Chapter 12

Trouble Shooting/Frequently Asked Questions

Chapter Overview

Introduction

This chapter will assist you in “trouble shooting” problems encountered with the modern application. It will explain the procedures for responding to system error messages, answer frequently asked questions, and resolve situations you might experience.

Chapter Contents

See Also

All other chapters in this module.

Responding to System Error Messages

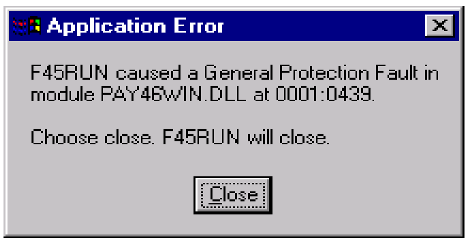
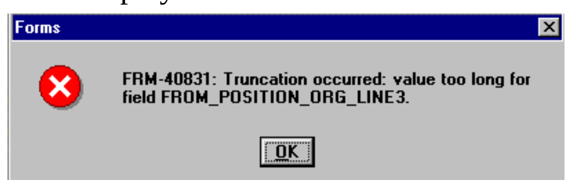
Purpose

This section explains the procedures for responding to occasional system interruptions, known as application system errors. Examples of these error messages are:

- **General Protection Fault (GPF) Errors**
- **Trigger Errors**

Note: If you experience one of these interruptions, notify your System Administrator with the following information for follow-up and notification through official channels for resolution:

- A print of the window with the error message annotated, along with:
  - The date and time.
  - The action and stage of the process you were in at the time.

GPF Errors	Trigger Errors
	Message Line displays: “FRM 40735: Post Insert Trigger raised unhandled exception ORA-2319”. Not always a Post Trigger. It can also be many different things. Check the Message Line to see what type of trigger error you have.
	The form displays: 

Responding to System Error Messages

Step	Action
1	Place your cursor on the bottom Toolbar.
2	Right click your mouse.

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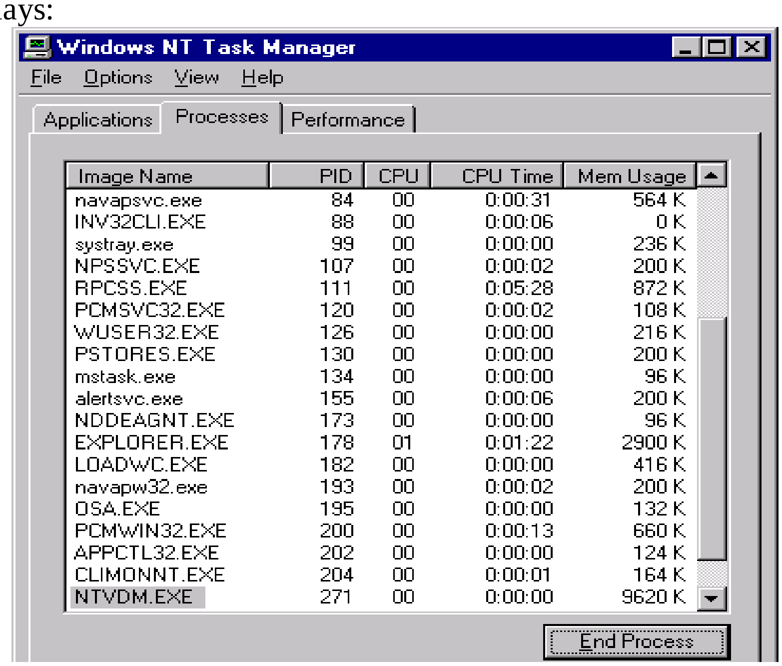
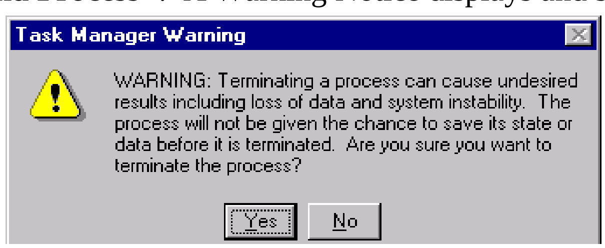
Responding to System Error Messages, Continued

Responding to System Error Messages (continued)

Step	Action
3	Click <**Task Manager**>. The **Windows NT Task Manager** Window displays: 
4	Click the **Processes** Tab.
5	Scroll down and click "**NTVDM.EXE**".
6	Click <**End Process**>. A Warning Notice displays and says: 
7	Click <**Yes**>.
8	Close the **Task Manager** Window.
9	Log on to the modern DCPDS application and continue working.
10	If you continue to get an error message, shut down and restart the system. Also, alert your system administrator.

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Frequently Asked Questions

Introduction

This section will provide assistance in helping you to "trouble shoot" some of the problems that may be encountered with the modern DCPDS. It will answer frequently asked questions.

Question/Situation	Answer/Resolution
Fundamentals/General:	
1. Why is the LOV grayed out (or not active) in some of the processes?	When the LOV is grayed out, there is no information in the LOV and you cannot make a selection. You must type in the required data.
2. How can I find out the length of a data field?	With the cursor in the data field, click **Help** → **Tools** → **Properties** → **Item** on the Main Menu Bar. A list displays. Look for "Maximum Data Length" in the left column. On the same row to the right, is the maximum characters allowed in that field. **Note:** This is the database storage size. In some instances the input size will be smaller than the Maximum Data Length.
3. Is there a way to find out how many specific records are in the application, such as "Invalid" positions?	Yes, on the **Position** Window, in the ***Status*** data field, type "Invalid," click **Query** on the Toolbar. Click **Run Query**. Records appear. Click **Query** → **Count Matching Records.** The total number of invalid positions display in the Message Line. See **Module 1, Fundamentals, Chapter 6**, **Retrieving Records**.
4. How can I stop a query when I change my mind or realize I should have used a shorter method?	Press [**Ctrl**] + [**C**] keys on the keyboard. Stopping a query sometimes causes a trigger error notice to display.
5. Why is it that sometimes I can enter information, such as a name, and other times that I must run a query in a data field?	If the window is updateable, you can enter the information; if not, enter a query.
6. How can I find out who established a record and who changed it?	On the Toolbar, click **Help** → **About this Record**. Information displays on who created/updated the record. If it is a converted record from Legacy, it displays "Created by Anonymous." Sometimes suspense updates will also show "Anonymous."

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Frequently Asked Questions, Continued

Question/Situation	Answer/Resolution
Fundamentals/General (cont):	
7. How can I export data to another application?	If you want to export data to Word or Excel, click **Action** on the Main Menu Bar and then **Export**. • Use the **Export Icon** on the Main Menu Bar only for accessing the **ADE Hierarchy Diagrammer**. It is not compatible with all versions of Word and Excel. Additionally, you can only use this function, if your database contains less than 12,000 records.
8. Does the Employee ID number remain constant for the individual employee throughout their DoD career?	The Employee ID Number is a systems generated number. The Employee ID Number only changes if the employee moves from one Region (i.e., database) to another. A new ID number will be assigned at the new Region by the application. If the employee is appointed to more than one position, there will be a separate record and Employee ID Number for each appointment. **Note:** The Employee ID Number is not used by DoD.
9. If the employee has a SSN change because it was entered incorrectly in the system, does the employee have two records or are they merged into one? Does the employee keep their original employee number or get issued a new one?	In modern DCPDS a change to the SSAN requires a correction to the employee's most recent appointment or conversion. This type of correction does not change the Employee ID Number. It remains the same in this action.
10. Who deletes report items from the reports/request queue that are for one-time events or are needed only for a short period?	This process is completed as determined by Component business rules or completed by the System Administrator.

