

Title	POSTING TABLE TROUBLESHOOTING Procedures
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Process Owner	Process owner name
Dept/Division	RIS/BOR
Get help with this process	RIS/BOR
Processes	Trouble Shooting Guidelines

Description: These procedures are used to diagnose problems with postings. Used when RIS-Banner-Alert receives an email notifying RIS that there is a problem with postings. The following message will be sent to email:

From: PROD Oracle DBA Account [mailto:oracle@hfrsdb1.prod.sdbor.edu]
Sent: Tuesday, August 10, 2010 9:10 AM
To: RIS-Banner-ALERT
Subject: Please check posting

Posting may have issues. Please check fobappd table.

1. The first step is to locate the documents causing the problem. This can be done by running the following SQL statement in PL/SQL Developer:

```
select * from fobappd  
order by fobappd_activity_date, fobappd_seq_code, fobappd_doc_num,  
fobappd_seq_num;
```

The first record shown, in most cases, will be the record causing the problem. It is best to save this info to an Excel spreadsheet, copy the information down for the record, or create a backup table. If record is deleted, this information will be needed later in the process to recreate record in FOBAPPD.

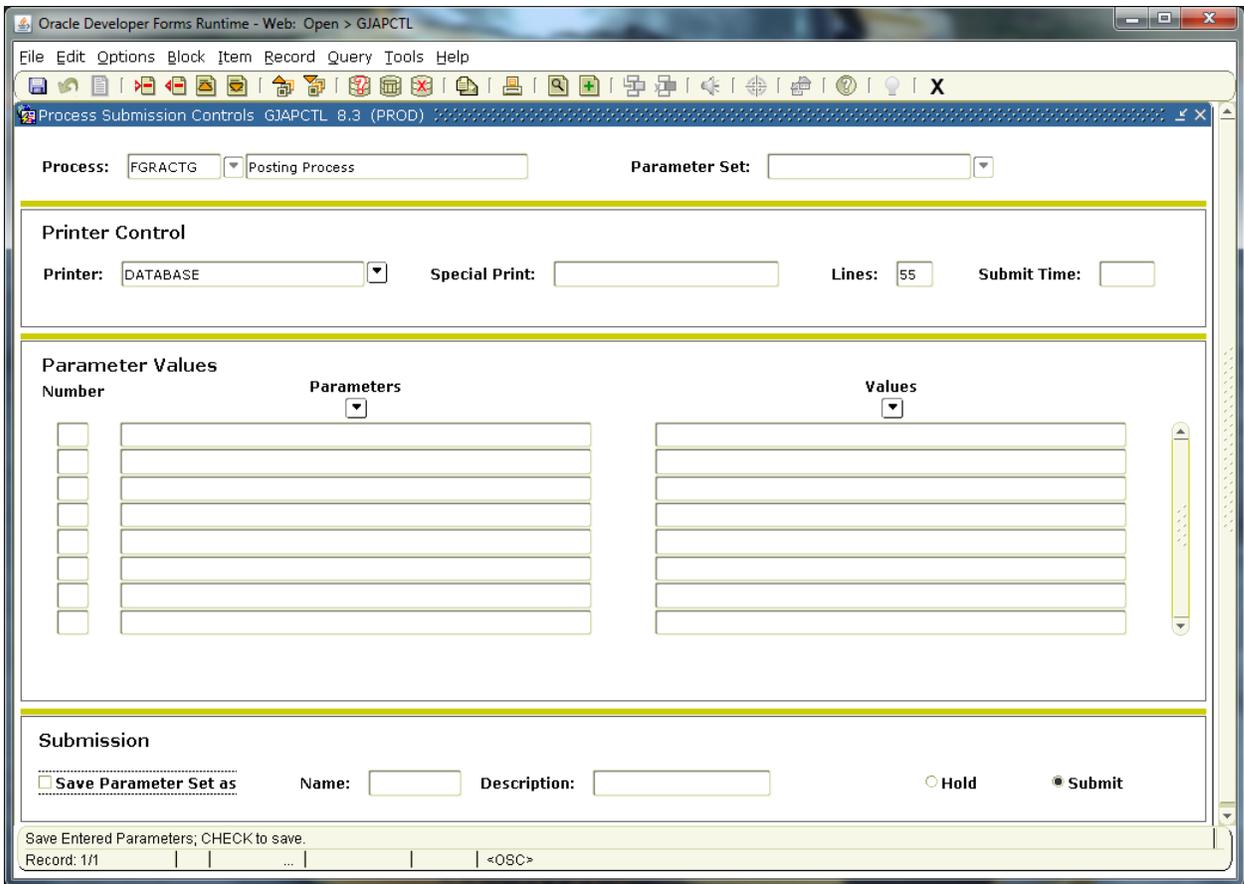
2. Next step is to force a posting so that error message is written out. This is done by logging in to BANNER and, at the General Menu screen, running FGRACTG.

Click on NEXT BLOCK to go to the Printer Control section, and fill in the Printer field with 'DATABASE'. This will create a .lis file in database for reference if needed.

