

How to: Monitor/Troubleshoot Daily SPRC CDV Imports

Enterprise Content Operations

Exported on 11/14/2022

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Purpose: SPRC CDV Import is a daily job that processes Experian/Equifax reports. The goal is for every report to import successfully. If a report does not import successfully, we will have to look into the issue and troubleshoot accordingly. This document will show you how to do so.

Before You Begin:

You will need:

- Access to red ball
- Access to emails from: QAJenkinsNotification@LexisNexisRisk.com¹
- Notepad++ from Company Portal

Here is an example of the SPRC CDV Import email:

	StatusDate	Message	ScheduleID	AppID	ScheduleName
1	2022-01-23 08:44:12.063	Processed Record Counts: KSEFX (G:386,B:0,D:0)	2169	472	CDV IMPORT CP EQUIFAX
2	2022-01-23 08:18:11.400	Processed Record Counts: TRW (G:123,B:0,D:0)	2172	472	CDV IMPORT EXPERIAN

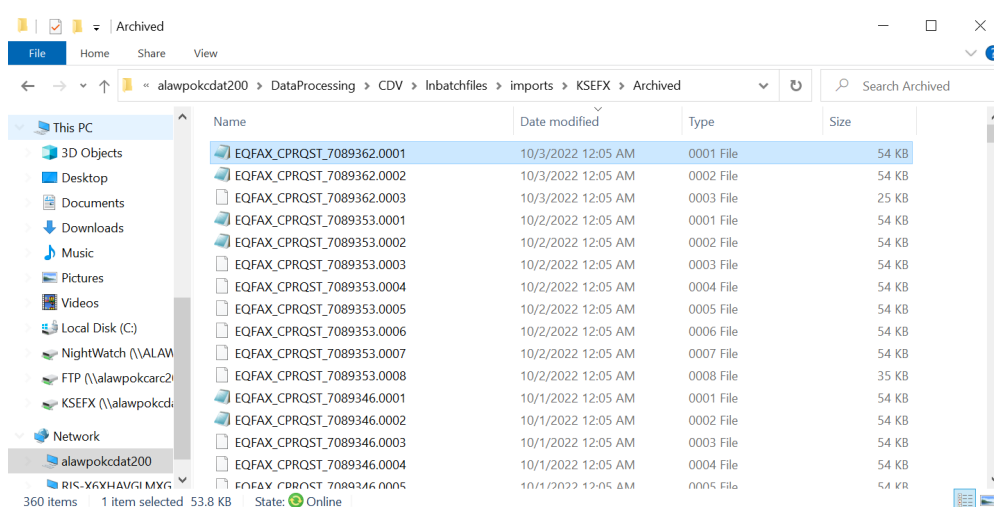
	KSEquifaxCount	FileCount
1	385	7.700000

	ExperianCount	FileCount
1	123	4.100000

Notice how the number of Equifax reports amounts to 386. In this example, the amount of reports that have processed successfully is 385. One report has an error we have to fix.

Steps to troubleshoot CDV imports:

1. Navigate to \\alawpokcdat200\DataProcessing\CDV\Inbatchfiles\imports. Go to KSEFX for Equifax or TRW or Experian.
2. Find the specific file with format issues (for example, EQFAX_CPRQST_7089362.0001).



