OEM L2 POD: RCS T2 - PODWeb error when receiving COAs from OEM

KB0040087



30 views

**Description:**

RCS T2 - PODWeb error when receiving COAs from OEM.

**Symptoms:**

Error 'The COAs already exist in the local inventory.' Return receive COAs from OEM.

**Cause :**

This error is caused by missing Roll ID for the COA or range of COAs.

**Resolution**:

The error message is caused by an **incorrect StateID** in the **Certificate.Certificate table** for the COAs.

To successfully return COAs from an OEM, the last event recorded in the database should be **2700** and the StateID **110** (Shipped to OEM).

To check the events for the COAs and the StateID, run the query below:

DECLARE @startcoa BIGINT,

                @endcoa BIGINT

SET @startcoa =

SET @endcoa =

SELECT a.BeginningCOAID, a.EndingCOAID, (EndingCOAID-BeginningCOAID+1) as Quantity, b.EventTypeID, b.EventDate, c.EventStatusID, a.OutboundEventID, b.arordernumber, b. MSOrdernumber

FROM OutboundEventDetail a (NOLOCK)

  INNER JOIN OutboundEventHeader b (NOLOCK) ON a.OutboundEventID = b.OutboundEventID

  INNER JOIN OutboundEventState c (NOLOCK) ON a.OutboundEventID = c.OutboundEventID

WHERE @startcoa BETWEEN BeginningCOAID AND EndingCOAID

ORDER BY EventDate

SELECT \* FROM Certificate.Certificate (NOLOCK)

WHERE CertificateNumber BETWEEN @startcoa AND @endcoa

The most common reason of the discrepancy was the incomplete data conversion during the POD Rewrite software upgrade in 2007, leaving some of the shipped COAs with StateID other than 110.

Before fixing the incorrect StateID, make sure there are no other events after 2700 for any COA from the range (using ECT). If not, run the following query for the COA range:

Begin tran

UPDATE Certificate.Certificate

SET StateID = 110

WHERE CertificateNumber BETWEEN @startcoa AND @endcoa

--Commit