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Frequently Asked Questions, Continued

Question/Situation	Answer/Resolution
Fundamentals/General (cont):	
11. Does the system automatically do what is most advantageous to the employee in a future action? For example an employee who is being promoted on a future date and in the meantime, the employee gets a WGI or SQI.	The system will process actions to the benefit of the employee. • The order in which the actions are to process is recognized and properly applied; e.g., Pay Adjustment first, then WGI/QSI, then other actions affecting pay such as Promotion. The Effective Date for an action is important for this to happen. • The first action will consummate and the following actions will be written to the WGIPERSONNEL Groupbox for validation of the new step/salary, etc. These actions will show up in the Civilian Inbox of those personnelists assigned to the WGIPERSONNEL Groupbox.
12. Will the system update the step and pay for a promotion automatically?	The system will "update" the step and pay for the promotion "automatically." However, the personnelist has to open the action in the Civilian Inbox and click <**RESPOND**> to review the action and ensure the step and salary are correct before it is consummated.
Position:	
1. What is the format for entering the Title of a position?	Follow the titling procedures as outlined in the Position Classification Standards. It is recommended that all caps be used for consistency.
2. I quick copied a position on which I had corrected the grade, but the new grade did not appear on the quick-copied position.	You probably changed the grade on the position and did not alter the effective date back to the effective date of the position. See **Module 1**, **Fundamentals**, **Chapter 4**.

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Frequently Asked Questions, Continued

Question/Situation	Answer/Resolution
Position (cont):	
3. Is there a way to show obligated positions in the modern DCPDS?	For <u>all</u> obligated positions, no. The Component will utilize their query tool or the Customer Service Unit (CSU) database reports function. In the future, this function will be available in CMIS. For <u>individual</u> employees, yes: • The *Position* → *Others* → **US Government Position Obligated** Window shows the SSAN that a position is obligated too (if any), the type of obligation, and the expiration date of the obligation. • The *People* → *Extra Information* → **US Government Person Group 2** Window shows the CPCN and sequence number of the position (if any) obligated to the employee, plus the obligation type (temporary promotion, etc.).
Staffing/RPA:	
1. I created an RPA and routed it; however, there is no record of it in my Inbox.	If you want to keep a record of the RPA, save it to your Inbox before you route it to another Inbox. If you forget to save it, have the person route it back to you. See **Module 3**, **Processing Requests for Personnel Action** .
2. How do I cancel a pending action in the "Approved RPA" Window?	Reroute it to the Inbox, click <**Respond**> on the **Notifications Summary** Window. Click the **Red X** button (Delete) on the Toolbar to delete the record. **Note:** The "Reroute Button" sends the RPA from the Approved RPA window to the Inbox of the person who submitted it to the database. So, if someone else did this update, Rerouting the action will send the RPA to their Inbox, not yours.
3. How can I view an RPA on a pending action?	If the RPA is in your Inbox, you can view it. (**Note:** You would have to remove the "X" from the "Query Only Open Notifications" Checkbox and query to see a processed action in your Inbox.) In the **Notifications Summary** Window, click <**View Response**> to view the RPA.

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Frequently Asked Questions, Continued

Question/Situation	Answer/Resolution
Staffing/RPA (cont):	
4. How can I view an RPA after it is processed?	You view and print the RPA the same way, except you enter a zero in the number of copies to be printed, if you only want to view it. On the **Navigation List**, click *Processes and Reports* → *Submit Processes and Reports*. In the ***Name*** data field, choose either **Notification of Personnel Action** or **Request for Personnel Action** from the LOV. In ***Parameters***, enter the name of the employee or use the LOV. Click **Help** → **View My Requests** on the Toolbar. Highlight the RPA or NPA you want to see and click **Report**. You can see the RPA or NPA on the window. Use **View** on the Toolbar to navigate between the pages. If you cannot see the RPA or NPA: • The computer needs to be reconfigured by adding the Ghostview application to view RPAs on-line, or • Ghostview has not been set in profiles as the editor for post script files, or • The path to Ghostview was entered incorrectly in the profile. **Note:** To see if you have Ghostview, open an RPA. Click **Print** on the Toolbar and choose a printer. If Ghostview is configured, you can view the forms on-line. See Question 5.
5. What is the purpose of Ghostview?	It is a software application that is a part of the modern DCPDS application that allows you to view and print “post script” reports/documents, i.e., documents or forms such as the RPA/NPA. See Question 4 above.
6. When can I get an NPA (SF 50) to print?	You can only print an NPA or RPA on or after the effective date.
7. How do I remove a Notification that has processed out of my Inbox?	Select the action and click **<Close>**, except RPAs, **which** automatically close when routed or successfully submitted to HR.
8. How can I remove an incorrect remark from the RPA?	Click the **Pencil** button (eraser) on the Toolbar to remove the remark, move the cursor to another data field, and save. Or click the **Red X** (**Delete** Button) on the Toolbar. Either button removes the remark.

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Frequently Asked Questions, Continued

Question/Situation	Answer/Resolution
Staffing/RPA (cont):	
9. How do I delete an RPA out of my Inbox when a manager wants to withdraw/or cancel it?	You can delete an RPA from your Inbox by clicking <**Respond**> then clicking the **Delete Record** (the **Red X** button) on the Toolbar. Or, click the **Clear Form** button on the Toolbar. Click <**Yes**> on the Decision Window. The RPA is cleared of data. You can close out and return to the **Navigation List**.
10. Can a deleted RPA be tracked? If so, how?	In your Inbox**,** remove the "X" from the checkbox that says: "Query Only Open Notifications. Find the action to be tracked, then: • Click **<View Response>** and click **<History>** *OR* • Open the **Message** area and click the **Routing History Icon**.
11. How many folders can you have in an Inbox?	You can have an unlimited number of folders in your Inbox.
12. How can I change a remark once the RPA has been routed?	• If the RPA was routed to another user, that user can make the change, or • Reroute the RPA back to you for the change. • If the RPA has processed and updated the database, changes to remarks will have to be accomplished through the NOA 002 Correction Process.
13. I have been authorized to process actions in a different region, how do I get access to that database?	You must be entered into that regional database as an "**External User**." See **Module 2**, **Position Management and Classification**, **Chapter 1**, **Building Positions**, **Section: Building Virtual Positions** and **Module 4**, **Staffing**, **Chapter 2**, **Building External Users**.
14. How does the mailing address get updated in the person record?	Payroll updates the address in a reverse interface and feeds back to the employee's record. Each record can have an overseas address and two stateside addresses. Payroll inputs only the initial address.
15. How do I input an employee's license?	The **Conditions of Employment** Window in **Special Info** may be used to store licenses. See **Module 1**, **Fundamentals**, **Chapter 5**, **Updating and Viewing Employee Records**.

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Frequently Asked Questions, Continued

Question/Situation	Answer/Resolution
Staffing/RPA (cont):	
16. Is there a way to query the application to see all actions for an employee?	• For processed and pending (projected) actions: Query the person's name under *Request for Personnel Action → Cancellation/Correction*. The Approved Requests for Personnel Action Window displays all processed actions unless an action is being worked by another user. • For actions not yet processed: When an RPA is initiated, and there is one or more actions on that employee that have not been submitted to HR, a pop-up notification will display the Request Number, the NOA, Effective Date, and Groupbox that the action was routed to for each action that was submitted on the individual employee.
Training and Development/OTA:	
1. Where is the Course Catalog located? And how is it updated?	When you open the Training Request Form (TRF), you can access the Course Catalog. It is updated annually.
2. How do I build a course when it or the vendor is not in the Course Catalog?	See Module 7, Employee Training and Development, Chapter 2, Administering Training, Section: Creating a Local Supplier for a Local Activity and Defining an Activity.
3. In Oracle Training Administration (OTA), when I use the LOV to select an employee on the TRF, I get a notice "There are no entries in the LOV," but the LOV is not grayed out.	You need to be in an "OTA Secure User View" to access the names on the LOV. Follow local business rules in obtaining access to the LOV.
4. I'm trying to process a TRF from my Inbox, and I get an error message "saying the function is not available."	You must be in an OTA responsibility in order to process a training request. This error message generally indicates that you do not have the correct OTA responsibility.
5. How do I record completed training? And how do I find it?	See Module 7, Employee Training and Development, Chapter 4, Training Completions and Evaluations. When updating the completed training in OTA, it flows to the modern DCPDS. Or, if the training is completed with another agency or an outside vendor, you can go directly to the modern DCPDS application and update the employee's record.