¹ <mailto:QAJenkinsNotification@LexisNexisRisk.com>

- Right click the file > edit with Notepad++. If you do not have Notepad++, download it through the company portal.
- Copy the header, footer, and every line that was not read from the file. The first line is the header, and the first line is the footer.

```

1 PRH7089362 10022022203004EFXCPT 0001
2 PR7EFX999999992274566040018 100220221900501020202020 CONSUMER DISPUTE ADDRESS 41410 JUNIPER ST 823 MURRIETA CA 92562 AND FEDERAL TARDE CC
3 PR7EFX999999992274566354011 1002202219005110252022109 LEXUSNEXIS REMOVED FILE FOR JOINT HOLDER AND SHOULD DELETE
4 PR7EFX999999992274566354012 1002202219005110252022109 LEXISNEXIS REMOVED JOINT HOLDER AND SHOULD DELETE ON MY FILE TOO
5 PR7EFX999999992274566354013 1002202219005110252022109 LEXISNEXIS REMOVED JOINT HOLDER AND SHOULD DELETE ON MY FILE TOO
6 PR7EFX999999992274566354014 1002202219005110252022109 LEXISNEXIS REMOVED JOINT HOLDER AND SHOULD DELETE ON MY FILE TOO
7 PR7EFX999999992274566409031 1002202219005110212022101
8 PR7EFX999999992274566715004 100220221900521025202210109
9 PR7EFX999999992274566819004 100220221900521025202210109WANT THIS OFF MY RECORD SINCE I HAVE SUCCESSFULLY COMPLETED MY CHAPTER 13 BANKRUPTCY
10 PR7EFX999999992274568804015 10022022190052102020202002 DISPUTED ADDRESSES 915 NW 1ST AVE MIAMI FLORIDA 33136 1027 NW 1ST CT MIAMI FLORIDA 3
11 PR7EFX999999992274568804015 1002202219005210232022020 FEDERAL TRADE COMMISSION IDENTITY THEFT REPORT RECEIVED CASE NUMBER 151123688 DATED
12 PR7EFX999999992274569346008 1002202219005310252022109
13 PR7EFX999999992274569346008 1002202219005410252022109
14 PR7EFX999999992274569985019 1002202219005510212022020 RECEIVED FROM FEDERAL TRADE COMMISSION REPORT NUMBER 152065843 DATED 09/27/2022
15 PR7EFX999999992274569985020 1002202219005510212022020 RECEIVED FROM FEDERAL TRADE COMMISSION REPORT NUMBER 152065843 DATED 09/27/2022
16 PR7EFX999999992274569994015 1002202219005510252022110
17 PR7EFX999999992274570071025 1002202219005510212022020 DISPUTED: NM - KENDRA LEAH HOGUE FA - 444 ISLAND DR APT 303, MEMPHIS, TN 38103 : KE
18 PR7EFX999999992274570092012 1002202219005510252022101
19 PR7EFX999999992274570438015 1002202219005610252022101
20 PR7EFX999999992274570547017 1002202219005610232022020
21 PR7EFX999999992274570751016 1002202219005610212022001
22 PR7EFX999999992274570956018 1002202219005610252022109
23 PR7EFX999999992274571158011 1002202219005710252022101
24 PR7EFX999999992274572254015 1002202219005710252022001
25 PR7EFX999999992274572624026 1002202219005810232022020 DISPUTED: FA - 1136 REVEREND ABRAHAM WOODS JR BLVD, BIRMINGHAM, AL 35203 : 1136 REVE

```

- Confirm each line by checking the control number found in the email. For example: PR7EFX999999992274566040018 is a control number.

Exception Occured



Schrems, Edward G (RIS-OKC)

To: ECO-BKSLJ-Production Support; Mason, Lee (RIS-HBE); Schrems, Edward G (RIS-OKC); LNR-OKC Data Processing;

LNR-OKC Client Services

Thu 9/29/2022 12:35 AM

This message was sent with High importance.

As of record number 41 in the file: \\alawpokdat200\DataProcessing\CDV\LNBatchFiles\Imports\KSEFX\Input\EQFAX_CPRQST_7089330.0008...

The Line of the Record could not be processed because of formatting issues. The line reads as follows:

```

PR7EFX999999992271548143014 0928202219011210222022101
BP654VF10873 MO FED BK CT-SAINT LOUIS DOUGLASS JASON L 4998024331103197831424057221000
WASHINGTON AVE APT 725 SAINT LOUIS MO63101 2809 DELMAR BLVD
SAINT LOUIS MO63103 2143548 IKI0924202111192021

```

This line will be SKIPPED for processing, and the rest of the file will complete normally.

