

How to: Troubleshoot FTPFileMover Error

Enterprise Content Operations

Exported on 11/14/2022

Table of Contents

No headings included in this document

Purpose: The FTPFileMover job pushes incoming files to the FTP servers they're supposed to go. If FTPFileMover has any issues, then the customer will not get their files. This document will show you how to troubleshoot the job, as well as who to contact when you need Courtlink files re-uploaded.

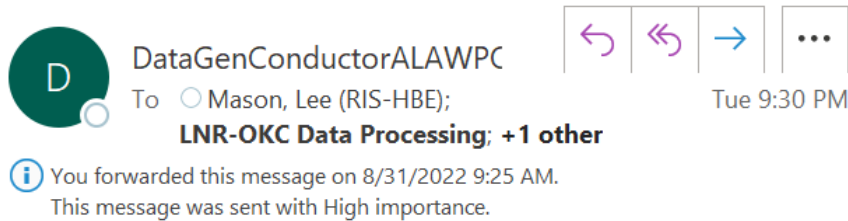
You Will Need:

- Access to ALAWPOKCWTS202
- Red Ball software
- Courtlink SFTP login information

Process Steps:

1. Check for an email that says "FFS FTP Mover Error". The email will tell you which file could not be transferred to the customer (A, B, C, or D).

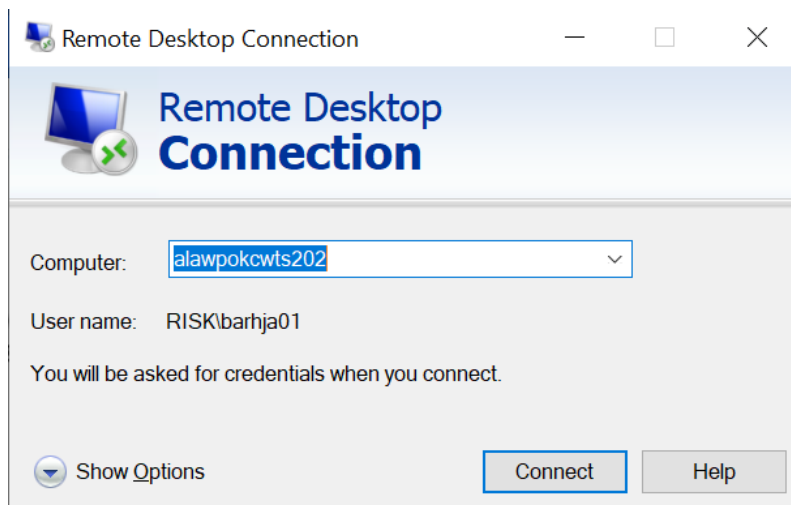
DataGen.Net error : FFS FTP MOVER



2. Open Red Ball > OAM > Application > Tools > DataGen Core
3. Under the "status" column, enter "failed" to filter for failed jobs.
4. One of the below NY jobs should be in a failed state.

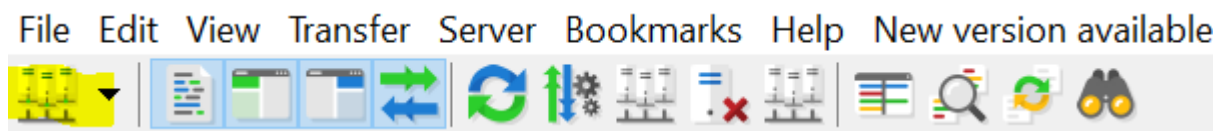
FFS FTP MOVER	NY4XA	Y
FFS FTP MOVER	NY4XB	Y
FFS FTP MOVER	NY4XC	Y
FFS FTP MOVER	NY4XD	Y
FFS FTP MOVER	NYRUC	Y

5. Right click the failed job, then click "restart" to retry the failed job. The job should retry later on in the day.
6. RDP into ALAWPOKCWTS202.

