
Issues and Resolutions for Sterling e-Invoicing, Version 1.0

The following issues and resolutions have been identified for Sterling e-Invoicing, Version 1.0 release:

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After Failed Revalidation Attempt, Exception Appears in the visibility.log

Issue: The following exception appears in the visibility.log:

```
[2008-05-22 04:37:13.465] ERROR 000110011076
WORKFLOW.WORKFLOW.ERR_String_statusMap_get_BASIC_STATUS
com.machinename.name.workflow.InitialWorkflowContext.continueWorkFlow() WARNING Can
not complete CONTINUE BASIC_STATUS= 1 ADV_STATUS= null wfc
:IBMP509:node1:11a0f8c4be4:1293
```

Resolution: A failed attempt to revalidate an invoice will cause this exception. The exception should not occur, but if it does, it does not cause a functional problem in the system and therefore can be ignored.

After Failed Revalidation Attempt, Exception Appears in the wf.log

Issue: An exception like the following appears in the wf.log:

```
[2008-05-22 10:29:40.94] ERROR 000000000000 GLOBAL_SCOPE
DmiVisEventFactory.createCommFileXferCompletePrepStmtHelper() ERROR - Cannot find
FileTransferRecord (HTTPClientAdapter_HTTPClientAdapter_node1_12114665748154:4-6)
referenced in a FileXferComplete event where event = Event:
(Aft.Visibility.CommFileXferComplete.4) - Normal
```

Resolution: A failed attempt to revalidate an invoice will cause this exception. The exception should not occur, but if it does, it does not cause a functional problem in the system and therefore can be ignored.

Country-Specific Locks Are Created if Invalid eInvoicing Global Configuration Settings Are Used While Executing a Business Process

Issue: If you execute the eInvoiceProcess business process and specify invalid eInvoicing global configuration settings, the TrustWeaverEInvoicing business process fails and it will wait and retry the TrustWeaver™ connection. While the retry is in process, if you modify the global configurations with the valid details and execute the eInvoiceProcess business process, the TrustWeaverEInvoicing business process still continues to retry with the older configuration, which causes the creation of a country-specific lock.

Resolution: There are two resolutions for the above issue:

- ◆ If you need to retry executing the eInvoiceProcess business process, you have to either wait for a timeout (60 minutes by default or whatever is configured in the global e-Invoice Configuration parameters), or terminate the business process and then restart the eInvoiceProcess business process if the agreement is configured to invoke a post-processing business process. If the agreement is not configured to invoke a post-processing business process, then you must restart the parent process.
- ◆ If you terminate the business process, the country-specific locks are not released, and you must release them manually by using the Lock Manager in the application. Unless the locks are released, the business process cannot be executed.

e-Invoice Archive Setup Script (setupEInvoiceArchive.sh) Hangs When Attempting to Add the eInvoiceCanonical.bifm Schema

Issue: The e-Invoice Archive Setup script (setupEInvoiceArchive.sh) hangs when attempting to add the eInvoiceCanonical.bifm schema.

Resolution: First, stop and rerun the e-Invoice Archive Setup script. If it hangs again, delete the eInvoice fact models (**eInvoiceCanonical.bifm** and **eInvoiceArchive.bifm**) through the application user interface, and then delete the **jdbc.properties_einvoicing_ext** from **<install_dir>/properties** and rerun the setupEInvoiceArchive.sh script.

Caution: Do *not* delete the **jdbc.properties_einvoicing_ext.in** file.

eInvoice Duplicate Check Service Fails, Notification E-mail States that Duplicate Invoice Detected

Issue: If the application is unable to connect to the e-Invoice Integrated Archive Database server and this causes the eInvoice Duplicate Check service to fail, the notification e-mail that is sent says that a duplicate invoice was detected.

Resolution: Although the notification e-mail says the invoice was a duplicate, the problem was that the database was unavailable. Ensure that the integrated archive database server is running and is accessible to the application, and then restart (do *not* resume) the parent e-Invoice process after deleting the transaction register entries created during the previous run..