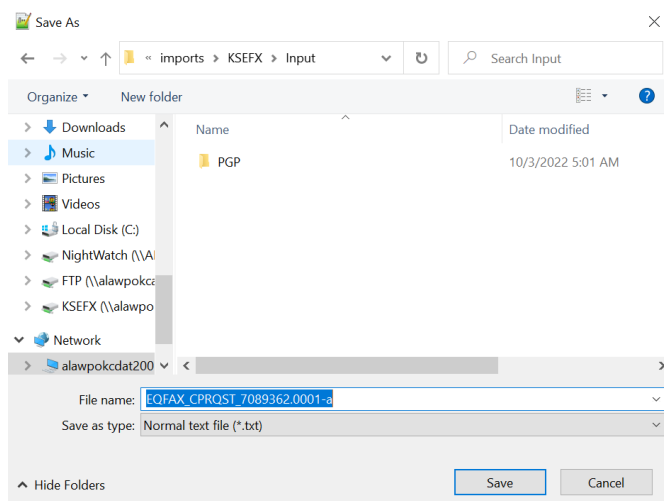
- Paste every line copied from step 3 into the newly created file.

```

1 PRH7089362 10022022203004EFXCPT 0001
2 PR7EFX999999992274566040018 100220221900501020202020 CONSUMER DISPUTE ADDRESS 41410 JUNIPER ST 823 MURRIETA CA 92562 AND FEDERAL TARDE COMM
3 PR7EFX999999992274566354011 1002202219005110252022109 LEXUSNEXIS REMOVED FILE FOR JOINT HOLDER AND SHOULD DELETE
4 PR7EFX999999992274566354012 1002202219005110252022109 LEXISNEXIS REMOVED JOINT HOLDER AND SHOULD DELETE ON MY FILE TOO
5 PR7EFX999999992274566354013 1002202219005110252022109 LEXISNEXIS REMOVED JOINT HOLDER AND SHOULD DELETE ON MY FILE TOO
6 PR7EFX999999992274566354014 1002202219005110252022109 LEXISNEXIS REMOVED JOINT HOLDER AND SHOULD DELETE ON MY FILE TOO
7 PR7089362 123 0 123

```

7. Save the file in the input directory (\\alawpokcdat200\DataProcessing\CDV\Inbatchfiles\imports\KSEFX\Input for Equifax or \\alawpokcdat200\DataProcessing\CDV\Inbatchfiles\imports\TRW\Input for Experian).
8. Give the file a similar name to the original file (for example, EQFAX_CPRQST_7089362.0001-a).



9. Re-run the job in Datagen Core. Equifax's job is CDV Import CP Equifax. Experian's job is CDV Import Experian.

AppName	ScheduleName	ActiveProcess	SiloName	NextRunTime	LastRunTime	Status	Message
CDV 870 AUTOCLOSE	CDV 870 AUTOCLOSE	Y	Non-DMZ	9/30/2022 9:05:00 PM	9/29/2022 9:05:00 PM	Completed	Completed: 2022-09-29 09:05:06 Records Closed
CDV AUTOMATED IMPORTER	CDV IMPORT ALL MO-SA	N	Non-DMZ	5/1/2018 5:30:00 AM	4/30/2018 5:31:00 AM	Completed	
CDV AUTOMATED IMPORTER	CDV IMPORT ALL SUNDAY	N	Non-DMZ	5/6/2018 4:00:00 PM	4/29/2018 4:00:00 PM	Completed	
CDV AUTOMATED IMPORTER	CDV IMPORT CP EQUIFAX	Y	Non-DMZ	10/1/2022 1:05:00 AM	9/30/2022 3:22:00 PM	Completed	Processed Record Counts: KSEFX (G-5,B-0,D-0)
CDV AUTOMATED IMPORTER	CDV IMPORT CP TU	N	Non-DMZ	5/1/2018 12:25:00 AM	4/30/2018 12:25:00 AM	Completed	
CDV AUTOMATED IMPORTER	CDV IMPORT EQUIFAX	N	Non-DMZ	9/26/2022 12:01:00 PM	9/22/2018 12:10:00 AM	Start	Schedule set to run from Datagen User Control
CDV AUTOMATED IMPORTER	CDV IMPORT EXPERIAN	Y	Non-DMZ	10/1/2022 4:45:00 AM	9/30/2022 4:45:00 AM	Completed	Processed Record Counts: TRW (G-342,B-0,D-0)
CDV AUTOMATED IMPORTER	CDV IMPORT LNFIRRA	N	Non-DMZ	2/3/2020 8:27:00 PM	2/3/2020 7:28:00 PM	Completed	
CDV AUTOMATED IMPORTER	CDV IMPORT TU	N	Non-DMZ	5/1/2018 12:20:00 AM	4/30/2018 12:20:00 AM	Completed	

10. Make sure every line has been read, then reply to the error email confirming that you have fixed the issue.