

PAPER-LESS

MANUFACTURING EXCELLENCE THROUGH SOFTWARE

PAPER-LESS MES

TROUBLESHOOTING BULK LOAD ERRORS

Paper-Less MES.....2

 Purpose.....3

 Viewing the Bulk Load Error Log.....3

 Example #1:5

 Example #2:8

 Example #3:10

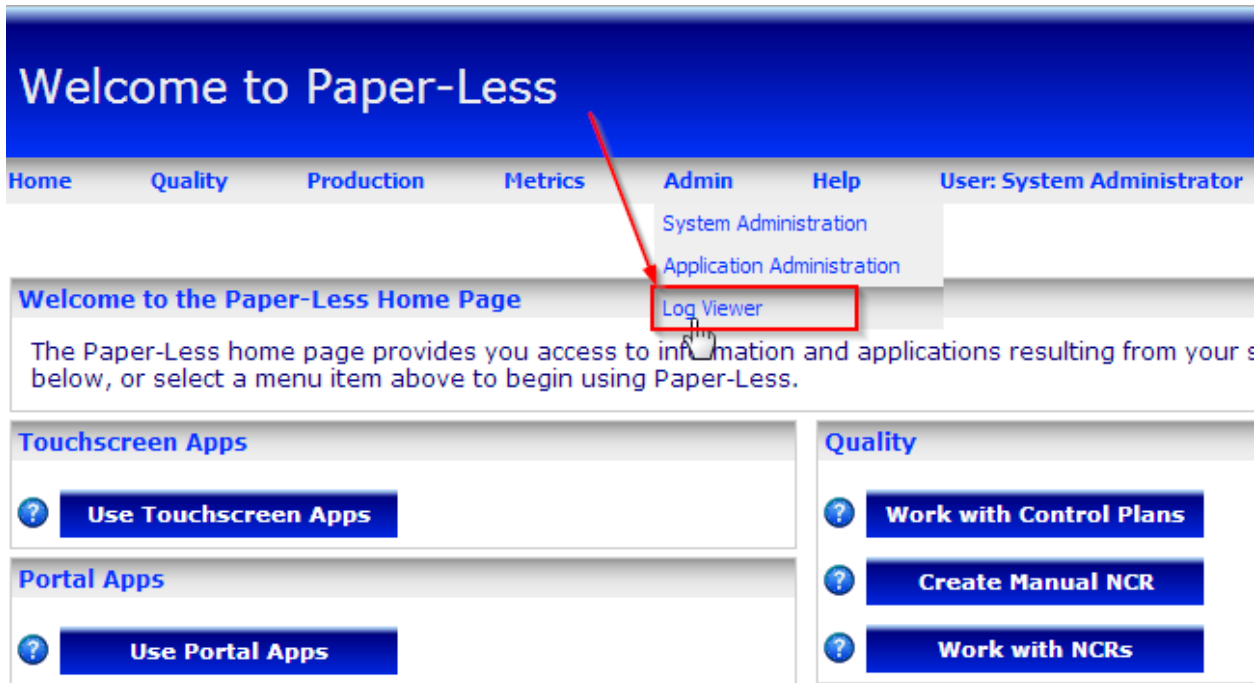
 Errors Remain in Database:12

PURPOSE

The purpose of this document is to outline the major enhancements and change requests made to the latest Paper-Less release. Prior to performing any upgrades, please review the Paper-Less Hardware and Software Requirements documentation to ensure your system meets the latest recommended requirements. If you have any questions, please contact the Paper-Less Help Desk at either: help.desk@paperlessllc.com or 888-473-0800.

VIEWING THE BULK LOAD ERROR LOG

Paper-Less MV2/MES will not alert the user to data not loaded because of an error. Rather the user must monitor the Bulk Load Errors through the Log Viewer found on the Classic Home page.



Once in the Log View, click on the Bulk Load Errors tab to see data not loaded on today's date. Use the drops downs in the upper right corner to select new dates.

It is also suggested to increase the number of Records per Page from 10 to 50.

Log Viewer

Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 8/5/2014 12:00 AM To 8/6/2014 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key

No data to display

Page 1 of 0 (0 items) Records per page: 50

[Create Filter](#)

Below is a sample of Bulk Load Error data. The columns are:

Table Name = The name will indicate the type of data which had the error. For example, BulkOperationNote is for Manufacturing Operation Order Notes, BulkPurchaseOrderLine is for Purchase Order Items, etc.

Record Id = Internal record number

Error = Error text why data was not loaded.

Date = Date data was attempted to be loaded.

External Key = Assists in identifying the record. For example, Order Number is usually contained between the <ORDNO> </ORDNO> XML tags.