E-mail Description Received By Admin Does Not Contain the Number of Notifications Missed During Email Threshold Period

Issue: The description of the e-mail notification that is sent to the application administrator does not contain the count of e-mail notifications that were skipped because they surpassed the notification threshold/limit. This happens only when the parameter **Notify Internal Contact on Supplier-side Error** or **Notify Internal Contact on Buyer-side Error** is set to **Yes** in the agreement, but a contact e-mail address is not provided in the appropriate identity. In this scenario, an e-mail notification is still sent with the description stating that the agreement was configured to notify the partner but no e-mail address was specified.

Resolution: Update the appropriate identity with a valid e-mail address.

Exceptions Generated in the System Log While Running the e-Invoice Archive Setup Script

Issue: When running the e-Invoice Archive Setup script, exceptions are generated in the system log because the code tries to connect to an instance of the application that is not running. The exception looks like the following:

```
ERROR 000310010056 UTIL.UTIL.ERR_ConnectException Got ConnectException in URL.send
java.net.ConnectException: A remote host refused an attempted connect operation.
```

Resolution: You can ignore these exceptions because they do not affect the setup of the e-Invoice Integrated Archive.

Field Value for Trading Partner Envelope Version is Displayed as Default in the Export Resources Confirm Page

Issue: While exporting envelopes, if you select **Export All Versions** in the **Trading Partner > Document Envelopes > Envelopes** page, in the Confirm page the field value for Trading Partner Envelope Version is displayed as **Default** instead of **ALL**.

Resolution: Be aware that **Default** in this scenario really indicates **ALL**.

First Attempt to Release a Semaphore in a Clustered Environment Causes an Error

Issue: The first attempt to release a semaphore in a clustered environment may fail, causing the TrustWeaverEInvoicing business process to enter the “completed with error” state rather than the “completed” state.

Resolution: Failure to release the semaphore is not a fatal error, since the semaphore will timeout within thirty seconds. You can safely ignore this problem.

Generating an XLS-Formatted Report for an Invoice Fails If Another XLS Report is Already Open

Issue: If you try to generate an invoice details report in XLS format when another XLS-formatted details report is already open, the generated report is not displayed (instead the old report is displayed again). This occurs for two reasons: XLS-formatted Invoice reports are always saved with the name (eInvoiceDetailsReport.xls) and Microsoft Excel does not allow two documents with same name to be open simultaneously.

Additionally, if you try to generate an eInvoiceSummaryReport in XLS format when an XLS-formatted details report is already open, the system displays a warning message before displaying the summary report.

Resolution: Close any XLS-formatted reports prior to generating an XLS-formatted summary or detail report.

If Two Invoices Have the Same Key Values and a Missing Invoice Number, the Second Invoice is Shown as Having a Data Error Instead of Being a Duplicate Invoice

Issue: When two invoices have the same key values but are missing an invoice number are processed by the buyer-side process, the second invoice is reported as a duplicate in the eInvoice Archive service status report. However, in the integrated archive it shows the invoice as having a data error instead of being a duplicate invoice.

Resolution: The second invoice with the same key values and missing invoice number is not marked as a duplicate in the database because it is not known if it was truly a duplicate since key information was missing. The status report from the eInvoice Archive service shows that the second invoice was duplicate, but you should treat the invoice as a data error until you inspect the invoice and determine whether it truly is a duplicate.

If You Run the eInvoice Archive Install Script While the Application is Still Running, it Fails or Hangs

Issue: If you run the eInvoice archive install script while the application is still running, it fails or hangs.

Resolution: Shut down the application before running the eInvoice archive install script.

