

Troubleshooting the Automated Short-Buy Launch

What It Does

If your automated short-buy fails to launch when it's scheduled, it's usually easy to find the problem and correct it. We'll tell you how to check the most common causes here.

However, do not assume that it failed to launch just because no purchase order was transmitted. The automated short-buy only transmits orders when it can – there must be items that meet the limits you set, and it must be able to order them from the vendors you specified.

If your automated short-buy fails to launch, you won't get what you normally get. If your system normally prints a purchase order report or an exceptions report, for example, they won't print if the automated short-buy fails to launch.

How to Do It

To determine why your automated short-buy did not launch, follow these steps:

Check the System's Time and Date

- 1 Go to the Master Menu, and check the system time and date displayed at the top of the screen. Since

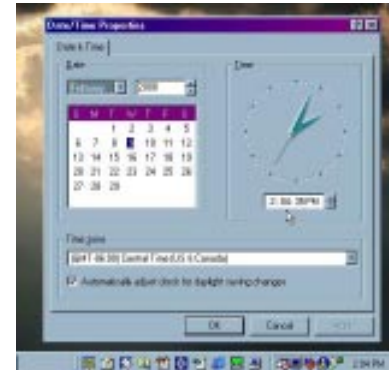
the launcher is set by time and date, the wrong information will prevent it from launching when it should.

- 2 If the time and date are correct, go to **Checking the Status**.

To correct the time and date:

- If you're on PGDOS, go to the (Z) screen and select the [A1] Set Date & Time function. Enter the correct information, tabbing past any time and date fields that are correct.
- If you're on NT, double-click the time display, which appears on the task bar in the lower right corner of your screen. (See the figure.)

Change the date by clicking the correct one.



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Change the time by highlighting the incorrect portion and typing the correct number.

Click **OK**

- If you're on UNIX, see *Fax File 18: Setting the Time and Date on UNIX Systems*.
- If your time or date was incorrect, skip the rest of the troubleshooting steps, and go to **Manually Launching the Automated Short-Buy**.

Checking the Status

- 3 If the automated short-buy has launched itself today, but is not working now, go to **Resetting an Active Time Slot**.

If the automated short-buy has not launched itself today, go to **Step 4**.

- 4 Go to the (LFA2) screen, which is shown at right.

Look at the Status column. It should be completely empty. A status message in this column, like the message ****DONE**** shown in the figure, prevents the time slot from being launched. Normally, the system clears these status messages between 24:00 and 24:15 every night. However, the system cannot clear these messages under any of the following conditions:

```
16:24:00 (LFA2) Short-Buy Launcher(12/15/99) 02/09/00
=====
Action [C] (I=Inq, C=Chg, D=Del, S=Clear Status, U=Update ) Location [ 1 ]
=====
| # | A | Day | Date | Time | Vendor Call Number | Status |
|---|---|---|---|---|---|---|
| 1 | A | Mon-Fri | --/-- | 11:30 | 1, , , , , , , , , , | ** DONE ** |
| 2 | A | Mon-Fri | --/-- | 12:30 | 1, 2, , , , , , , , , | ** DONE ** |
| 3 | | | / | : | , , , , , , , , , , | |
| 4 | | | / | : | , , , , , , , , , , | |
| 5 | | | / | : | , , , , , , , , , , | |
| 6 | | | / | : | , , , , , , , , , , | |
| 7 | | | / | : | , , , , , , , , , , | |
| 8 | | | / | : | , , , , , , , , , , | |
| 9 | | | / | : | , , , , , , , , , , | |
=====
** NOT ACTIVE **
-- Current Status of Auto Short Buy --
Time Slot [ ] For Location [ ] Stated at [ ]
Current Status [ ] for Call [ ]
Enter Action
```

- The system is turned off or in maintenance mode.
 - The automated short-buy has been disabled in the (ZE7) Activities Scheduler screen.
 - A problem with the day-end proc file caused LAUNCHFILE to be renamed.
- 5 If the Status column is completely clear, go to **Resetting an Active Time Slot**.

