How to: Troubleshoot Experian/Equifax SPRC jobs

Enterprise Content Operations

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Purpose: The daily Experian/Equifax SPRC verification jobs ensure that there are no inconsistencies in the daily file upload. The job's record count cannot be less than 100%, or else Experian/Equifax will end up missing records from their files. This document will show you how to troubleshoot the job to improve the record count.

Before You Begin

You will need:

- Red Ball software
- Access to qajenkinsnotification@lexisnexisrisk.com[1] emails

Process Steps

1. Check your daily emails from qajenkinsnotification@lexisnexisrisk.com[2]. The email is similar to the example below.

Daily SPRC Verification - Experian

Start Time: 2022-01-23 06:00:50

Duration: 621 ms

Summary: Total: 1, Pass: 0, Fail: 1

2. If the summary section includes a "fail:1", then the record count is less than 100% and must be fixed. Otherwise, there are no additional steps to take.
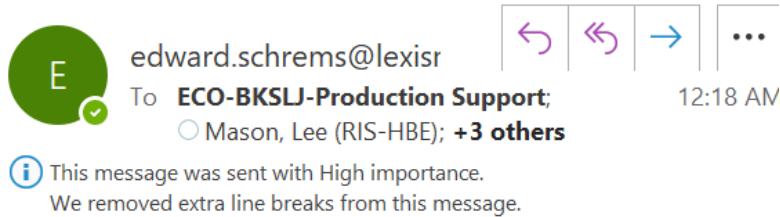
Summary: Total: 1, Pass: 0, Fail: 1

3. Look for an email from Edward Schrems, which will give additional context to the SPRC error. The email may look like the image shown below.

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1 mailto:qajenkinsnotification@lexisnexisrisk.com
2 mailto:qajenkinsnotification@lexisnexisrisk.com

Exception Occured

E edward.schrems@lexisr

To **ECO-BKSLJ-Production Support**;
○ Mason, Lee (RIS-HBE); **+3 others**

12:18 AM

(i) This message was sent with High importance.
We removed extra line breaks from this message.
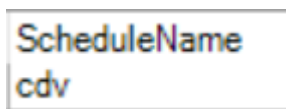
MESSAGE FROM CDV PROCESSING
An exception occured during the processing of the file:
\\alawpokcdat200\DataProcessing\CDV\LNBatchFiles\Imports\
KSEFX\Input\EQFAX_CPRQST_7089434.0006

4. Open DataGen Core (Red Ball > OAM > Application > Tools > DataGen Core)

5. Search for "cdv" under schedule name.

ScheduleName
cdv

6. The two jobs associated with the SPRC verification jobs are as shown below.

Daily SPRC Verification - Experian
Start Time: 2022-01-23 06:00:50
Duration: 621 ms
Summary: Total: 1, Pass: 0, Fail: 1

7. If the "processed record count" determines if the job has succeeded or failed. A job is considered "failed" if:
   a. G = 0
   b. B > 0 or D > 0

Processed Record Counts: TRW (G:430,B:0,D:0)

8. Right click the failed job(s), then click "reset".

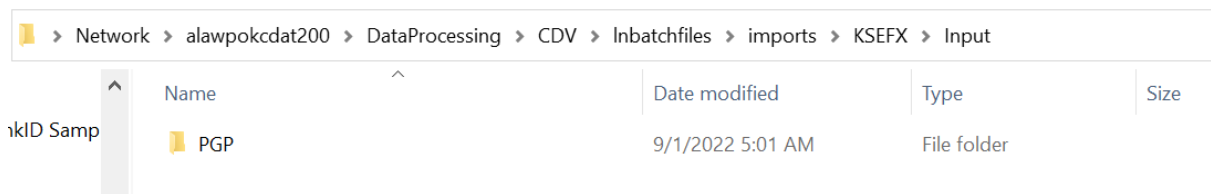CDV IMPORT EXPERIAN
CDV IMPORT LN
CDV IMPORT TU

Run
Kill
Reset
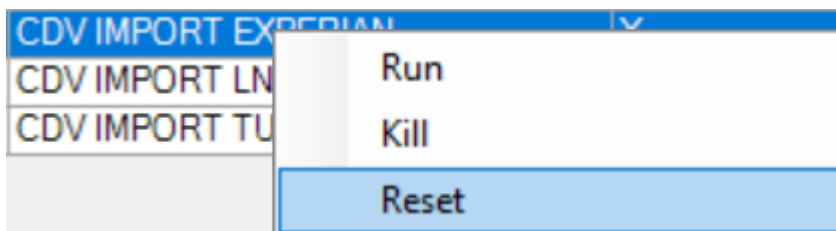
9. If retrying the job does not fix the issue, go back to the SPRC verification email. Check for any specific line that was not counted correctly.

Traceback (most recent call last): File "C:\Users\KariHa01\.jenkins\workspace\SPRC-Experian_Automation_Python\test_scripts\t001_sprc.py", line 27, in
test_001_get_record_count self.assertTrue(self.result) AssertionError: False is not true

10. If the file is Equifax, go to \\alawpokcdat200\DataProcessing\CDV\lnbatchfiles\imports\KSEFX\Archived. If the file is from Experian, go to \\alawpokcdat200\DataProcessing\CDV\lnbatchfiles\imports\TRW\Archived.

11. Find the specific file that has the count error.

 EQFAX_CPRQST_7088918.0001

12. Open the file in notepad, then delete every other line besides the line with the count error (besides the first and last line).

13. Save a copy of the file as (file name) + a (for example, EQFAX_CPRQST_7088918.0001a).

14. Put the new file into the "input" folder. If the file is from Equifax, put the file in \\alawpokcdat200\DataProcessing\CDV\lnbatchfiles\imports\KSEFX\Input. If the file is from Experian, put the file in \\alawpokcdat200\DataProcessing\CDV\lnbatchfiles\imports\TRW\Input.

15. Retry the job. For Equifax, the job is "CDV Import CP Equifax". For Experian, the job is "CDV Import Experian. If the line error still persists, consult your manager for additional information.