persisted; Processed; Failed; InProcess; OPSETDIRSDM

Wiki:

Notes

Work Notes:

Related List Title: Approval List

Table name: sysapproval_approver

Query Condition: Source table = kb_knowledge AND Approving = 04faf52d973ad1504dc7b9b3f153af52 AND State != No Longer Required

Sort Order: Order in ascending order

1 Approvals

State	Approver	Approval for	Comments	Created
Approved	Bhanu Sarabu (conxcmv)			2022-11-01 10:48:18

Related List Title: Knowledge Version List

Table name: kb_version

Query Condition: Knowledge Article ID = 952177b21b87e4108df7ed33b24bcba6

Sort Order: Created in descending order, Sys ID in ascending order

5 Knowledge Versions

Version	Modified By	Modified On	State	Knowledge
2.0	Tiffani Barbour (conpqvu)	2023-09-29 17:10:31	Published	KB0024520 v2.0
1.02	Preeti Dandagi (coneppo)	2022-11-01 10:48:18	Published	KB0024520 v2.0
1.01	Ebron Rajasekaran (conbmqe)	2022-11-01 06:21:53	Published	KB0024520 v2.0
1.0	Greg Guzman (conpbin)	2022-05-12 18:41:23	Outdated	KB0024520 v1.0
0.01	Pradeep Reddy (conxisf)	2021-04-10 11:53:23	Outdated	KB0024520 v1.0

Related List Title: Article Checklist Summary List

Table name: kb_article_checklist_summary

Query Condition: Article = (empty)

Sort Order: Number in ascending order

None