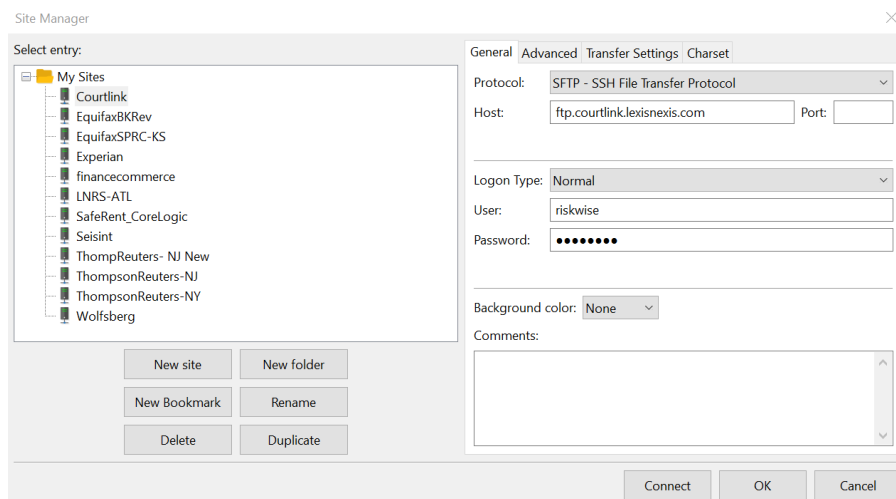


7. Search for "FileZilla" in the bottom left corner.

8. Click "site manager" (top left icon).



9. Connect to "Courtlink". Ask your manager for login credentials if needed.

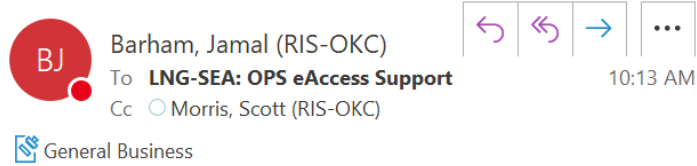


10. Check which files are missing for today (for example, if a D file has not been uploaded for August 30, 2022, you will be missing a D220830.zip file).

11. Email OPS EAccess Support (lngcl-ops-eaccess@lexisnexis.com¹) with the status of the missing files. Copy the template from the image below.

¹ <mailto:lngcl-ops-eaccess@lexisnexis.com>

Missing C and D files from 8/30/2022

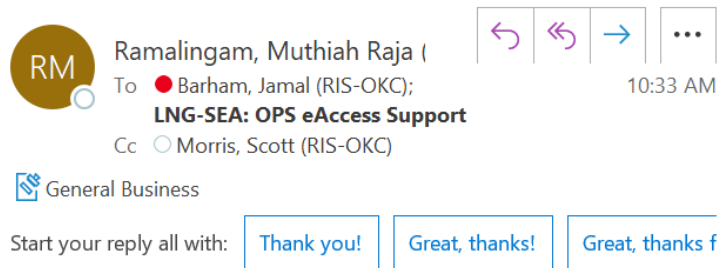


Hello all,

We are unable to pick up (D220830.zip, C220830.zip) file. It's not on your ftp site.
Please check on this and let us know when the file is ready to pick up.
Thanks,

12. Wait for support to add the files to Courtlink. You'll receive an email that is identical to the image below.

RE: Missing C and D files from 8/30/2022



Files are available now in FTP.