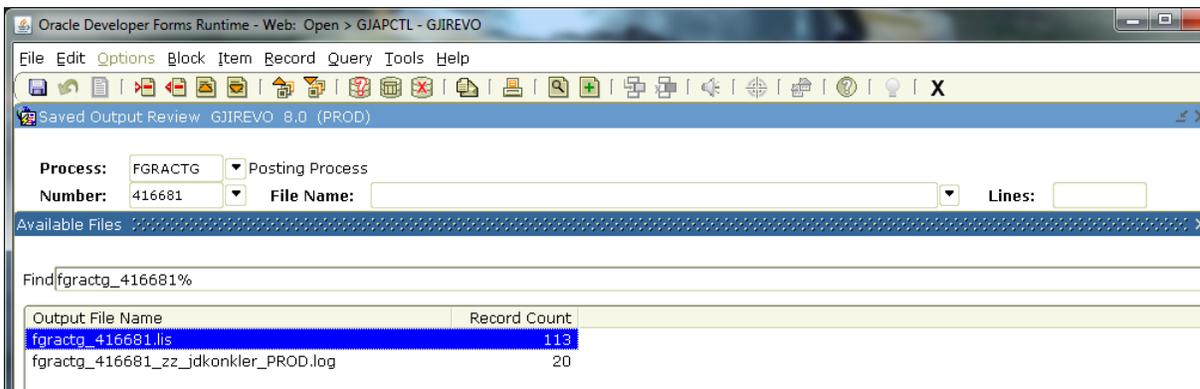
Click on NEXT BLOCK to get to the Parameter Values section. There are no parameters required for this procedure.

Click on NEXT BLOCK to move to the Submission section.

Click the SAVE diskette in the upper left corner to submit the process.



To view the .lis and .log files go to the options on the top menu bar click on Review Output(GJIREVO).



To view the .log and .lis files you have to click the dropdown arrow on the File Name field and the files will display in the open space below. To view the files you have to double click on the file or highlight it and hit the OPEN button at the bottom of the screen. To go back and view a different file you have to hit the Rollback arrow next to the Save/Submit button and then click the dropdown arrow on the File Name field.

The .log file will have the error message in it. Should look something like this:

Username: Connected.

```
Starting FGRACTG (Rel 8.2.0.3)...
Starting FGAPROT (Rel 8.0)...
Starting FGPABAL (Rel 8.0)...
Starting FRPBILL (Rel 8.2.0.1)...
Starting FGPBODY (Rel 8.2.0.1)...
Starting FGPEXXX (Rel 8.0)...
Starting FGPEOCD (Rel 8.0)...
Starting FGPFIXA (Rel 8.0)...
Starting FGPGRAN (Rel 8.0)...
Starting FRPGRNP (Rel 8.0)...
Starting FGPINVM (Rel 8.0)...
Starting FGPPDOC (Rel 8.0)...
Starting FGPSTOR (Rel 8.0)...
Run Sequence Number:
ORA-01400: cannot insert NULL into ("FIMSMGR"."FGBTRNH"."FGBTRNH_RUCL_CODE")
```

```
WRN-ORACERR: Error occurred in file "fgppdoc.pc" at line 1,148
WRN-ERRSTMT: Following statement was last statement parsed:
  insert into FGBTRNH (FGBTRNH_RUCL_CODE,FGBTRNH_DOC_SEQ_CODE,FGBTRNH_DO
fgractg terminated with error
8 lines written to /u03/banjobs/fgractg_414105.lis
```

```
Connected.
Connected.
```

3. Using the information from the log file, refer to the document 'Posting_Solution_Set' which is located at

I:\RISW\Banner_Finance\Posting_Solution_Set.

This document contains the error message and solution for resolving.

4. An example of what is found in 'Posting_Solution_Set':

G)
ORA-01400: cannot insert NULL into ("FIMSMGR"."FGBTRNH"."FGBTRNH_RUCL_CODE")

```
WRN-ORACERR: Error occurred in file "fgppdoc.pc" at line 1129
WRN-ERRSTMT: Following statement was last statement parsed:
  insert into FGBTRNH
(FGBTRNH_RUCL_CODE,FGBTRNH_DOC_SEQ_CODE,FGBTRNH_DO
fgractg terminated with error
8 lines written to 27241.lis
```

This error was caused by a document that was missing a valid rule code.

Also, with later versions of posting, the gross rule code error on checks can result in the Oracle error instead of the normal rollback message.

5. Solution:
 - a. First, identify the bad document, run the above script, do not yet remove from fobappd.

```
select * from fobappd
order by fobappd_activity_date, fobappd_seq_code, fobappd_doc_num,
fobappd_seq_num;
```

(If necessary to remove from FOBAPPD script will be

```
'delete from fobappd
```

```
where fobappd_doc_num = '11385307';')
```

- b. Second, find the appropriate accounting table and verify that a valid rule code exists. If not, insert the correct rule code.

```
select *farinva_rucl_code,  
       farinva_disc_rucl_code,  
       farinva_tax_rucl_code,  
       farinva_addl_rucl_code  
from fimsmgr.farinva  
where farinva_invh_code in ('I0435514')
```

```
/*Verify that the rule code(s) pulled in a valid on FTMRUCL.*/
```

```
select * from farinvc where farinvc_invh_code in ('I0435514')  
select * from FTVRUCL where ftvrucL_rucl_code in ('ICNI','INNI')  
select * from fabchka where fabchka_check_num in ('11386351')  
select * from fabchks where fabchks_check_num in ('11386351')  
select * from FGBTRNH where fgbtrnh_doc_code in ('I0435514')  
select * from FGBTRND where fgbtrnD_doc_code in ('I0435514')
```

- c. Third, update in missing/invalid RUCL code.

```
update FARINVA set FARINVA_RUCL_CODE = 'INNI' where farinva_invh_code = 'I0435514';
```

- d. If you had to remove the record then you must insert it back into FOBAPPD before attempting to post. This is why it was important above to copy to Excel or write down the information from the record in FOBAPPD. To insert the document that was removed you must insert the correct information back into FOBAPPD.

```
insert into FOBAPPD  
values ('5','11386351','','SS','10-AUG-2010');
```

6. Next, attempt to post the document again. Either run FGRACCTG again or wait for scheduled posting.
7. If error still exist then best to open a case with UDC to resolve.

Reference Information:

Related Documents:

Links:

Upgrade and Version Update Information: