# OEM L2 : ICE - Generate 2615 event (Error message: Awaiting COA transfer)

KB0040127



34 views

*GOAL :*Generate 2615 event so the AR site can receive COA's

Symptoms :

|  |
| --- |
| Ar site unable to scan 2620 event |
| Error message on AR site: Awaiting COA transfer. Please wait for 30 minutes and try again. |

Cause :

|  |
| --- |
| Connection to the site was down when 2615 event was initially sent |
| Mandatory information, such as COA stockpartnumber, is missing |
| DATA CENTER MOVE  1. Application move from Reno to Phoenix data center  2. Jobs were moved to Phoenix in advance  3. Systems continued to run at Reno for a period of time where additional AR sites were added and thereby dynamically added steps to the specified Jobs  4. During the transition to Phoenix, current data was transferred, but previous jobs at Phoenix were maintained  5. Result - AR in Subscriptions table show the Jobs as updated (JobFlag = 'Y') while the Job that matches the Procname specified in Subscriptions tables is missing the Step for this AR (Step name is ARName value + SubscriptionID from Subscriptions table |

*FIX :*

*This KB has been on boarded to DMU under OEM Inventory - COR by name*Resend 2615.

*Scenario ID is:*ms49536

*SP Name: oemsupport..SPT\_DMU\_ICE\_Generate\_2615\_ms49536*

*Sample SP call:*

EXEC *oemsupport..*SPT\_DMU\_ICE\_Generate\_2615\_ms49536 'IM3582753 ', '1633756150981889', '9F717C85-6D0C-4A8B-AF42-09650ED126CE'

There are two events that can trigger the event 2615: event 2610 and event 2800. However, in the most of case, we always focus on the event 2610 case since it will blocked the event 2620 from the AR site if event 2615 didn’t deliver properly. The SQL job / store proc for event 2615 is called [Event2615Update] / [Event2615Update] in COADB. This is the job / proc to put the original event 2610 information to table “Event2615Stage”, and split the COA range if necessary and assigned proper COA information for event 2615 to delivered.

           Once all the COA ranges have been split and the COA data has been retrieved and assigned properly, the record in the “Event2615Stage” will have the TransferStatus = ‘NEW’. This is the only status that ICE database will retrieve from COADB. In other words, if you see the TransferStatus = ‘Error’ in table “Event2615Stage”, you won’t find that record in ICE.

           The SQL job and store proc for ICE to retrieve the data from COADB is called [send\_XML\_2615 – 1st step] / [Get\_Event2615]. This is the process to copy over correct data from COADB “Event2615Stage” to ICE “Event2615Detail”. The store proc to deliver the event 2615 is called “send\_XML\_2615”, which listed in SQL job [send\_XML\_2615 – 2nd to the last step].

           Now, here are support tips for event 2615 issue.

1.       if you are requested to send the event 2615 that does NOT exists in “Event2615Stage” yet, then the only thing you have to do is Set CreatedDate = GetUTCDate() for the event 2610 in eventtransaction that you want to generate event 2615.

2.       if you are requested to re-send the event 2615 that DOES exists in “Event2615Stage”, but with an “Error” status, you should do the trouble shooting first to figure out which data field caused the “error”. It might for example be missing the COAstockpartnumber due to a missing 1100 and 1200 event for the COA range. If you confirmed that there is nothing wrong for the data, and no record existed in the ICE for this event 2615, you can just Set TransferStatus = ‘NEW’ to re-deliver the event 2615.

3.       if you are requested to re-send the event 2615 that DOES exists in “Event2615Stage” with TransferStatus = ‘Transferred’, and you can also find that record in ICE “Event2615Detail” with EventStatus = ‘Sent’ or ‘Archive’, then you need to do some extra steps before your resend. The extra step is to archive the existing data in ICE “Event2615Detail” to OEMSupport database, and delete them from “Event2615Detail” before you reset the transferStatus in COADB. Again, you should always evaluate the data points in event 2615 before you do anything. The reason we need to archive the old data is because the resend process will create a new record in ICE “Event2615Detail”, and deliver BOTH old and new event 2615 in one batch. Normally that will screw up Apriso’s database if there is any data value conflict.

 The bottom line is: try to make sure there is only ONE record for each event 2615 with the same COA range in both “Event2615Stage” and “Event2615Detail”.

-----------------------------------------------------------------------------

-- ARCHIVES 2615 FOR RESUBMITTING on B01

--------------------------------------------------------------------------------

--OEMPSQLCOR

use COATransaction

BEGIN  TRANSACTION

DECLARE @Reason AS VARCHAR(50)

SELECT  @Reason = 'Archiving to resend 2615 event SR#'

INSERT  INTO oemsupport..Event2615detailarchive

SELECT  \*,

 GETUTCDATE(),

 @Reason

FROM  obistaging..Event2615detail

WHERE  controlnumber in ()

DELETE  obistaging..Event2615detail WHERE  controlnumber in (<controlnumber>)

-- COMMIT   TRANSACTION

-- ROLLBACK TRANSACTION

SELECT \* FROM oemsupport..Event2615detailarchive (nolock) WHERE controlnumber in (<controlnumber>)

SELECT \* FROM obistaging..Event2615detail    (nolock) WHERE controlnumber in (<controlnumber>)

--------------------------------------------------------------------------------

-- For updating info in COADB

--------------------------------------------------------------------------------

BEGIN  TRANSACTION

UPDATE  coatransaction..event2615stage SET transferstatus='NEW' WHERE controlnumber in (<controlnumber>)

SELECT  \* FROM coatransaction..event2615stage WHERE controlnumber in (<controlnumber>)

-- COMMIT   TRANSACTION

-- ROLLBACK TRANSACTION