

DAU Log Tips

The following search strings can be used to locate errors:

ERROR WHILE

ERROR IN

ERROR-->The remote server returned an error

The following are informational logging. These strings alone do not reflect an error.


PROCESSING REQUEST---getRquestError-->

CCH STATUS---Waiting

The following examples explain the common causes and resolution.

	Search String	Example
1	<p>ERROR WHILE MAKING SERVICE REQUEST</p> <p>This is an example when the utility request to generate data receives an error response.</p> <p>To resolve, you may re-run the scheduled task manually or allow the task to run the next day on its normal schedule.</p>	<pre>Request URL-->https://api.cchaccess.com/Oipdataaccess/API/V1/PhoneRequest ERROR---->The remote server returned an error: (401) Unauthorized. STACK----> at System.Net.HttpWebRequest.GetResponse() at cch_integration.Tables.CCHIntegrationHandler.makeServiceRequest(String ssoToken, String IntegratorKey, EDWctlCdc cdc) in C:~\Development\udm_etl\cch_integration\cch_integration\Tables\CCHIntegrationHandler.cs:line 1833 ERROR--RESPONSE--> MAKING SERVICE REQUEST----->CLIENTPHONE-2102---REQ ID--- ERROR WHILE MAKING SERVICE REQUEST - STOPPING----->CLIENTPHONE</pre>
2	<p>ERROR WHILE MAKING SERVICE REQUEST</p> <p>This is an example when the utility request to generate data does not receive any response.</p> <p>To resolve, you may re-run the scheduled task manually or allow the task to run the next day on its normal schedule.</p>	<pre>Request URL-->https://sdk.cchaccess.com/Oipdataaccess/API/V1/InterimProjectRequest ERROR---->The operation has timed out STACK----> at System.Net.HttpWebRequest.GetResponse() at cch_integration.Tables.CCHIntegrationHandler.makeServiceRequest(String ssoToken, String IntegratorKey, EDWctlCdc cdc) in C:~\Development\udm_etl\cch_integration\cch_integration\Tables\CCHIntegrationHandler.cs:line 1836 MAKING SERVICE REQUEST----->INTERIMWORKINGPROJECT-3917---REQ ID--- ERROR WHILE MAKING SERVICE REQUEST - STOPPING----->INTERIMWORKINGPROJECT</pre>

	Search String	Example
3	<p>ERROR-->The remote server returned an error</p> <p>This is logged when the API received an error response from the API.</p> <p>To resolve, you may re-run the scheduled task manually or allow the task to run the next day on its normal schedule.</p>	<p>ERROR-->The remote server returned an error: (500) Internal Server Error.</p>
4	<p>ERROR IN downloadApifile (two spaces after IN)</p> <p>This happens when the utility request to download data receives an error.</p> <p>To resolve:</p> <p>Option1: Re-run the scheduled task manually or allow the task to run the next day on its normal schedule.</p> <p>Option2 Evaluate:</p> <ol style="list-style-type: none"> 1) Look at the previous row to determine which table is affected. (i.e. CLIENTGROUP) 2) Scroll down, looking for downloadApifile----END---> for the same table. 3) Look at the previous couple of rows. If you see downloadApifile-----Received Response--> for the same table then the utility re-tried and successfully downloaded. If not, then use option1. 	<pre>processDownloads----->CLIENTGROUP-1802---REQ ID---66ea38d8-d750-4cd2-9106-36309e555838---CCH STATUS--- Completed DOWNLOADING FILE FROM CCH----->CLIENTGROUP-1802---REQ ID---66ea38d8-d750-4cd2-9106-36309e555838---TIME--- 3/9/2019 6:04:45 AM manageCCHToken--> manageCCHToken-->tokenExpireDateTime-->3/9/2019 6:17:09 AM manageCCHToken-->time left in seconds-->741.28 manageCCHToken-->token ok-seconds left->741.28 downloadApifile----START--->CLIENTGROUP-1802---time---3/9/2019 6:04:49 AM ERROR IN downloadApifile -->The remote server returned an error: (401) Unauthorized.---3/9/2019 STACK-----> at System.Net.HttpWebRequest.GetResponse() at cch_integration.Tables.CCHIntegrationHandler.downloadApifile(String ssoToken, String requestId, String IntegratorKey, String ServiceName, Int32 DateTypeValue) in C:\Development\udm_etl\cch_integration\cch_integration\Tables\CCHIntegrationHandler.cs:line 1503 CCH_ERROR-----> retrying.... downloadApifile----START--->CLIENTGROUP-1802---time---3/9/2019 6:04:55 AM ERROR IN downloadApifile -->The remote server returned an error: (401) Unauthorized.---3/9/2019 STACK-----> at System.Net.HttpWebRequest.GetResponse() at cch_integration.Tables.CCHIntegrationHandler.downloadApifile(String ssoToken, String requestId, String IntegratorKey, String ServiceName, Int32 DateTypeValue) in C:\Development\udm_etl\cch_integration\cch_integration\Tables\CCHIntegrationHandler.cs:line 1503 CCH_ERROR-----> retrying.... downloadApifile----START--->CLIENTGROUP-1802---time---3/9/2019 6:04:59 AM ERROR IN downloadApifile -->The remote server returned an error: (401) Unauthorized.---3/9/2019 STACK-----> at System.Net.HttpWebRequest.GetResponse() at cch_integration.Tables.CCHIntegrationHandler.downloadApifile(String ssoToken, String requestId, String IntegratorKey, String ServiceName, Int32 DateTypeValue) in C:\Development\udm_etl\cch_integration\cch_integration\Tables\CCHIntegrationHandler.cs:line 1503 CCH_ERROR-----> retrying.... downloadApifile----START--->CLIENTGROUP-1802---time---3/9/2019 6:05:04 AM downloadApifile-----Received Response-->CLIENTGROUP-1802---REQ ID---66ea38d8-d750-4cd2-9106-36309e555838--- TIME---3/9/2019 6:05:04 AM---content length---5857 reading bytes--->0 ...2911...5857...5857DONE reading bytes--->5857 downloadApifile----END--->CLIENTGROUP-1802---time---3/9/2019 6:05:04 AM</pre>