NullPointerException During Translation

Issue: The Translation service goes into the Interrupted state, the status report contains **java.lang.NullPointerException** and the system.log contains the following exception:

```
[2008-05-28 07:31:45.712] ERROR 000110070158
WORKFLOW.ACTIVITY_ENGINE.ERR_ActivityEngineHelper_invokeService21
ActivityEngineHelper.invokeService() caught exception while attempting to execute
service Translationjava.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.translator.blockprocessor.BlockSequence.finishTransla
tion(BlockSequence.java:352)
    at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngineImpl.terminate(Tra
nslationEngineImpl.java:1945)
    at
com.sterlingcommerce.woodstock.translator.engine.TranslationEngine.terminate(Transla
tionEngine.java:517)
    at
com.sterlingcommerce.woodstock.services.translation.TranslationServiceImpl.processDa
ta(TranslationServiceImpl.java:861)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.invokeS
ervice(ActivityEngineHelper.java:1671)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.nextMai
nLogic(ActivityEngineHelper.java:559)
    at
com.sterlingcommerce.woodstock.workflow.activity.engine.ActivityEngineHelper.next(Ac
tivityEngineHelper.java:339)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.doWork(WorkFlowQ
ueueListener.java:323)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.run(WorkFlowQue
ueListener.java:202)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:163)
    at
com.sterlingcommerce.woodstock.workflow.queue.WorkFlowQueueListener.onMessage(WorkFl
owQueueListener.java:149)
```

```
at
com.sterlingcommerce.woodstock.workflow.queue.wfTransporter.run(wfTransporter.java:3
31)
at
com.sterlingcommerce.woodstock.workflow.queue.BasicExecutor$Worker.run(BasicExecutor
.java:517)
at java.lang.Thread.run(Thread.java:801)
```

Resolution: Either resume or restart the business process that executed the Translation service, and it will complete successfully.

Parameter Index Out Of Bounds Message Appears Multiple Times in the Logs

Issue: If the canonical document is missing any of the six primary key fields, you may find the following error message in the logs:

```
DuplicateCheckService.findDuplicates:java.sql.SQLException: Parameter index out of
bounds. 7 is not between valid values of 1 and 6
```

Resolution: Ignore the error, it will not prevent the document from being processed correctly.

Response Timeout Occurs if Invoice Size is Too Large

Issue: The TrustWeaverEInvoicing business process ends with an error on the HTTP Client Adapter instance because of a response timeout.

Resolution: If this error occurs, you should check the HTTP Client Adapter configuration settings to ensure the **Response timeout (second)** parameter is set to a value greater than the time taken by the HTTP adapter to return a response from TrustWeaver.

Root Directory of the Gentran Integration Suite Version 4.3 Build 4307 Media Contains Wrong Version of the Perimeter Server Install

Issue: The following error is seen in the Perimeter log file:

```
[2008-05-19 11:30:08.166] ERROR 000000000000 GLOBAL_SCOPE Detailed version
number of peer does not match, received [b2000] expecting [b2006]
```

Resolution: This error indicates that the Perimeter Server was not updated to the same patch level as the Gentran Integration Suite server. It does not prevent the Perimeter Server from functioning correctly. To fix the error, update the Perimeter Server to the same patch level as the Gentran Integration Suite server. Please

refer to *Installing a Perimeter Server* in the Gentran Integration Suite documentation for detailed instructions on how to upgrade the Perimeter Server.

Search in Integrated Archive Fails and Exception is Reported in invoicing.log

Issue: When searching for invoices in the integrated archive, the search fails and the following exception is reported in the invoicing.log:

```
SQL Error Code: 1652
SQL State: 72000
java.sql.SQLException: ORA-01652: unable to extend temp segment by 128 in tables
pace TEMP
```

Resolution: Update the database statistics and retry the search. If the same error occurs, increase the available temporary (temp) space in the database.

Semaphore Service Does Not Have an Option to Change the Parameters in the Business Process

Issue: The Semaphore service does not give you the option to change the parameters in the business process.

Resolution: You can manually add the optional parameters in the GPM.