If the Status column is not completely clear, follow these steps:

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```
=====| Program Launcher |=====
PGD Program and Procedure File Launch Utility - Version 1.04
Friday February 11, 2000 11:00:00 am
=====|=====|=====|=====|=====|=====|=====|=====
# |A|DAY |DATE |TIME |DV|PROGRAM |DESCRIPTION |LAUNCHED|
=====|=====|=====|=====|=====|=====|=====|=====
1 |A|MON-FRI |--/-- |??:?? |DY |;SPC:BEGPO |AUTOMATED SHORT-BUY |
2 |
3 |
4 |
5 |
6 |
7 |
8 |
9 |
10 |
11 |
12 |
13 |
14 |
=====|=====|=====|=====|=====|=====|=====|=====
+=====| Action |=====+
|A> ADD Event
|C> CHANGE Event
|D> DELETE Event
|L> LAUNCH Now
|M> MONITOR Event
|S> SUSPEND a day/date
|X> Or <ESC> to exit
=====|=====|=====|=====|=====|=====|=====|=====
|Enter Action : [M]|
+=====|=====|=====|=====|=====|=====|=====|=====
```

- At Warning About to Clear Active Time Slot, type Y
- Go to **Manually Launching the Automated Short-Buy**.

Checking the (ZE7) Screen

If you did not find any time slots in the active state in the (LFA2) screen, you need to check the (ZE7) screen. This screen plays a crucial role in the automated short-buy: every 15 minutes, it starts the ;SPC:BEGPO program, which checks for time slots that are due to launch. Follow these steps:

Rev. 2/00

- 7 Go to the (Z) screen, and select the [E7] Activities Scheduler function.
- 8 The (ZE7) screen should display a line for the automated short-buy, as shown in the figure on this page. It may also contain lines to launch procs or other programs.

If the (ZE7) screen does not contain any lines of information, go to **Restoring the (ZE7) Screen**.

If the (ZE7) screen displays a line for the automated short-buy, continue with **Checking the Automated Short-Buy Line**.

Checking the Automated Short-Buy Line

- 9 Select the [C] Change action code.
- 10 At Enter Number of Desired Event, specify the line number for your automated short-buy, and if it's a single digit, press RETURN. (In the figure above, we would select this line by typing 1.)
- 11 Compare the settings displayed for your automated short-buy line with those displayed on the next page. They should match, with three exceptions:
 - At Time, it does not matter whether A.M. or P.M. is displayed.

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At Enter Subset Number, type 7

22 At Enter File Name, type **SAV-LAUNCH**

23 At Enter Unit #, type **Ø4**

24 At Enter New Name, type **LAUNCHFILE**

You should see the message File [SAV-LAUNCH] Successfully Renamed to [LAUNCHFILE].

25 Press ESC to go back to the (Z) screen, and select the [E7] function again.

26 The (ZE7) screen should now display the automated short-buy line again, along with your day-end proc and any other lines you had before.

27 Select the [C] Change action code.

28 Specify the line number for your day-end proc; if it's a single digit, press RETURN.

29 Press RETURN until the system displays Clear Last Launched Time, and type **Y**

30 Determine why your day-end procedure failed.

Common reasons include:

- Your backup failed
- Your system's usage is too high
- Your software version is too old.

31 Resolve the issue, and then do your day-end procedure again manually.

Note: Remember that day-end procedures are dedicated; no one else may use your system until they're complete.

For instructions, see the November 1999 issue of *Key OPs*, or view the day-end procedures for your platform at http://www.ddms.com/Support_/FAQ_Files/Period_End/period_end.htm

Manually Launching the Automated Short-Buy

After correcting any automated short-buy problems you found, you need to manually launch it. Follow these steps:

32 Go to the (Z) screen, and select the [E7] Activities Scheduler function.

33 Select the (L) Launch Now action code.

34 At Enter Number of Desired Event, specify the line number for the automated short-buy. If it's a single digit, press RETURN. The system will launch the automated short-buy, and start the current time slot.

If it still fails to launch, the automated short-buy may have more than one problem. Try going through the remaining diagnostic procedures in this article.