OEM L2 POD:-RCS T2 - To Resubmit the missing events and files for POD Audit

KB0040129



38 views

**Description:**

RCS T2 - To Resubmit the missing events and files for POD Audit

**Symptoms:**

Remote COA Support ,Print On Demand,POD,MSLI OEM Online,OEM Application Support

**Goal:**

To Resubmit the missing events and files for POD Audit

**Resolution:**

**Step 1:**

Mail will be received for providing missing audit files and missing events.

**Step 2:**

For missing Events, go to Step 3. For missing files go to Step 7.

**Step 3:**

login to AR site, and check the following query for all OutBoundEventIDs

Select \* From OutBoundEventState (Nolock) where OutBoundEventID in (‘’,’’…..)

**Step 4:**

If EventStatusID is 4 or 3, Check with ICOE with the control number for the missing Events

**Step 5:**

If ICOE is unable to resume the events and Line 2 does not have the events in COATransaction database on COR server, then send an email with analysis to Line 3 for approval of event re-submission.

**Steps 6:**

If there is approval from Line 3 for re-submission then following steps can be used.

Begin Tran

update OutBoundEventState set EventStatusID=1 where OutBoundEventID in (‘’,’’…..)

--commit tran

--rollback

**Step 7:**

If the EventStatusId is 1, please follow the article ms101236 for troubleshooting.

**Step 8:**

If EventStatusID is 2, please check the XML for missing fields, and update the same in OutBoundEventHheader for the data, and resubmit the events after L3 approval.

**E.G.**

If CertificateStockPartNumber is missing,

1. Update the Missing Part.

Use COATransaction

Begin Tran

Update obh set obh.CertificateStockPartNumber=ei. CertificateStockPartNumber from OutBoundEventHEader obh (nolock)

inner join EndItem ei (nolock) on ei.EndItemPartNumber=obh.EndItemPartNumber

and OutBoundEventID in (‘’,’’…..)

1. Flush the XML:

Begin Tran

Update OutBoundEventState set UUID=’’,XMLString=’’ where OutBoundEventID in (‘’,’’…..)

--commit tran

--rollback

1. Resubmit the event using Step 6.

**Step 9:**

If the file is missing for AR, go for the following:

1. Check the ScreenShot if there already exists a file > 1st of the current month. We can also check the location **C:\PODApps\PODAudit\IIS** for the File (Audit.Zip).  
     
   The job has executed and the file did not got generated.