OEM: POD Cycle Count not flowing into DOC

KB0047227



2 views

**Description**: POD Cycle Count not flowing into DOC

**Resolution**:

Go to [http://moosupport/CCSearch.aspx](http://moosupport/ccsearch.aspx) and search for the CC number - based on the result follow case 1 or 2:  
  
Case 1 :: Result returned  
  
If the CC reached MS side for processing.  
  
1.       If the Inventory Snapshots Complete is ‘Y’ and Target and Actual CC ranges match, the CC will appear in MOO next day at 1am local AR site time. Keep the ticket open and confirm with the site next day.  
  
2.       If the Target and Actual CC ranges DON’T match, escalate to L2 to correct this (related to known POD problem, will be resolved in the future). CC will be processed then.  
  
3.       If the ranges match, Event Error Exists is ‘N’ and also Inventory Snapshots Complete is ‘N’ – CC is being processed and will appear in MOO next day at 1am local AR site time. Keep the ticket open and confirm with the site next day.  
  
4.       If Event Error Exists is ‘Y’, escalate to L2 for investigation.  
  
  
Case 2 :: No result returned  
  
  
  
  
1.       Log on the POD server and search for CC using the following query:  
  
*use coatransaction  
  
Declare @cyclecount varchar(20)*  
  
 *Set @cyclecount = '' -- Enter Cycle Count name here*  
  
*Select a.CycleCountName, b.Description, a.LastModifiedDate*  
  
*from CycleCountHeader a (nolock)*  
  
*inner join CycleCountStatus b (nolock) on a.CycleCountStatusID = b.CycleCountStatusID*  
  
*where CycleCountName = @cyclecount*  
  
  
*Select a.CycleCountName, b.BeginningCOAID, b.EndingCOAID, b.SentStatus, b.CreatedDate*  
  
*from CycleCountHeader a (nolock)*  
  
*inner join CycleCountDetail b (nolock) on a.CycleCountID = b.CycleCountID*  
  
*where CycleCountName = @cyclecount*  
  
  
  
2. If it doesn’t return any record ask the site to verify and provide correct CC number. Then repeat [http://moosupport/CCSearch.aspx](http://moosupport/ccsearch.aspx) check again.  
  
3. In case the query above returns CC details check the CC description field.    
  
4. If it’s different than ‘send’ contact site to complete and close and submit the CC.  
  
5. If the description is ‘send’ make sure the SQL Server Agent is running (if it’s not – right click and select Start)  
  
6. If the SQL agent was stopped wait up to one hour and then repeat [http://moosupport/CCSearch.aspx](http://moosupport/ccsearch.aspx) check again.  
  
7. If the CC records won’t show up there, escalate to L2 POD.  
   
8. Before escalating, perform the following steps:  
  
When checking POD server and the event is in the database, always check Biztalk for the suspended / stuck events and the provided error messages.  
  
 - Open Biztalk Administration console and select Biztalk Group  
  
  
  
 - Hit F5 (Refresh) to load the current state, look for any suspended outbound events  
  
  
  
 - Click Grouped by Service Name and select SendOutboundEvent service name  
  
  
  
 - As you can see, there’s one suspended event from July 6th. Double-click on it to get more details.  
  
- On the Messages tab you can check the event type  
  
  
  
 - Go to Error Information tab for the details on the error  
  
  
  
 - In this case there was a problem with resolving the remote name, so an issue with DNS server.  
  
 - In this case, open IE on the AR server and try to access eBIS URL - https://ebis.one.microsoft.com/ . If it can be reached, *resubmit the event from within Biztalk*…right-click, Resubmit Instance. If you are unable to open the eBIS URL escalate the issue to L2 as URGENT.  
  
NOTE: Always make sure you first look for the reported missing event among suspended events in Biztalk before resubmitting the event using the stored procedure as this might cause duplicates.  
  
  
  If you can’t reach eBIS URL and other addresses (ie www.bing.com), advise the site to contact their ISP to investigate.