Services Fail with Status “Interrupted_Man,” Advanced Status “Service Error,” and Status Report Error “java.lang.Exception: Throwable in ae.invokeService:null”

Issue: If the application is unable to connect to the e-Invoice Integrated Archive Database server, the eInvoice Archive service, eInvoice Duplicate Check service, or eInvoice Time Stamping Request service fails with the status “Interrupted_Man,” advanced status “Service Error,” and the following error in the status report: java.lang.Exception: Throwable in ae.invokeService:null.

Resolution: First, ensure that the integrated archive database is running and accessible to the application. Then, if the failed service is in the e-Invoice supplier process, restart (do *not* resume) the parent e-Invoice process. If the failed service is instead part of the e-Invoice buyer process or the timestamping process, resume (do *not* resume) that process.

setupEInvoiceArchive.sh Script Fails Because It Cannot Find the Fact Model Tables

Issue: The e-Invoice Archive Setup script (setupEInvoiceArchive.sh) fails because it cannot find the fact model tables.

Resolution: This only occurs when the new archive database has the same pool name as the previous archive database. If you install to a different database platform (for example, from MSSQL to Oracle), you will not encounter the issue. If you need to reinstall the archive database to the same database platform (for example, from MSSQL to any other MSSQL database, including the original) the workaround is to delete the `jdbc.properties_invoicing_ext` from `<install_dir>/properties` and rerun the setupEInvoiceArchive.sh script.

Caution: Do *not* delete the `jdbc.properties_invoicing_ext.in` file.

Specifying an Invalid Fact Set For a Valid Fact Model in the Straight Through Extraction Service Results in a Null Pointer Exception

Issue: When you specify an invalid fact set for a valid fact model in the Straight Through Extraction service, it results in a null pointer exception in the bizintel.*log that starts with the following content:

```
Error during addStatementToBatch
java.lang.NullPointerException
    at
com.sterlingcommerce.woodstock.bi.fact.dom4j.BatchFactLoaderImpl.addStatementToBatch
(BatchFactLoaderImpl.java:299)
at com.sterlingcommerce.woodstock.bi.fact.dom4j.BatchFactLoaderImpl.save
(BatchFactLoaderImpl.java:459)
at
com.sterlingcommerce.woodstock.event.listeners.bi.StraightThroughMappingEventListener.handleEvent
(StraightThroughMappingEventListener.java:181)
```

Resolution: Correct the StraightThroughExtraction business process to specify a valid fact set for the given fact model.

The getSemaphoreDetails Service Instance Does Not Return “No Record Found” When Passing a Nonexistent Semaphore_Key

Issue: When you pass a non-existent Semaphore_key to the getSemaphoreDetails service instance, you receive an empty result set instead of a “No Record Found” message.

Unable to Import Agreements Using Command Line if eInvoicing ALL SUPPLIERS and eInvoicing ALL BUYERS are Removed from the Permissions List

Resolution: When an empty result set is returned for the getSemaphoreDetails service instance, assume that no records were found.

Unable to Import Agreements Using Command Line if eInvoicing ALL SUPPLIERS and eInvoicing ALL BUYERS are Removed from the Permissions List

Issue: The user account for a general user (not an admin user) must be granted both the **eInvoicing ALL SUPPLIERS** and **eInvoicing ALL BUYERS** permissions to import an agreement.

Resolution: Assign the eInvoicing ALL SUPPLIERS and eInvoicing ALL BUYERS permissions to a general user so that the general user can import an agreement.

When the eInvoice Duplicate Check Service Detects a Duplicate Invoice, eInvoiceSupplierProcess Business Process is Halted and, on Resuming, Duplication of Invoices is Possible.

Issue: The eInvoiceSupplierProcess halts when the eInvoice Duplicate Check service detects a duplicate invoice. If the process is resumed, it will skip the eInvoice Duplicate Check service, which may result in duplicate invoices.

Resolution: The duplicate invoices are not processed because the eInvoice Archive service correctly reports an error, and no action is required from the user.