EXAMPLE #1:

Log Viewer

Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/29/2013 12:00 AM To 3/30/2013 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
BulkOperationNote	8454136	Operation not found;	3/29/2013 12:00:48 AM	<KEYS><ORDNO>M673110</ORDNO><OPSEQ>0010</OPSEQ><DSQNO>1</DSQNO></KEYS>
BulkOperationNote	8454137	Operation not found;	3/29/2013 12:00:48 AM	<KEYS><ORDNO>M673110</ORDNO><OPSEQ>0010</OPSEQ><DSQNO>2</DSQNO></KEYS>
BulkOperationNote	8454138	Operation not found;	3/29/2013 12:00:48 AM	<KEYS><ORDNO>M673110</ORDNO><OPSEQ>0010</OPSEQ><DSQNO>3</DSQNO></KEYS>
BulkOperationNote	8454139	Operation not found;	3/29/2013 12:00:48 AM	<KEYS><ORDNO>M673120</ORDNO><OPSEQ>0010</OPSEQ><DSQNO>1</DSQNO></KEYS>
BulkOperationNote	8454140	Operation not found;	3/29/2013 12:00:48 AM	<KEYS><ORDNO>M673120</ORDNO><OPSEQ>0010</OPSEQ><DSQNO>2</DSQNO></KEYS>
BulkOperationNote	8454141	Operation not found;	3/29/2013 12:00:48 AM	<KEYS><ORDNO>M673120</ORDNO><OPSEQ>0010</OPSEQ><DSQNO>3</DSQNO></KEYS>

In first line of the above example, a Manufacturing Order Operation Note was not loaded because the Manufacturing Operation for Order Number **M673110** was not found. Further investigation must be done to determine why the Manufacturing Operation was not loaded.

Enter the Manufacturing Order number (**M673110**) into the External Key search box. (*Entry must be done quick as an automatic search is performed within a few seconds*).

Log Viewer

Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/29/2013 12:00 AM To 3/30/2013 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
				M673110

No data to display

Page 1 of 0 (0 items) Records per page: 50

Begins with([External Key], 'M673110') [Clear](#)

Next, click on the “key” to the right of the field and change the query from “**Begins With**” to “**Contains**”. *NOTE: The date range might need to be adjusted to find all the related items.*

Viewing Logs From 3/27/2013 12:00 AM To 3/30/2013 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Table Name	Record Id	Error	Date	External Key
BulkManufactureOrderHeader	58650	Inventory Location not found ;	3/28/2013 2:38:04 PM	M673110
BulkExternalData	2506563	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEY><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>
BulkExternalData	2506564	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>
BulkExternalData	2506565	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>
BulkExternalData	2506566	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>

In the example above, the Manufacturing Order header was not loaded because the Inventory Location was not found (or rather doesn't exist in the database). Click on the “+” symbol on the far left to reveal the details.

Log Viewer Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Viewing Logs From 3/27/2013 12:00 AM To 3/30/2013 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Table Name	Record Id	Error	Date	External Key										
BulkManufactureOrderHeader	58650	Inventory Location not found ;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>										
<table border="1"> <thead> <tr> <th>Id</th> <th>BulkLoadId</th> <th>ExternalKey</th> <th>DeleteIndicator</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>58650</td> <td>110872</td> <td><KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN N><TURN C>7</TURN C></KEYS></td> <td><input type="checkbox"/></td> <td>M673110</td> </tr> </tbody> </table>					Id	BulkLoadId	ExternalKey	DeleteIndicator	Number	58650	110872	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN N><TURN C>7</TURN C></KEYS>	<input type="checkbox"/>	M673110
Id	BulkLoadId	ExternalKey	DeleteIndicator	Number										
58650	110872	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN N><TURN C>7</TURN C></KEYS>	<input type="checkbox"/>	M673110										
BulkExternalData	2506563	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>										
BulkExternalData	2506564	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO><TURNA>1</TURNA><TURN A><TURNN>0148583</TURN N><TURN C>7</TURN C></KEYS>										

Scroll to the right to find the **InventoryLocationExternalKey**.

Log Viewer

Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/27/2013 12:00 AM To 3/30/2013 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
				M673110
BulkManufactureOrderHeader	58650	Inventory Location not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO>< TURNA>1</TURN A>< TURNN>0148583</TUR NN>< TURNC>7</TURNC></KEYS>
WarehouseExternalKey		InventoryLocationExternalKey	ErrorText	
<KEYS><WHID>1</WHID></KEYS>		<KEYS><HOUSE>1</HOUSE><LLOCN>BAD</LLOCN></KEYS>	Inventory Location not found;	
BulkExternalData	2506563	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO>< TURNA>1</TURN A>< TURNN>0148583</TUR NN>< TURNC>7</TURNC></KEYS>
BulkExternalData	2506564	ManufactureOrder not found;	3/28/2013 2:38:04 PM	<KEYS><ORDNO>M673110</ORDNO>< TURNA>1</TURN A>< TURNN>0148583</TUR NN>< TURNC>7</TURNC></KEYS>

In the example above, the Location (found between <LLOCN> </LLOCN>) of BAD, in Warehouse 1 (found between <HOUSE> </HOUSE>) does not exist in the Locations table. Once the Location is changed to valid location (or removed), the data will synchronize to Paper-Less MV2/MES. This synchronization will also cause a domino effect, allowing the system to retry the other items associated with M673110, such as Manufacturing Order Operation, Manufacturing Order Operation Notes, and External Data.