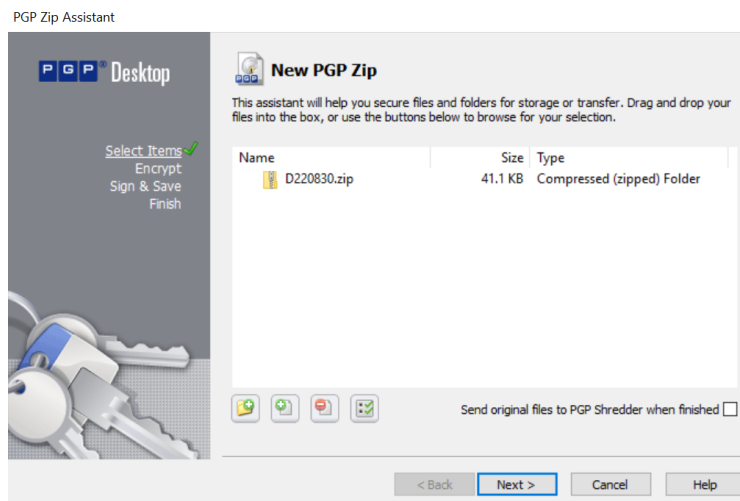
Thanks,
Raja

13. Go back to Courtlink in FileZilla. Copy/paste the new files to Z:\West on the left hand side.

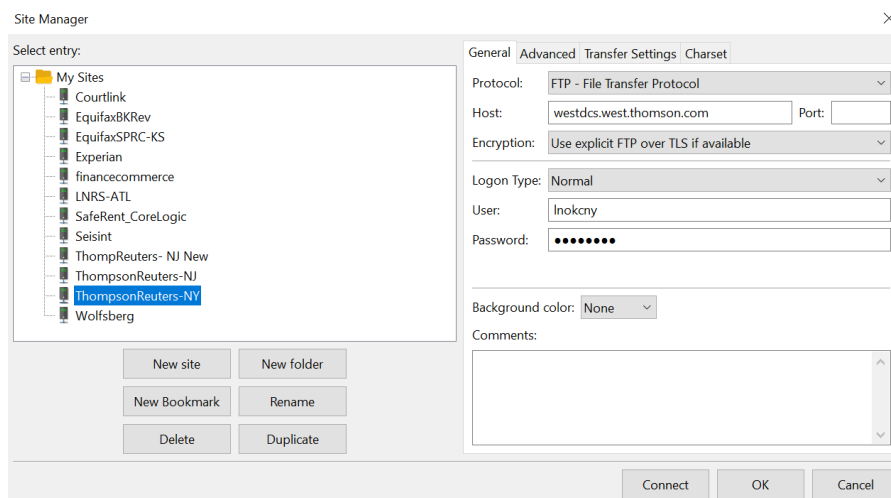
Courtlink - sftp://riskwise@ftp.courtlink.lexisnexis.com				ThompsonReuters-NY - lnokcny@westdcs.west.thomson.com			
Local site: Z:\West\				Remote site: /NY4x			
<ul style="list-style-type: none"> ReadyToParse ReadyToParseQA ReadyToParseTesting West 				<ul style="list-style-type: none"> miamidade NJ NY4x NYUpstate NYXML 			
Filename	Filesize	Filetype	Last modified	Filename	Filesize	Filetype	Last modified
D220826.ZIP	28,398	Compre...	8/30/2022 ...	D220824.ZIP	277,4...	Compr...	8/24/202...
D220826.ZIP.p...	24,927	PGP Zip	8/30/2022 ...	D220825.ZIP	30,189	Compr...	8/26/202...
D220829.zip	31,132	Compre...	8/30/2022 ...	D220826.ZIP	28,398	Compr...	8/26/202...
D220829.zip.pgp	31,457	PGP Zip	8/30/2022 ...	D220829.ZIP	31,132	Compr...	8/29/202...
D220830.zip	42,101	Compre...	8/31/2022 ...	D220830.ZIP	42,101	Compr...	8/30/202...

14. Open "PGP Desktop", then click "new PGP zip".

15. Copy/paste the file into the box, then click "next" twice.



16. Add the "prsuperi" key, then click "next" until you get to "finish". Press "finish" to create the new PGP.zip file.
17. Open "site manager" again (top left corner). Connect to "ThompsonReuters - NY".



18. Click the "upload" folder, then copy/paste the new PGP.zip file into the folder.
19. Re-check your emails for any more FTP file issues, then re-check DataGen for any more failed jobs. Repeat this process if necessary.