Redelivering Files in Sterling Integrator

1. Monitor files needing to be redelivered using this Splunk Dashboard   
   <https://lm-spl-a11.corp.net.bcbsaz.com:8000/en-US/app/bcbsaz_ta_data_tracking/sterling_integrator_failedfailed>
2. Login to [Welcome to IBM Sterling File Gateway (bcbsaz.com)](http://sterlingb2bi.corp.net.bcbsaz.com/filegateway/home.do) sterlingb2bi.corp.net.bcbsaz.com/filegateway/home.do#login using your "adm" credentials   
   A screenshot of a login box

   Description automatically generated
3. Click on Advanced Search  
   A screenshot of a computer

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4. Under “Arrived File”, select “Date From” as **today** (United States date), select “Status” **failed.**A screenshot of a computer

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5. Under “Delivery”, select “Delivered File Status” as **Failed**A screenshot of a computer

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6. Click “Find”  
   A screenshot of a computer

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7. This will return list of files in a Failed/Failed state for today’s date  
   A screenshot of a computer

   Description automatically generated
8. Compare against current Operations list of known file failures, located [here](https://azblue365.sharepoint.com/:f:/s/tech/infrastructure/ops/EnTOPeo5dA5Nrijai1dvZM0BIOKeMqL_U2tk8v_XzPX2pA?e=HZks8k), then select the far left check box for each file you want to redeliver.   
   A screenshot of a computer

   Description automatically generated
9. Press the “Redeliver” button at the bottom left corner   
   A computer screen with a computer icon

   Description automatically generated with medium confidence
10. When the comment field pops up, please put the following:   
    “OPS redeliver – youradmaccount”   
    Example: A screenshot of a computer

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11. Press Redeliver
12. The file redelivery process can take upwards of an hour. Please be patient.
13. Click Refresh on the dashboard after 15 minutes  
    A close-up of a sign

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    If the files were successfully redelivered, they will no longer appear.
14. If files continue to show failed/failed, please leave them be and notify Infra-MFT@azblue.com for processing. We have dedicated EMFT engineers 24/5, covering US Sunday night 5pm-Friday at 5pm.
15. Emergency issues should call the Infra – Core Technology Platform on-call for after hours issues on Friday night, Saturday and Sunday.