	Search String	Example
5	<p>ERROR IN processRecords</p> <p>This happens when an error is returned by SQL server while the utility is attempting to process the downloaded data.</p> <p>To resolve, you may re-run an incremental update for the affected table on the same day the error was logged. Otherwise, a full load of the affected table is required.</p> <p>If the errors are frequent or reference the SQL transaction log, apply the following recommended configuration.</p>  <p>Data Access Utility SQL Server Configur</p>	<pre> PROCESSING FILE----->WIP-4902_21.JSON processRecords--->WIP---count---38409---3/10/2019 11:08:04 AM ERROR IN processRecords----->WIP-----Execution Timeout Expired. The timeout period elapsed prior to completion of the operation or the server is not responding. ERROR IN processRecords---INSERT STMT-->insert into cch_ent.dbo.WIP(TransactionDate,AcctPerDateTime,PostedDateTime,Hours,StdRate,StdAmount,AdjRate,AdjAmount,Cos tRate,Cost,BilledAmount,SurchargeAmount,ProjsurchargeAmount,IntraCompanyRate,IntraCompanyAmount,WIPTypeCode, BillingStatusCode,TEStatusCode,TransferStatusCode,OriginCode,HistoryFlag,CreatedDateTime,LastUpdatedDateTime ,ClientIdent,StaffIdent,PostedByStaffIdent,ServiceCodeIdent,ProjectIdent,WorkstepIdent,WIPIdent,ProgressInvI ntIdent,InvoiceIdent,CreatedByIdent,TECustomValue,WorkLocation,BillAcctPerDate,ReleasedByStaffIdent,Released Date,ReviewedByStaffIdent,ReviewedDate,RateOverrideReasonName,RateOverriddenFlag,LastUpdatedByIdent,PriorPer iodFlag,IsBillableFlag) values ('8/3/2015 12:00:00 AM','8/3/2015 12:00:00 AM','8/3/2015 12:00:00 AM',0.15,385,57.75,385,57.75,0,0,42.38,0,0,0,0,2,3,0,0,0,'11/7/2018 4:15:55 PM','11/7/2018 4:15:55 PM',2286474980504953817,17342027509896225538,5741205241835695779,10393049639088430250,null,null,127730370414 13643172,null,5485406241798080282,5741205241835695779,'','3/17/2016 12:00:00 AM',null,'8/3/2015 12:00:00 AM',null,'8/3/2015 12:00:00 AM','',1,9847695528037517924,0,'True') -----> at cch_integration.Tables.EDWGenericTable.Insert(String insertSql) in C:\Development\udm_etl\cch_integration\cch_integration\Tables\EDWGenericTable.cs:line 40 at cch_integration.Tables.CCHIntegrationHandler.processRecords(List`1 cchrows, EDWJobHistory jhs, List`1 tablePk) in C:\Development\udm_etl\cch_integration\cch_integration\Tables\CCHIntegrationHandler.cs:line 849 PROCESSING FILE----->WIP-4902_22.JSON processRecords--->WIP---count---38409---3/10/2019 11:15:48 AM </pre>
6	<p>CCH STATUS---Waiting</p> <p>False Positive - This is logged when the files are in queue in the WK data center. The content in blue indicates that the file was later downloaded.</p>	<pre> processDownloads----->ARCHARGES-2604---REQ ID---cefe3d57-006f-4090-b2b3-aece5dc2cc31---CCH STATUS---Waiting (long content truncated) processDownloads----->ARDISTRIBUTION-7002---REQ ID---67e36886-3e4d-4a68-8eb3-ea0dbb464461---CCH STATUS--- Completed DOWNLOADING FILE FROM CCH----->ARDISTRIBUTION-7002---REQ ID---67e36886-3e4d-4a68-8eb3-ea0dbb464461---TIME--- 1/19/2019 5:21:41 AM </pre>
7	<p>PROCESSING REQUEST---getRquestError--></p> <p>False Positive - This message is logged every time DAU runs. There may be more than one instance of the item in the log depending on when files are available for the utility to download.</p>	<pre> PROCESSING REQUEST---COUNT-->86 getAuthToken--> manageCCHToken--> manageCCHToken-->tokenExpireDateTime-->1/19/2019 7:27:05 AM manageCCHToken-->time left in seconds-->610.2191859 manageCCHToken-->token ok-seconds left->610.2191859 PROCESSING REQUEST---getRquestError--> </pre>