EXAMPLE #2:

In another example, the user wants to investigate why User **821** cannot be found on the User Logins page of the Portal. Adjust the Date Range to include the data when the user was entered or edited. Enter **BulkPersonnel** in the Table Name search box.

Log Viewer

Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/25/2013 12:00 AM To 8/6/2014 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
BulkPersonnel				
BulkPersonnel	195	Full Name cannot be blank or <NULL>;External Key cannot be blank or <NULL>;	3/28/2013 2:21:39 PM	
BulkPersonnel	198	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>96</EMPNO></KEYS>
BulkPersonnel	201	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>119</EMPNO></KEYS>
BulkPersonnel	204	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>135</EMPNO></KEYS>
BulkPersonnel	207	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>220</EMPNO></KEYS>
BulkPersonnel	241	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>797</EMPNO></KEYS>
BulkPersonnel	244	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>821</EMPNO></KEYS>
BulkPersonnel	247	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>852</EMPNO></KEYS>
BulkPersonnel	250	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>884</EMPNO></KEYS>

Enter the Badge Number (**821**) into the External Key search box. Click on the “key” to the right of the field and change the query from “**Begins With**” to “**Contains**”.

Log Viewer

Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/25/2013 12:00 AM To 8/6/2014 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
BulkPersonnel				821
BulkPersonnel	244	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>821</EMPNO></KEYS>
BulkPersonnel	435	Work Center not found;	5/20/2013 6:45:08 PM	<KEYS><EMPNO>821</EMPNO></KEYS>

Page 1 of 1 (2 items) [1] Records per page: 10

Begins with([Table Name], 'BulkPersonnel') And Contains([External Key], '821') Clear

In the example above, the User was not loaded because the **Home Work Center** was not found (or rather doesn't exist in the database). Click on the “+” symbol on the far left to reveal the details.

Log Viewer Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/25/2013 12:00 AM To 8/6/2014 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
BulkPersonnel				821
[-] BulkPersonnel	244	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>821</EMPNO></KEYS>
WarehouseExternalKey		WorkCenterExternalKey	MultipleJobAllowed	ERPA
		<KEYS><STID>001</STID><WKCTR>1</WKCTR></KEYS>	<input type="checkbox"/>	<KEY
[+] BulkPersonnel	435	Work Center not found;	5/20/2013 6:45:08 PM	<KEYS><EMPNO>821</EMPNO></KEYS>

Page 1 of 1 (2 items) [1] Records per page: 10

Begins with([Table Name], 'BulkPersonnel') And Contains([External Key], '821') Clear

In the example above, the Work Center (found between <WKCTR> </WKCTR>) of 1 in Site 1 (found between <STID></STID>) does not exist in the WorkCenter table. Once the Location is changed to valid location (or removed), the data will synchronize to Paper-Less MV2/MES. If the data in the field is used for a different purpose, temporarily remove the value, allow the record to synchronize to MV2/MES, and replace the data.

EXAMPLE #3:

In the final example, the user wants to investigate why line items are missing for Purchase Order **P218560**. Adjust the Date Range to include the data when the user was entered or edited. Combining all the steps, enter **BulkPurchase** in the Table Name search box, enter the Purchase Order Number (**P218560**) into the External Key search box and click on the “key” to the right of the field, changing the query from “**Begins With**” to “**Contains**”.

The screenshot shows the Log Viewer application interface. At the top, there is a navigation bar with links for Home, Quality, Production, Metrics, Admin, Help, and User: System Administrator. The server information is Dexter Laundry MES Test Env CC, Site: 001 (Main Site). The main content area shows a search filter for 'BulkPurchase' and an external key of 'P218560'. The date range is set from 3/22/2013 12:00 AM to 8/6/2014 12:00 AM. Below the search filters, there is a table with the following columns: Table Name, Record Id, Error, Date, and External Key. The table contains four rows of log entries, all with the error 'Inventory Location not found'.

Table Name	Record Id	Error	Date	External Key
BulkPurchaseOrderLine	38216	Inventory Location not found ;	3/29/2013 7:00:28 AM	<KEYS><ORDNO>P218560</ORDNO><TURNA>7</TURNA><TURNN>0036117</TURNN><TURNC>3</TURNC></KEYS>
BulkPurchaseOrderLine	38218	Inventory Location not found ;	3/29/2013 7:00:28 AM	<KEYS><ORDNO>P218560</ORDNO><TURNA>7</TURNA><TURNN>0036119</TURNN><TURNC>9</TURNC></KEYS>
BulkPurchaseOrderLine	68344	Inventory Location not found ;	4/2/2013 2:04:05 PM	<KEYS><ORDNO>P218560</ORDNO><TURNA>7</TURNA><TURNN>0036117</TURNN><TURNC>3</TURNC></KEYS>
BulkPurchaseOrderLine	68346	Inventory Location not found ;	4/2/2013 2:04:05 PM	<KEYS><ORDNO>P218560</ORDNO><TURNA>7</TURNA><TURNN>0036119</TURNN><TURNC>9</TURNC></KEYS>

In the example above, the Purchase Order Line (or Item) was not loaded because the Inventory Location was not found (or rather doesn't exist in the database). Click on the “+” symbol on the far left to reveal the details.

Log Viewer Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)

Home Quality Production Metrics Admin Help User: System Administrator Logout

Viewing Logs From 3/23/2013 12:00 AM To 8/6/2014 12:00 AM

Log Files Bulk Load Errors MES Record Count OAGIS Transaction Messages ERP Transaction Log File

Drag a column header here to group by that column

Table Name	Record Id	Error	Date	External Key
BulkPurchase				P218560
BulkPurchaseOrderLine	38216	Inventory Location not found ;	3/29/2013 7:00:28 AM	<KEYS><ORDNO>P218560</ORDNO><TURNA>7</TURNA><TURNNN>0036117</TURNNN><TURNC>3</TURNC></KEYS>
WarehouseExternalKey		InventoryLocationExternalKey		UnitOfMeasureExternalKey
<KEYS><WHID>1</WHID></KEYS>		<KEYS><HOUSE>1</HOUSE><LLOCN>BAD</LLOCN></KEYS>		<KEYS><UOM>EA</UOM></KEYS>
BulkPurchaseOrderLine	38218	Inventory Location not found ;	3/29/2013 7:00:28 AM	<KEYS><ORDNO>P218560</ORDNO><TURNA>7</TURNA><TURNNN>0036119</TURNNN><TURNC>9</TURNC></KEYS>

In the example above, the Location (found between <LLOCN> </LLOCN>) of BAD, in Warehouse 1 (found between <HOUSE></HOUSE>) does not exist in the Locations table. Once the Location is changed to valid location (or removed), the data will synchronize to Paper-Less MV2/MES. This synchronization will also cause a domino effect, allowing the system to retry the other items associated with P218560, such as PurchaseOrder Order Operation, Manufacturing Order Operation Notes, and External Data.

ERRORS REMAIN IN DATABASE:

Data is not removed from the Bulk* tables so it is also very important to check the Date field of when the data was attempted.

The screenshot shows the 'Log Viewer' application interface. At the top, there is a navigation bar with 'Log Viewer' on the left and 'Server: Dexter Laundry MES Test Env CC Site: 001 (Main Site)' on the right. Below this is a menu bar with 'Home', 'Quality', 'Production', 'Metrics', 'Admin', 'Help', 'User: System Administrator', and 'Logout'. The main content area shows a date range filter: 'Viewing Logs From 3/23/2013 12:00 AM To 8/6/2014 12:00 AM'. Below the filter are tabs for 'Log Files', 'Bulk Load Errors', 'MES Record Count', 'OAGIS Transaction Messages', and 'ERP Transaction Log File'. The 'Bulk Load Errors' tab is active, displaying a table with the following data:

Drag a column header here to group by that column				
Table Name	Record Id	Error	Date	External Key
BulkPersonnel				821
BulkPersonnel	244	Work Center not found;	3/28/2013 2:21:39 PM	<KEYS><EMPNO>821</EMPNO></KEYS>
BulkPersonnel	435	Work Center not found;	5/20/2013 6:45:08 PM	<KEYS><EMPNO>821</EMPNO></KEYS>

Below the table, there is a pagination control showing 'Page 1 of 1 (2 items)' and 'Records per page: 10'. At the bottom, there is a search filter: 'Begins with([Table Name], 'BulkPersonnel') And Contains([External Key], '821')' with a 'Clear' button.

In the example above, the User/Personnel record was attempted to be loaded twice, once on **3/28/2013** and again on **5/20/2013**. (It is suspected that a Full ERP Sync occurred on these dates). After the data is changed and resynchronized, the above data will still exist, but there should not be an additional record with the days date on it.