

**Missing Data**  
**6 April 2003**

Over the last few weeks, several E-mails were received by the JPMO indicating that sites were experiencing 'Missing Data' once the upgrade from Version 4.1.e was accomplished into Version 4.2 Increment 1/SR01. Many of the E-mails provided very general information and without specific information detailing the exact problem and providing a Help Desk ticket we are unable to check into these issues further. If sites that have been upgraded wish to provide the additional information needed to research their specific instant cases, we will certainly check into the matter further and make any necessary corrections. The sites that provided detailed information to date have had their instant cases researched and corrected as indicated below.

The DISA sites had a very different upgrade than the upgrades that are typically done at our sites. This site had the server in one location that served two remote locations. During the upgrade the database was BCP'ed out from the server site and transported to the two remote sites and BCP'ed back into two different servers and in one case a different operating system. There is quite a bit of history with this upgrade and migration. Most of their issues have been resolved at this point. DCA200 had 4 technically open SRs, but 3 are resolved pending closure by the site and 1 is still in process with Functional Research. DCA100 has 3 in process, none of which are related in missing data and to date appear to be typical Help Desk issues, nothing too bizarre.

DCA200's "missing data" issue was due to the transaction log filling up during the upgrade. There's a script in the installer that copies data to a table housing generated doc information. When the log filled up the script could not complete, therefore all the info wasn't copied over. This seems to have been an isolated incident at DCA200 and we have a script to fix the issue which the site has run and reported its success.

<b>SR #</b>	<b>Description</b>	<b>Resolution</b>
1-3980525 also reported under 1-3907100	Information from the solicitation didn't pull over into certain blocks when an award was created.	This is the issue where the information from the solicitation didn't pull over into certain blocks when the award was created. The site thought this might be a data loss issue, however it did not turn out to be one. The data was always on the solicitation, but for some reason when a certain award was created the data didn't pull through. The issue actually

		<p>turned out to be an isolated incident. With connection to their DB, the Help Desk attempted to recreate this using the same solicitation but everything worked fine.</p> <p>Futhermore, both the user experiencing the issue and the SA tried to recreate the issue and everything worked fine for them too.</p>
1-3668731	Text items are missing from the Clause Tab of some documents.	<p>This is the issue where the text items were missing from the Clause tab of several documents. The Help Desk sent them a script to identify these documents (T14654) followed-up by a script (T14638) to fix them. This is a known issue.</p> <p>The installer did not properly give every mod in the system a copy of the clauses carried over from their respective conform copy documents that the mods were created from. The SR01 installer attempted to fix the issue, but it seems that the script did not complete its tasks. The script filled up the transaction log and terminated before completion</p> <p>Basically, 4.2.1 SR01 was suppose to fix a problem that occurred with the 4.2.1 installer but SR01 could not complete its job because the transaction log became full. The Help Desk sent the site a new script which took into account the possibility of limited space in their transaction log. The site ran it and everything worked out okay. There is a catalog script (C00615) now that can be sent out to sites experiencing this issue, however this has not been a widespread occurrence. <b>DATE CLOSED:</b> 4/3/03 9:55:43 AM</p> <p>Additional Info: User created a contract modification and</p>

		<p>discovered that there is information missing from the Clauses tab. User double-clicks on certain text items to open them in Microsoft Word and finds that they are blank. This is also happening on the conformed copy on the contract. User has to go back to previous modification to see the information that should be present on the more recent mods. However, when any of the documents are printed (except for the newly unreleased mod), all the information is present. This problem did not occur before the upgrade to 4.2 Increment 1.</p>
	<p>MSC indicated that they are also experiencing 'missing data' within their upgraded database.</p>	<p>Additionally, it's looking like MSC's "missing data" issue has NOTHING to do with v4.2. After getting the sites 4.1e DB and doing some more research the Help Desk indicates that the site has been missing this data since 4.1e, and the site has confirmed this so far. They seem to have some issues with concurrent mods which right now is the prime suspect in their issue but more investigation is ongoing. Bottom line however, is that 4.2 had nothing to do with it.</p>
1-4058683	<p>When viewing CLINs, it gives a Dr. Watson windows error: An application error has occurred and an application log is being generated. PPDOD.EXE Exception stack over flow address.</p>	<p>Emailed diagnostic script T14628 on 3/24. Results have not been returned to the Help Desk. This error occurs when the contract has an invalid contract type in 4.2 and needs to be corrected with a manipulative script since the user is unable to view the CLIN to correct it. <b>Ticket is currently 'Awaiting Response'</b>.</p> <p>Additional Info: User has a document which is a delivery order modification. It is modification number 6. It is an unapproved document and each time user goes in to view CLINs it gives a Dr. Watson for windows error: An application error has occurred and an application log is being generated. PPDOD.EXE Exception stack over flow</p>

		address.
1-3666509	<p>User receives the following error after deleting an object class in PD<sup>2</sup> and the documents assigned to that class disappear:  Error: 2 Null object reference  Occurred in object u_dsk_class_sql during uf_replace_dependency on line 32</p>	<p>The software does not re-assign the classes as it is supposed to do. The Help Desk has written this bug into ePIC action item 030317-142256-JM to be corrected. In the meantime, the site was sent script T14568 to reassign objects to a current class before they are deleted. This was tested, recreated, and resolved this issue in the Help Desk test environment at AMS. Ticket is currently 'Resolved Pending'.</p> <p>UPDATE: 2/13/03: Object classes were restored by script and users can now see all object classes. Problem now lies in the error messages received when System Administrator deletes Object Class in PD<sup>2</sup> Sys Admin tasks: Error: 2 Null object reference Occurred in object u_dsk_class_sql during uf_replace_dependency on line 32</p> <p>The classes were then deleted without reassigning the documents, thus causing them to not be able to view the documents still assigned to a deleted class. System Administrator needs to know proper process in deleting classes.  <b>DATE CLOSED:</b> 3/31/03 2:55:05 PM</p>
1-3752755	<p>From the Utilities menu, the user attached a Word Processing document to a BPA call. When user tried to "Export" the document she receives the below error message:  Error: 21 Bad runtime function reference  Occurred in object u_dsk_ole_control during uf_export on line 5.</p>	<p>Narrowed down the problem to data in the user's database. The Help Desk was able to successfully export the same attachment the site is using in our test environment. Based on this it is believed the problem is not in the code or attachment, but data in the database/document. Called user to find out if this error occurs on all attachments they try to export but user has not responded. <b>DATE CLOSED:</b> 3/26/03 9:53:41 AM</p>

