

Troubleshooting: DataGen.Net Error CDV Automated Importer

Enterprise Content Operations

Exported on 11/14/2022

Table of Contents

No headings included in this document

CDV Automated Importer is a DataGen job that pulls customer information. It is very important that this job is monitored for any failures on a daily basis. If the DataGen job misses a day (or more) due to a failure, then we will lose the data we were suppose to pull for that day. There are specific steps we can take to monitor and troubleshoot the job to prevent data loss.

Catching the job failure:



Subject: DataGen.Net error : CDV AUTOMATED IMPORTER
Importance: High

There was an error in your application. (CDV AUTOMATED IMPORTER CDV IMPORT EXPERIAN) With the message TRW returned an error. If the exception shows that this occurred during file processing, then check the company's 'Failed' folder at:
\\alawpokcdat200\DataProcessing\CDV\LNBatchFiles\Imports
Otherwise, if this occurred during the automated pulling process, examine the exception message.

0 records were properly processed before the error.

Following is the Exception Message:

```
FTP Object is not connected.
at FTPAccess2.SFTPAccess.GetFileList(String[] fileExtensions)
at OKC.DLL.CDV.Importer.ExperianProcessor.RunFile()
at OKC.DLL.CDV.Importer.CDVDownloader.RunWorker(String companyName)
```

This is what the email looks like when you receive the job failed alert.

Troubleshooting steps:

- Check the "Failed" folder in
\\alawpokcdat200\DataProcessing\CDV\LNBatchFiles\Imports for any records that failed to import.
- If there are no files in the failed folder, then check FileZilla for any files that uploaded on today's date.
- Make sure the FTP site is up and running. There should be no server errors (server errors are in the 500 range).
- Check the following FTP workers that should be up and running:
FTPAccess2.SFTPAccess.GetFileList(String[] fileExtensions)
OKC.DLL.CDV.Importer.ExperianProcessor.RunFile()
OKC.DLL.CDV.Importer.CDVDownloader.RunWorker(String companyName)
- If the DataGen job missed it's scheduled task, schedule it to run today.

If we have today's CDV file and there are no job/worker errors, then the job should be healthy. Be sure to monitor your email inbox daily for errors like this. If we lose valuable data, then we also lose time chasing down the data we lost.